



October 08, 2008

**MEETING #4  
AMENDED**

Meeting called to order at 10:18am  
Note Taker: Ana Mari Atoigue

Roll call **Present:** Francisco Camacho, Patrick Clymer, Joleen Evangelista, John Limtiaco, Terry Kuper, Troy Lizama, Michelle Santos, Florentina Terlaje

**I. Review of minutes (approve or amend)**

Michelle moved to table review of meeting minutes for Sept.4, Sept. 24, & Oct. till next meeting on Oct. 15<sup>th</sup> meeting. Troy seconded the motion.

**II. Old Business**

**a. Bandwidth**

- Still experiencing problems with Plato. Most recent complaint is from the Library.
- A and D wing are working but at a slow speed. D9 and D10 are routed straight into GTA. Currently there are about 50 or more users simultaneously.
- It's dedicated through the blocks that are assigned to the different labs; however, anyone can come in.
- According to Frank the problem he has seen, through observation in GTA's routing, is both in and out. It seems that it is routing off island and back.
- It appears that GTA is not part of the local peering group as apposed to other local communication companies.
- To view tracking 202.128.72.14 – GCC\_TAC (read only access) to look at traffic.
- There was a training that was recently done with the Library and Symphony Programs. The recommendation for the Symphony system came through TAC with the understanding that our system could handle it. And we failed.
- Under the first phase, according to Frank we are at 49 – 51% with IP's at private institutionally (inclusive of satellites). Locally (campus only) we are at 30%. Our goal is to do away with Public IP's. It was suggested to segment it in areas. Rather than all going into the server room, it was suggested to have work group servers to help with the trafficking.
- We are seeing problems with Orion. According to Frank, there are bots (robotic type of software. Ex. Googlebot, viruses, systems that are spamming out) coming from all kinds of IP addresses (not necessarily internal). You could have a rogue system outside of our network that's using our mail server to spam. You could use the Intermapper (shows where the line is going down or when the line is degraded), Solarwinds (tells the type of), Sniffer software (it's effective when everything goes to a hub), to pinpoint where the abuse is coming from.
- to track or pinpoint where the abuse it coming from. Shouldn't we segment and localize our addresses to one area? It's hard to locate segments rather than blocks. Our goal is to do away with Public IP's
- It was recommended that we should have 4 public and everything else could be private. However, it depends on how many servers you have. For every server a public IP is assigned. We have 4 Interfaces on the router (2 external, 2 internal).
- Suggestion was made to have every department have a server (work group) and it will help with traffic.
- With regards to Compass we are experiencing problems with it. It kicks people off in the middle of testing or when it's time to give results. If not corrected, we will have to resort back to paper and pencil for testing. Once it leaves our campus, it's out of our hand.
- Things have changed since we first put up the program (like Extender, Xerox, etc.)
- We have classes with possibly 25 students who may be on simultaneously with another class, not to mention those in labs.
- Part of Phase II will give us the routers that we need.
- **Patrick made a motion to move into Phase II. Frank seconds the motion.** Michelle opened floor for discussion. Question posed, how much of Phase II is in the budget? According to Frank budget is

Institutional. He mentioned that he did include it in his budget, however, he was told to make cuts. According to Michelle, you could have stated in your budget, "In order to support the needs of this campus and in order for us to move through and be successful." This committee is failing because we can't succeed in terms of the technology, software, hardware, and the efficiency that we need to have on this campus.

- Motion on the table with no funding. Motion can be approved as a recommendation from TAC. **Motion amended to include a completion date of July 31, 2009. Frank seconds the motion. Committee voted unanimously in favor.**
- Patrick made a **motion to recommend that we move to a work group server and enterprise server structure. Frank seconds the motion. Unanimously all in favor.**
- Question posed, how will that affect caching? Caching server would be an enterprise server.

b. Bid specs

- Joleen from procurement came to discuss open bids.
- There were several kinds of bids that we were looking into. There was consolidation bid, open bid, asset management, and piggy backing on other agencies bid process.
- According to Frank he talked to GIAA and Bureau of Information Technology-CIO, and what they are currently doing is they only have the current specification and published to an open group. We are still looking at our options.
- Why can't we look off Island to purchase these items that appear to be cheaper and can deliver in a timely manner verses our local vendors that are struggling to meet our needs in a timely manner.
- According to Joleen, procurement is working on better monitoring and tracking our vendors. Like when the PO was processed and when the vendor delivered.
- Procurement prefer local vendors, however, if you can show that our vendors are not delivering we can purchase from off Island. Keep in mind, it must also be at least a 15% saving, including shipping.
- Frank mentioned that if we had numerous brands, MIS had a hard time trying to maintain the computers even with the minimal standard specification being met. If they have the same components, it would not be difficult to maintain. According to Joleen, you cannot be brand specific. You can only provide the specifications to a bidder and state it must meet or exceed the specifications described.
- Joleen is going to confirm with GSA regarding purchases with off-Island companies. It wouldn't be considered contractual. She requested TAC to go over the FY 07 specs listing. She will get back to TAC in regards to off-Island

### III. New Business

### IV. Open Forum

- TAC minutes from last year there was a motion to create Office 07 as the standard use in all the labs. Where are we? We've purchased the license for MS 2007 and are updating the images of the systems. We've put in the patch to allow them to open and save. Hopefully by next semester it should be done. For the labs, it should be done by Spring 2009.
- Bob is requesting for a separate line to use while banner is being worked on.
- Symphony program was going initially routed through GTA. When Plato was installed, we started experiencing problems, currently it's on MCV.
- We manual route the load because we do not have a load balancer.
- Total amount right now for Technical Fee is about \$210K total for both categories. It's higher than last year.
- With regards to SPAM. We had a student whose access we had to block because we have been black listed twice. When you are black listed, the provider blocks all access affecting all mail users of the college.
- Terry requested from Frank an average list of users for the Symphony. He's checking with other agencies to compare bandwidth usage.

### V. Topics for next meeting agenda

- Bid specs
- Discussion with Bob Neff on Symphony Program

Meeting adjourned at 12:02pm.



October 15, 2008

**MEETING #5  
AMENDED**

Meeting called to order at 10:am  
Note Taker: Ana Mari Atoigue

Roll call

**Present:** Francisco Camacho, John Camacho, Patrick Clymer, John Limtiaco, Terry Kuper, Troy Lizama, Brian San Nicolas, and Michelle Santos

**I. Review of minutes (approve or amend)**

**PATRICK MOVED TO TABLE MEETING MINUTES FOR Sept.4, 24, & Oct. 01, 08.**

**MOTION**

**FRANK MOVED TO APPROVE THE MINUTES AS AMMENED, PAT SECOND THE MOTION,  
MOTION CARRIED UNANIMOUSLY.**

**II. Old Business**

**a. Bandwidth**

1. Frank sent an email to all TAC members with regards to the GPSS and DOA bid specs. Frank mentioned that he liked the structure of standards development for DOA. They invited everybody from the different areas of the Government of Guam (all the IT people). Everyone would give input as to what they feel should be the most general standards to meet all agencies needs. They then figured the common denominator of all the specs submitted by all the agencies IT people and ensured that everyone's specifications became the standard. They then called in all Administrators of the different agencies to buy into the specs so that they (Administrator's/ Director's) will be aware. All the Administrator's were invited to accept or deny the specs based on the costing. Once the Directors themselves have the buy in, it doesn't appear to be a problem when it reaches their desk for signature for several equipments. The Bureau of Information Technology CIO and his people review, compile, publish, and approve what is coming in based on the standard. Not sure that they have the exception route. His concern is not having the resources to support it.
2. John L. suggested that we have the Mac's on the bid specs because it's a common use in our labs. According to Frank, based on the assessment that was just completed, we have enough justification to include Macintosh but it cannot be included without the support and resource issue required behind it.
3. According to Brian SN, there are a percentage of the current support resources that can still service like changing a hard drive. Same anti-static procedures. According to Frank C. it's mostly on the operating systems side because you will not be able to fully diagnose the hardware if you are not able to go beyond the software side. John L. asked if there was anyone in MIS that is trained in the Mac area. Frank mentioned that he does have someone who has limited experience however that's not his job. Terry suggested to Frank to include that in his budget in regards to what he would need to support the Mac's. Frank mentioned that he hasn't submitted it as part of the budget request because he doesn't have the justification or the evidence to show. But with the assessment it highlights the number of labs and systems the college has. We have about over 1,400 systems campus wide to include PC's and Mac's. We could recommend based on the information coming out the assessment.
4. Brian suggested taking a look at the trend with other colleges.
5. Terry mentioned that one of the problems we've had before was when sending a presentation/document and they can't support it (like Corel), it won't mix and match.
6. Patrick has been testing the Mac's with the one he has at home. He is able to get in to the discover reporting off of ODS, there is some question as to whether he can extract the report. However, he can generate the report. There were some challenges. The one good thing is that University of Hawaii is a banner school. They have a dual platform, however they do have a compatibility issue. For example, you were warned on their website that if you are an ODS user you can only get certain areas if you use Vista. Patrick mentioned that it hasn't been fully tested.
7. Frank mentioned that we don't want people to incur more cost by having to purchase 2 different systems because one is not able to read or open certain things. Troy mentioned they can run a multi boot and make it

a multi boot machine. Frank mentioned that MIS doesn't have the personnel to set that up. If MIS personnel is not trained in the operating system side of Mac or trained to support the non standard applications in Mac environment, they would still need to be addressed. Patrick mentioned that there was a form that was sent out to the departments and deans to inform them "buyers beware" we are not approving these things. Frank mentioned that we do have applications that state the minimal requirements to run a program.

8. Mr. Neff came and requested for a DSL line in the library. They are currently using an SAAS Server which is held in Australia. We went through training for six days and had terrible trouble trying to get back and forth in a timely manner which affect how we serves students as well as the staff work. We are not live and have been hesitating because we will have long lines of students standing at the circulation desk during the rush hour trying to check out books and register. What we are going to do is run both old and new systems at the same time to be sure that we can service students in a timely manner. The trainer that was here recommended that we don't go live until we have solved the network problems. The minimum for connection was 20K bandwidth is not a lot unless you are right next to the server. Right now it's not next to the server, we are currently using a host service in Australia. There are 6 stations in the Library. There are two ways the system will be accessed, one is through the employees and the other is through the students. GCC currently has GTA and MCV as providers. When we did a trace route test, if a person at home is trying to get into GCC server and an MCV customer, it will identify that it is their IP Address and goes through right away. If they are any other customer and are not part of local peering, it goes first to GTA and if its not trying to access and GTA servers it goes out into the internet world and doesn't come back in to our GTA connections even though we have a GTA connection rather than going around the world and going through MCV to access in. Mr. Neff mentioned that we do have a DSL line in the library. It was suggested that we do a testing in the Library with the DSL line. Michelle mentioned the only problem she foresees is that the students may also be utilizing it. When they get a DSL connection they will have a router that will give them a private IP Address for all six stations. The traffic will be more direct, currently it is not direct. Terry mentioned that if their IP Address is a 71 or 73 it is a GTA connection, and 72 or 79 it is a MCV connection.

#### **MOTION**

**JOHN C. MOVED TO INSTALL A TEMPORARY DSL LINE FOR THE LIBRARY TO BE IMPLEMENTED IMMEDIATELY FOR A 60 DAY TRIAL PERIOD AND TO BE RE-EVALUATED ON THE LAST TAC MEETING OF THE SEMESTER (DEC.5), FRANK SECONDED THE MOTION, MOTION CARRIED UNANIMOUSLY ALL IN FAVOR.**

**Recommendation** was made to have the Library handle the request for DSL line.

**JOHN MOVED TO AMEND THE 60 DAY TRIAL PERIOD TO 90 DAYS.**

#### **b. Bid specs**

1. Committee advised to invite Joleen Evangelista for status on off-Island bid process and bid specs for Mac's.
2. Frank mentioned that with DOA notice that they indicated HIGH and GENERAL. There are needs for GCC that are not addressed on the specs. On the base line hardware certification, there was nothing showing that Vista OS or HP OS certified or Novell tested and certified. We are in a Novell environment. It has to work with our environment. It doesn't indicate what operating system to see if it would be compatible.
3. Frank mentioned that there was only one person formally trained for XP, however, that person is no longer with us. No one in MIS is trained for XP, however, we are supporting. They are doing what they can to learn it and get rid of the learning curve and get the support out there without the kind of training we would have preferred. Then a lot of the issue coming up could have been addressed immediately rather than an extended period. If we had the XP training formally given to the MIS staff then we would be able to find the deep cause of why it keeps occurring and reimaging the computer would not be necessary. If we go into Vista the same way, our learning curve will be high but only to a certain point but not be able to solve the problem. GCC has over 1,400 systems and 2 technicians. College's similar in size to GCC, the ratio is 1 technician per 100 units. For these colleges, they're doing very well in their customer supports they are getting a lot of satisfaction on their surveys. They also have outsourced service for times when they exceed the 1 to 100 ratio.
4. John C suggested tabling the motion on bid spec to invite Joleen to the next meeting. We are still waiting for information on off-Island purchase.

#### **MOTION**

**JOHN MOVED TO TABLE THE DISCUSSION AND INVITE JOLEEN OF PROCUREMENT AND HAVE BRIAN PROVIDE SPECIFICATION ON THE NEXT MEETING. FRANK SECONDED THE MOTION, MOTION CARRIED UNANIMOUSLY ALL IN FAVOR.**

### **III. New Business**

1. Review committee bi laws.

2. Brian asked if a wireless service is advertised anywhere? Students are using it more frequently in class and informed when it isn't working. Should we post it up around campus? It will help the college with recruiting and retention.

#### **MOTION**

**JOHN C. MOVED TO HAVE MIS IDENTIFY THE WIFI HOT SPOTS AND POST SIGNS IDENTIFYING SUCH HOT SPOTS, PATRICK C. SECONDED THE MOTION. MOTION CARRIED UNANIMOUSLY ALL IN FAVOR.**

#### **IV. Open Forum**

1. Michelle apologized to Frank in regards to the tone that was taken during the last meeting due to frustrations on problems we are having and not solving. Frank accepted her apology.
2. John C. mentioned that we need to put our personality differences aside (using IBB) and focus on the issues at hand.
3. Michelle mentioned to the committee that Article 12 was signed on Monday. Under article 12, there will be a change in the committee name. It will go from Technology Advisory Committee (TAC) to College Technology Committee (CTC). The makeup changes, faculty is still the same and the President will appoint the four Administrators. The way that the ninth person is chosen will remain the same. Article 12 will be going to the board for approval. There will be other changes noted and bylaws will need to be reviewed and revised as well. Any recommendations coming from this committee will go straight to College Governing Council, Co Chair's are Carmen and Gary.

#### **V. Topics for next meeting agenda**

1. Bid specs with an invitation to Joleen E.
2. Review the progress of the DSL.
3. Next meeting will be on Oct.22 at 10:00am for 1 hour.

Meeting adjourned at 11:05pm.





October 22, 2008

**Meeting #6 AMENDED**

The meeting for October 22, 2008, was called to order at 10:15am, by Chairperson Mrs. Michelle Santos. Meeting was held in the Tech Center Conference Room 1210.

**ROLL CALL**

**Present:** Mr. Frank Camacho, Mr. John Camacho, Mr. Patrick Clymer, Mr. John Limtiaco, Mr. Terry Kuper, Mr. Troy Lizama, Mr. Brian San Nicolas, Mrs. Michelle Santos, and Mrs. Joleen Evangelista

**I. REVIEW/APPROVAL OF MINUTES**

- Committee reviewed meeting minutes for October 15, 2008.

**MOTION**

**MR. JOHN CAMACHO MOVED TO PASS THE MEETING MINUTES AS AMENDED,  
SECONDED BY MR. FRANK CAMACHO,  
MOTION CARRIED UNANIMOUSLY IN FAVOR.**

**II. OLD BUSINESS**

**A. BID SPECS with Joleen Evangelista from Procurement**

- Mr. Patrick Clymer reference University of Hawaii's specs. It gives a brief bid specs. Chairperson Santos mentioned that she liked the format in which UH utilizes. When considering computer purchases, the standards must be taken into consideration and meet or exceed the minimum standards. Mr. Frank Camacho brought out that the more variety (in systems) you have, the harder it becomes to manage systems that go down. Chairperson Santos suggested that we identify the number of computers that have to be ordered then out go out on the bid for that specific amount. All others (department/grant) that don't want to be included in the standard lab computers could still order on their own through the bid process if it's over \$15,000. This would create the uniformity in the labs. We need to ensure that we are not obligating others to purchase computers they do not want. For example if we commit to purchase 100 and we only purchase 95, the remaining 5 will have to be purchased before any other systems could be considered.
- Mr. Patrick Clymer mentioned that the University of Hawaii is part of the WSCA aka Western State Contracting Alliance which is a consortium of state governments to purchase computers by the bulk. Referencing further on the bottom of the document it states; "NOTE: Effort to standardize personal computer hardware within the UH System, ITS recommends purchasing Dell computers from the WSCA contract (list of vendors).
- Mrs. Joleen Evangelista mentioned that the rules and regulations do not clearly state. Bids coming from off-Island are subject to the same deadline date as the local vendors. The off-Island companies can secure it through bid bonds, cashier's check, etc. They will still be required to meet the local criteria of 10% of their total bid amount. They will have to go out each time and request for a price quote because most quotes are only valid for 30 days. Chairperson Santos clarifies that if a person in an office wants to purchase off the bid, this method will not prevent them from doing that. The other thing is that this might not be the cheapest computer on the market that meets the minimum specs/standards. If it goes through their supervisor and through the MIS Administrator, there shouldn't be a problem. According to Mr. Frank Camacho, the only concern would be the support issue. For example, currently if a person has a problem with a Mac, it doesn't go through MIS. They seek the help from another source who is knowledgeable or the vendor that they purchased it from. Frank mentioned to inform the buyer to beware.

- Mrs. Joleen Evangelista mentioned that the only concern she has with off-island vendors is that if there was any problem with the computer we would have to pay for shipping to send it back for service. Mr. Terry Kuper asked if we have anything for liquidating damages. It was mentioned that we do have a policy in place; however, it has never been enforced. The college has to do its part in tracking the response and delivery from vendors.

## MOTION

**MR. PATRICK CLYMER MOVED TO SET A MINIMUM STANDARD FOR ALL COMPUTERS INCLUDING PC AND MAC'S (HARDWARE AND SOFTWARE), SECONDED BY MR. JOHN CAMACHO. MOTION CARRIED UNANIMOUSLY.**

- In discussion, it was mentioned that we will mirror the samples from University of Hawaii and DOA specifications. Mr. Frank Camacho mentioned to committee to keep in mind our current specs and not set our standard less than what it currently is.
- Mr. Patrick Clymer suggested that we should annotate our recommendation as to what hardware and software we have set for our standard.
- Chairperson asked committee to come with recommendations to put a sample together by next meeting on Wednesday to set our minimum standard and in what format. Let's be ready to make a decision as to what our minimum standard will be and its format.

### B. BANDWIDTH issues/DSL update

- **DSL UPDATE** - Mr. Frank Camacho mentioned to the committee that Mr. Neff was requesting for a higher speed on the DSL line. Chairperson Santos mentioned that the committee's recommendation was to go with the 1 megabyte. Mr. Frank Camacho mentioned that the provider chosen will be the one to run and install the DSL line, any additional costs should be informed before being performed to Mr. Neff.
- **BANDWIDTH** – Mr. Frank Camacho mentioned that he did get the go ahead from GTA to conduct a test. According to GTA we are averaging at 5. However, he is waiting for confirmation from MCV so that we can conduct the test simultaneously with both providers. Currently are peeks are with MCV.

### III. NEW BUSINESS

None

## IV. OPEN DISCUSSION

- Mr. John Limtiaco asked about the portal access. He mentioned that he was unable to access the website at home during the weekend. Mr. Patrick Clymer mentioned to the committee that the guamcc.edu and guamcc.org do not work when trying to access the MyGCC website. You would have to use the guamcc.net in order to access the MyGCC portal at home.
- Mr. Frank Camacho mentioned that the prometric server had experienced a card failure this past weekend. The prometric server showed that everything coming in was at a peak level and due to that, the prometric server had to be serviced.
- Mr. Frank Camacho asked committee to take a look at a potential issue with regards to the MCV-MOU. He canceled the purchase order yesterday. According to him, we have not been billed for 2007 and 2008. Under the marketing heading, there is an exclusivity clause. It was signed after the purchase order was received. It was signed by the MCV CEO, Dr. Rider and the president at the time (H. delos Santos), and Mrs. Mary Okada. Mr. Frank Camacho mentioned that the document is left up for interpretation. He is in communication with MCV, contact Mr. Sean Miles.
- Chairperson Santos brought to the attention of the committee the absence of the 9<sup>th</sup> member. We will eventually be pushing forward the staff senate and need to ensure that the staff will be represented.
- Chairperson Santos mentioned that the word going around campus is that we have moved forward with Vista & Office 2007. If TAC is adopting them, we need to inform the campus family of that information. Her recommendation is that we move forward with the 2007 version. For those that are still utilizing the 2003 version, they will still be able to convert their documents using the 2007 version. This will be completed by spring 2009. Mr. Patrick Clymer mentioned that it

104 should be posted to inform all that we have moved forward. Chairperson mentioned  
105 that we can state it as; the campus labs will be upgraded to Office 2007 for the start  
106 of spring semester 2009. We understand that many may not have the same version  
107 at home; here is a free link to Microsoft to be able to work with documents from  
108 Office 2003 and 2007.

- 109 ■ Mr. Frank Camacho asked the committee if they have any questions regarding the  
110 Tech fee budget. Chairperson Santos inquired about the GTA internet cost. Mr.  
111 Frank Camacho mentioned that it would depend on what we decide regarding the 5  
112 or 10 megabits. It would go from \$22,695 to \$37,500. It would not be a duplicate  
113 cost for the 5 mega byte; it would be \$15,000 increase per year. MCV it would stay  
114 the same. If they don't challenge the MOU exclusion and we want to go to the 10  
115 megabits, we already have the funds available to get the 5 more. Chairperson  
116 Santos asked about the \$79 – for 220 more license upgrade for MS Office.  
117 According to Mr. Frank Camacho that is for the remaining licenses, we initially had  
118 500 to begin updates. There are actually 720 lab LAN units that we are upgrading.  
119 The cost of \$79 was the quote for cost provided by Computerland. Chairperson  
120 mentioned that she did not see any computers listed on the budget. According to  
121 Mr. Frank Camacho, this does not address any of the lab upgrades this is only  
122 addressing upgrades in terms of bandwidth, network, and the newest system  
123 SirsiDynix network upgrade. Chairperson Santos asked if \$210,000 is the total  
124 amount. Mr. Frank Camacho confirmed that it was correct, exclusive of computers.  
125 Mr. Terry Kuper requested from Mr. Frank Camacho a breakdown with a list for the  
126 Network Improvement Fund. In the 230 category, Mr. Frank Camacho said he was  
127 told to move the Symantec's and DSL out of his budget and into the tech fee  
128 budget. In 240 it was mostly for the Labs to replenish toners, supplies, and any  
129 preventive maintenance, etc. Chairperson Santos inquired about why the backup  
130 tapes were coming from the tech fee. Frank Camacho said it's for the different  
131 servers that service the students directly.  
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133 **V. NEXT MEETINGS AGENDA**

- 134 ■ MCV – MOU
- 135 ■ DSL
- 136 ■ Bid Specs

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138 **VI. ADJOURNMENT**

139 Meeting was adjourned at 11:52am.  
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October 29, 2008

**MEETING #07 - Amended**

The meeting for October 29, 2008, was called to order at 10:15am, by Chairperson Mrs. Michelle Santos. Meeting was held in the Tech Center Conference Room 1210.

**ROLL CALL**

**Present:** Mr. Frank Camacho, Mr. Patrick Clymer, Mr. John Limtiaco, Mr. Terry Kuper, Mr. Troy Lizama, Mr. Brian San Nicolas, and Mrs. Michelle Santos.

**I. REVIEW/APPROVAL OF MINUTES**

- Committee reviewed meeting minutes for October 22, 2008.

**MOTION**

**PATRICK MOVED TO PASS THE MEETING MINUTES PENDING MINOR CHANGES, SECONDED BY BRIAN, THE COMMITTEE APPROVED THE OCTOBER 22<sup>ND</sup> MEETING MINUTES WITH CORRECTIONS MADE. MOTION CARRIED UNANIMOUSLY IN FAVOR.**

**II. OLD BUSINESS**

**A. DSL UPDATE**

- According to Frank we are waiting for one more quote from Bob. What we have is a quote from Pacific Data Systems and IT&E. Michelle mentioned that we need to remind others to indicate a deadline in their request. We know that GTA has to install the line for the DSL. According to Frank, if MCV was going to run the DSL line, they would have to run the cable.

**B. BANDWIDTH UPDATE**

- According to Frank, he received the go ahead from both MCV and GTA to run the 10 megabits test. With GTA there will be no down time involved. They would just have to make a profile change on our account. With MCV there will be a 15 minute down time. To Frank's knowledge, there is no cost. GTA is going to do it on a weekly basis and MCV going to do it for the month. This will provide us the information we need to proceed or not with the 10 megabits. We will be going from 5 to 10 each, totaling to 20. We can afford to go on both based on the current Tech fee budget. It will not be a double charge. With MCV it's still up in the air as to the cost for the additional 5 megabits if we do decide to keep the 10 megabits after the test is complete. Still have not received the quote from MCV for the 10 megabits.
- Michelle mentioned about the meeting with GCC President Okada on Tuesday and Wednesday. There were major issues with regards to Math software, wireless, and accessibility. The President was forced to answer a lot of questions with regards to bandwidth. Michelle tried to answer some of the questions; however, some were disputed by Mike with a different perception. Some of the things he had talked about were the proxy servers that use to be in place. The fact that we have an internal 100 megabits traffic ability that is forced to go down to the 5 megabits to get out of here. Frank mentioned that on the internet everything is forced to go down to the 5 megabits because that is the line that we have. Even if you have 100 megabits connection on campus, when you go out to GTA or MCV you'll still go down to 5 megabits because that's the way it's set up. You can only have 100 megabits all the way out to the Internet if we actually have an Internet line that's the same connection as our LAN.
- Michelle mentioned that another thing Mike brought up with the proxy server he was able to do a lot of caching. In there, many of our students are going into the same sites. So you cache your most visited sites and then you're able to get the information much more rapidly than those not going through the proxy. According to Frank, Mike set up a caching proxy

server set up for his classroom. MCV is currently providing that service through their connection. With GTA there is no information in regards to them having a caching server for their customers or for us. We can set a caching server on campus but the down side to that is that we have to ensure that the PLATO users don't go to that through the routing of their IP addresses. We do not have all the routers to do that. With Phase two we can route everything to caching.

- According to Frank, we have 720 LAN lab units on campus. We have already purchased the first 500 licenses for them and still need to purchase the remaining 220. Total public LAN units is 1,349 (includes the high schools). Total combined nodes is up to 1,548 (inclusive of routers, servers, and network printers). A proxy server will help if a person is going to the same site and downloading the same content. On the Plato site, it suggests that we not do that. Terry mentioned that Plato does have a content caching server but it does have a cost. Frank mentioned that we do have Dell servers that are in place as back ups for the Legacy systems that we have. We currently have 3 servers. The more RAM you have on a cache server the better. We may just need to upgrade the RAM servers. The workhorse of the traffic is the routers themselves which everyone goes through for internet access.
- Michelle is trying to understand how we go from 100 down to 5 and what solutions we can put in place. How can we alleviate some of that? Frank mentioned that technically we can't do much if you want to have 100 megabyte all the way through, you'd have to pay for it through your provider. That's an expensive option. We currently have 100 megabits for the campus. A lot of the laptops are coming out with 1000 megabits connection. John has mentioned upgrading the cable that we have now. The main back bone is 1 gig but when you go down to the switches you have 100. From attending the BICSI and 3M conferences we can go to 10 gigs internal. Frank mentioned that end to end equipments must be able to go at that speed. John mentioned that we can change the infrastructure without changing the equipment. We do have a cable company that's willing to work with us; it's just the labor portion for installation. Frank mentioned that we could make use of the conduits. There is more than one type of cable that we are using. Not every building runs the same cable. If we bring the infrastructure to the 10 gig we're laying the foundation for the future.
- According to Frank, proxy cache server will be good if you set it up with the type of capacity that will handle the campus traffic. We will be testing to see our normal use of a 10 megabit line. It would be best to not have it announced so that we can get have a gauge of an actual/true representation of our usage on campus.
- Brian mentioned that one of our recruiting/retention tools is our internet access. According to the students, our classes are more intimate. Teachers are here and not rushing from one end of the campus to another to do research.
- Frank mentioned that the biggest complaint he is receiving is the access to the internet. It's getting slower and slower. Terry mentioned that in observing other businesses bandwidth he has seen that they run 15 megs.

#### **BID SPECS**

- Brian sent an email with a sample of specs for committee's review.
- Michelle mentioned to committee to set the floor for a Desktop and Laptop. If someone wants to exceed it, that's okay. It will be incumbent on Joleen to ensure that someone is not ordering 10 computers here and there so that they are below the \$15,000. If it's for a grant, they need to be ordering all the computers at the same time. If they are not doing that, they would have to go out on their own bid. Currently we don't have any computers under the Tech Fee. Frank mentioned that upon coming aboard, there were standards but they were not being followed. It was difficult to support them because the warranty was no longer there and having different drivers was difficult. Brian mentioned that from the Mac's side you will have the same floor model, the software won't change, and the drivers will come whenever it does a systems update. It shouldn't be a problem from the PC side.
- Michelle mentioned that 20% of the tuition increase was to be able to go hire new staff. A recommendation would be, and it could come from TAC, to the College Governing Council that they review staff hired under that tuition increase and that we have a Mac support person. There is a source of funding and justification for it. Michelle mentioned that she will draft a letter of recommendation and discuss it as a committee next meeting.
- These will be the minimum standards that we as an institution have to use in order to purchase. For example, if Viscom is going to go out on bid to upgrade their lab, then they will need help on building the bid. They would have to meet the standards for their bid.

104 **MOTION**

105 **PATRICK MOVED TO ADOPT THE MAC STANDARDS AS AMENDED WITH THE**  
106 **REMOVAL OF THE VERBIAGE or more, or later, and Applecare., SECONDED BY TROY.**  
107 **MOTION CARRIED UNANIMOUSLY IN FAVOR.**  
108

- 109
  - Frank mentioned that we currently do not use the 64 bit for the labs unless you're using 64
  - 110 bit Operating System. The 64 bit will be used when Vista is implemented. We have to
  - 111 carefully look at the graphics and the display. Brian mentioned that you need to justify
  - 112 anything outside of the standards set. Michelle mentioned that the committee talked about
  - 113 using this as a trial period. If it doesn't work, we could always adjust it.

114 **MOTION**

115 **PATRICK MOVED TO ADOPT THE MACINTOSH DESKTOPS AND LAPTOPS**  
116 **STANDARDS AS AMENDED WITH THE REMOVAL OF THE VERBIAGE or more, or**  
117 **later, and Applecare., SECONDED BY TROY. MOTION CARRIED UNANIMOUSLY.**  
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- 120
  - Michelle asked; if we are going with the baseline on the Mac, will we go with the bottom
  - 121 baseline on the PC as well? Go with Desktop PC for general use and PC Laptop for general
  - 122 use? Frank mentioned that that would be the floor but we would change the HDD to 250.
  - 123 On the Mac laptop will also be 250 HDD. Michelle mentioned that on the general use laptop
  - 124 there is showing 4 gigs of RAM. According to Frank, the general use was supposed to show
  - 125 2. Michelle mentioned that if we are making sure that everything could be Vista capable, if
  - 126 we get Vista, at the minimum level that would be our best bet. At this point we shouldn't
  - 127 purchase anything that couldn't handle it, if we choose to adopt it. So the laptop for general
  - 128 use should have 2 gigs RAM and 250 hard drive similar to the Mac.

129 **MOTION**

130 **FRANK MOVED TO ACCEPT THE PC STANDARDS BASED ON AND FORMAT IT**  
131 **ACCORDING TO THE MAC SPECS. SECONDED BY PATRICK.**  
132 **MOTION CARRIED UNANIMOUSLY IN FAVOR.**  
133  
134

- 135
  - Michelle reviewed the bylaws in regards to the **Quorum & Voting**. We're supposed to have
  - 136 a yes from all nine members. We are missing John Camacho and Florentina Terlaje so
  - 137 Michelle will send this to them to get their concurrence.
  - 138
    - Frank asked for any change on the budget. Michelle handed out copies of the Board Policies.
    - 139 The student fee increase, note the asterisk on the bottom that states; "twenty-five dollars for
    - 140 current operations; twenty-five dollars set aside in a special fund to systematically upgrade
    - 141 computer labs, software, and other technology-related student services". The next page is the
    - 142 resolution from 2005 to increase student fees. It went from \$50 to \$67. To Michelle's
    - 143 understanding this would be split 50/50. According to Patrick, it is stated in the catalog.
    - 144 Michelle's concern with regards to the Technology Fee breakdown, it is not a true split. You
    - 145 have \$17,380 as upgrade. Frank mentioned that he had listed MCV as an upgrade or
    - 146 operational upgrade. Under the Network improvement of \$80,838, Michelle suggested that
    - 147 this go to RBC. She has a hard time supporting the network upgrade through the technology
    - 148 fee. Michelle feels that it should be and Institutional obligations. Further discussion is
    - 149 needed to identify funding. We have an obligation to provide visible, tangible items in the
    - 150 labs that students can put their hands on. If RBC and CGC say go back to the Tech Fee, then
    - 151 that's what will be.
    - 152
      - Terry felt that we needed to find ways to provide our students accessibility to internet to
      - 153 satisfy the students. Frank mentioned that this would give students immediate gratification.
      - 154
        - Michelle asked how many phases are there. According to Frank there are 3 phases, however,
        - 155 phase 2 is the biggest of all. Terry mentioned that if we did the upgrade with bandwidth it
        - 156 would take care of provided student accessibility to the internet as soon as possible.
        - 157
          - Michelle mentioned that this committee is a recommending body; CGC forwards the
          - 158 recommendations to the President (if they agree with the recommendations). It is unsure how
          - 159 soon this will get down. Michelle asked where the current funding for the internet access is
          - 160 coming from. Frank mentioned that the GTA internet access is paid from the Technology
          - 161 Fee. MCV was requisitioned out of the technology fee but was canceled and never paid for.
          - 162 Michelle asked so the \$27,000 was for the extra 5 megabyte? Frank confirmed that this was
          - 163 correct. Michelle asked where will the money come from for the additional 5 megabytes.

As of right now, MCV is not challenging the MOU according to Frank. With GTA we paid \$22,695 and if we upgraded it would be \$37,500.

- Michelle asked committee to look at Benson, Best American Tools, and Xerox. According to Frank, there are Xerox printers in four labs and the cost for ink cartridges and paper are for student use. At Benson things like anchors, tie raps, and molding are purchased. Test equipments are purchased from Best American Tools. Michelle mentioned that she felt some of those items should be purchased out of operational cost. Frank mentioned that things like splicers are purchased from MIS budget. Michelle asked to take Best American Tools out of the technology fee budget.
- Committee was asked to review the list of areas that are overdue for upgrades. Michelle mentioned that the counseling section cannot wait due to the online testing that is conducted. It was mentioned that the CJ lab (room 104) was the oldest computer machines. Students have expressed their concern and have mentioned that there are systems in storage in better condition than what is in the lab. Frank mentioned that the cost to bring one lab to the current cycle would cost about forty some thousand. That would include the monitors, UPS, CPUs, and licenses. According to Michelle six labs desperately need it.
- The committee has evaluated and approved the specs and will be sent to the CGC.

#### **AGENDA FOR NEXT MEETING**

Discuss on New Business and Enterprise Architecture was tabled for next meeting on November 5, 2008.

#### **VI. ADJOURNMENT**

Meeting was adjourned at 12:05pm.



November 05, 2008

**MEETING #08 - Amended**

The meeting for November 05, 2008, was called to order at 10:15am, by Chairperson Mrs. Michelle Santos. Meeting was held in the Tech Center Conference Room 1210.

**ROLL CALL**

**Present:** Mr. Frank Camacho, Mr. John Camacho, Mr. Patrick Clymer, Mr. John Limtiaco, Mr. Terry Kuper, Mr. Troy Lizama, Mr. Brian San Nicolas, and Mrs. Michelle Santos.

**I. REVIEW/APPROVAL OF MINUTES**

- Approval for meeting minutes of Sept. 24, Oct. 1, and Oct.29, 2008 pending.

**II. OLD BUSINESS**

**A. Bid Specs-final form (8/9 approved)**

- Frank sent out the “**Procurement Guide for Computer Equipment**” with the specs for PC and Mac Desktops and Laptops.
- Michelle will make the changes on the procurement guide for computer equipment and will send it to the committee with revisions as discussed and noted by committee and forward it to CGC.

**B. Letter to CGC with position need**

- Michelle will draft the letter requesting for the 20% tuition increase for staff positions to be allocated to hiring staff support with Mac background for MIS.

**C. Bandwidth issues**

- Based on yesterdays traffic monitor, it shows that users were going beyond the 10 megabit. Looking at yesterdays and today’s traffic monitor, you will notice that we are still beyond the 5 megabit. Frank mentioned that after reviewing it, they had to go into the labs and inform students that they were not suppose to be watching videos. Frank mentioned that the work studies were used as lab monitors but most have maxed out their hours. Currently there is no one designated to the labs as a monitor. Frank mentioned the rules for open lab usage are posted but students are not following them. In conducting the bandwidth test, they had to ask students not to download and/or view movies, music, etc.
- Michelle recommended to Frank to request through his vice-president to the business and finance to hire 2 S.T.E.P. employees (student temporary employment program) to assist with the monitoring of the open labs.
- Terry mentioned that each port can print out the activity on bandwidth for instructors to see.
- Patrick asked what the consequences are for students who do not follow the lab rules. According to Frank, if a student is found in violation of the open lab rules, after the 3<sup>rd</sup> warning the student’s name and ID is turned into student support services to see Mr. Melendez.
- Michelle mentioned that we need to let the campus know what is currently taking place. We can say something like; MIS is currently testing to better the systems. Options to make the system more efficient. Patrick suggested that we say we are undergoing testing to improve the network capacity (such as private IPs.)
- Frank mentioned that we have a month to decide if we want to keep the 10megabit or keep it at its current 5 megabit.

**D. DSL Update**

- Frank spoke with Juanita and clarified what the timeline was on their request. She indicated that they had only indicated URGENT. Frank advised her to inform the vendors to provide the quote the end of today’s business day. It was mentioned the library would still need a telephone line.

44 **OPEN DISCUSSION**

- 45     ▪ **Technology Fee:** According to Michelle, the committee did approve the plan last year as  
46 Chris presented it. She did meet with Carmen to review MIS fund one budget with regards  
47 to items that are needed to get job done in supporting the campus network. In review, it was  
48 noticed that these items were not reflected in the budget. These budgets were done last year  
49 and it was not reflected on them. We will need to amend the tech fee, but nothing has been  
50 decided on. Michelle mentioned to Frank that she has problems seeing tools needed coming  
51 out of the Tech fee when it should be an operational expense. We still need to look at other  
52 options. Michelle mentioned that the students need to see where the \$67 dollars is going and  
53 that any tools needed to get the job done should come out of MIS budget.
- 54     ▪ **Labs that need upgrading:** The problem with saving computer that can't handle the  
55 minimum requirements it that it appears we are not supplying classrooms with decent  
56 equipment and it becomes an area of complaint for students. (i.e A student may feel that a  
57 certain teacher or program is not worthy enough) when the reality of the situation was that  
58 we were asked not to survey the computers at that time. This becomes an issue for  
59 contention in a public forum like "meet the President".
- 60     ▪ To upgrade the Compass lab we would be buying the barebones because we have monitors  
61 and the licensed programs. We are looking to purchase new systems not used systems.  
62 Patrick suggested to purchasing laptops for the compass labs. Frank mentioned that it would  
63 be good because it would be less consumption on power and space. Then we might have  
64 some monies to still care for phase two. Frank will provide a quote for both laptops and  
65 desktops for next meeting.
- 66     ▪ **Topics on Agenda tabled:** e. Email Policy, f. PCI Compliance.

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68 **AGENDA FOR NEXT MEETING**

- 69     ▪ Moodle Conversion  
70     ▪ MCV MOU

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72 **VI. ADJOURNMENT**

73 Patrick moved to adjourn, seconded by John Camacho. Meeting was adjourned at 11:45pm.  
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November 13, 2008

**MEETING #09**

The meeting for November 13, 2008, was called to order at 10:10am, by Dr. Michelle Santos.  
Meeting was held in the Tech Center Conference Room 1210.

**ROLL CALL**

**Present:** Mr. Frank Camacho, Mr. John Camacho, Mr. Patrick Clymer, Mr. Terry Kuper, Mr. Troy Lizama, and Dr. Michelle Santos.

**I. REVIEW/APPROVAL OF MINUTES**

- Committee reviewed and approved meeting minutes for Sept. 24 (Meeting #2), Oct. 1 (Meeting #3), Oct. 22 (Meeting #6), Oct.29 (Meeting #7), and Nov. 5 (Meeting #8)

**MOTION**

**FRANK MOVED TO PASS THE MEETING MINUTES FOR SEPTEMBER 24<sup>TH</sup>,  
SECONDED BY PATRICK, MOTION CARRIES UNANIMOUSLY.**

**MOTION**

**FRANK MOVED TO PASS THE MEETING MINUTES FOR OCTOBER 1<sup>ST</sup>,  
SECONDED BY TROY, MOTION CARRIES UNANIMOUSLY.**

**MOTION**

**PATRICK MOVED TO PASS THE MEETING MINUTES FOR OCTOBER 22<sup>ND</sup>  
PENDING MINOR CHANGES, SECONDED BY BRIAN, MOTION CARRIES  
UNANIMOUSLY. OCTOBER 22<sup>ND</sup> MEETING MINUTES WAS APPROVED ON  
OCTOBER 29 (MEETING #7).**

**MOTION**

**FRANK MOVED TO PASS THE MEETING MINUTES FOR OCTOBER 29<sup>TH</sup> PENDING  
MINOR CHANGES, SECONDED BY PATRICK, MOTION CARRIES UNANIMOUSLY.**

**MOTION**

**PATRICK MOVED TO PASS THE MEETING MINUTES FOR NOVEMBER 5<sup>TH</sup>  
PENDING MINOR CHANGES, SECONDED BY PATRICK, MOTION CARRIES  
UNANIMOUSLY.**

**II. OLD BUSINESS**

**A. Letter to CGC with position need**

- In review of the November 5<sup>th</sup> meeting minutes, it was mentioned that Michelle will draft the letter to CGC requesting for the 20% tuition increase for staff positions to be allocated to hiring staff support with Mac background for MIS. It was mentioned that the letter should be addressed to the President and not to CGC. She advised that Frank draft the letter instead.
- Pending CGC's approval of the minimum specification that Macintosh becomes a standard, we need to ensure support for Macintosh on campus. It was suggested that TAC await CGC's approval before drafting letter. In the letter, the TAC meeting minutes could be used as reference for support from TAC.
- CGC will be having at meeting today at 2:00pm. CGC received a letter explaining how TAC went through the minimum standard research to comprise the minimum standard specifications.

44 **B. Bandwidth Issues**

- 45     ▪ The way that D8 is set up is going against the charter when it goes out of the boundaries of
- 46     D7. Mike has made some changes in the wiring such as in D8b office. As per Chris, the
- 47     switch that MIS placed in D8b Office with all the wiring has been changed out. Mike is
- 48     routing everyone in that area go through his port 73.29. Mike is doing a proxy out of D7 and
- 49     may also be doing the same in D8. When there are problems, MIS does not receive work
- 50     orders, rather problems are being routed to Mike.
- 51     ▪ Frank mentioned that D7 and D8 are running the LINUX program which was not authorized.
- 52     ▪ Michelle will request to have a meeting with all faculty that utilizes D8 (computer
- 53     science/business) next week.
- 54     ▪ Patrick mentioned that any software not approved by MIS should not be installed on GCC
- 55     systems.
- 56     ▪ Another concern brought to the committee was that there are students who have access to D7
- 57     without a faculty member present in the room.

58

59 **C. DSL Update**

- 60     ▪ Frank has kept TAC informed with the status of the DSL through conversations with Bob
- 61     Neff via email. The DSL service will be provided by GTA, however, the GCC Library still
- 62     needs a line.
- 63     ▪ Michelle mentioned that the latest thing relative to the Dynix/Symphony. The library's
- 64     computer is not working well because they do not have enough RAM.
- 65     ▪ Frank mentioned that even with the current 20megabit of bandwidth testing, the Library is
- 66     still experiencing the same problems. Michelle mentioned that there must be another
- 67     problem other than the bandwidth in regards to the library.

68

69 **D. Email Policy (tabled for next meeting)**

70 **E. PCI Compliance (tabled for next meeting)**

71 **F. Moodle Conversion (tabled for next meeting)**

72

73 **NEW BUSINESS**

- 74     ▪ **Gary's issues (email concerns):** Over the quota on email. He has stated that there should
- 75     not be a limit as to their email, especially for the Secondary Instructors. Frank mentioned
- 76     that if we can identify who the secondary instructors are, we could increase their space. We
- 77     could also keep them unlimited with the disk allocation, or they could forward them to
- 78     another email account. Currently everyone is at 100 megs
- 79     ▪ Michelle will let Gary know that TAC is aware of his concerns and are working to address
- 80     them.

81

82 **OPEN DISCUSSION**

- 83     ▪ **Technology Fee:** According to Frank, he has revised the budget to reflect the Compass Lab.
- 84     The recommendation is based on the quotes received we have received from the different
- 85     vendors. If we go with the quote provided by Sanford we will be able to purchase 15 units
- 86     (laptop) for \$14, 955.00 (in the Technology Fee Breakdown Plan). This would leave TAC
- 87     with \$65,883 for the Phase II project, taking out the Allied Health building, the Student
- 88     Center building, and the request for the second work station on the Intermapper.
- 89     ▪ According to Frank, he received the purchase order for the remaining 220 licenses.
- 90     ▪ According to Frank the backup tapes are used for the student servers. We also will not need
- 91     to worry about the Xerox toners because of the phase out plan for the HP printers and the
- 92     contract with Xerox.
- 93     ▪ **COMPASS LAB:** We will not need to go out on bid because the price is below the \$15,000
- 94     for 15 units (laptops). As per Troy the Compass lab only needs 3 programs installed in the
- 95     new systems. 1) Office 2007, 2) the Compass program, and 3) Windows XP.

96

97 **MOTION**

98 **FRANK MOVED TO APPROVE THE REVISED TECHNOLOGY FEE BUDGET FOR**

99 **FY2009, SECONDED BY TROY. MOTION CARRIES UNANIMOUSLY.**

- 100
- 101     ▪ Terry mentioned that this would address the students concerns at this time in which they
- 102     expressed during the meet the President forum.
- 103

- Patrick mentioned that he would like to see that student fees go back to being for lab upgrades. He would also like to see things such as tools be budgeted elsewhere because it is an Institutional priority.
- Michelle recommended that we come up with a “Bill of Rights” for our customers with regards to what their expectations of the system can be. It should also be in line with the User’s Agreement. This will inform them as to what they can expect, as well as, what we expect of them as a user of our equipment. Michelle suggested to the committee to do some research on this matter. This will also tie into our email policy.

#### **AGENDA FOR NEXT MEETING**

- **Email Policy**
- **PCI Compliance**
- **Moodle Conversion**
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#### **VI. ADJOURNMENT**

Meeting was adjourned at 11:40pm.



November 19, 2008

**MEETING #10**

The meeting for November 19, 2008, was called to order at 10:10am, by Dr. Michelle Santos.  
Meeting was held in the Tech Center Conference Room 1210.

**ROLL CALL**

**Present:** Mr. Frank Camacho, Mr. Patrick Clymer, Mr. Terry Kuper, Mr. John Limtiaco, Mr. Troy Lizama, Mr. Brian San Nicolas, Ms. Florentina Terlaje, Mr. Devin from CATO Organization and Dr. Michelle Santos.

**I. REVIEW/APPROVAL OF MINUTES**

- Committee reviewed meeting minutes for November 13, 2008 (Mtg. #9) with minor grammatical changes.

**MOTION**

**PATRICK MOVED TO PASS THE MEETING MINUTES FOR NOVEMBER 13<sup>TH</sup>  
PENDING MINOR CHANGES, SECONDED BY BRIAN, MOTION CARRIES  
UNANIMOUSLY. MEETING #9 MINUTES APPROVED.**

**II. OLD BUSINESS**

**A. EMAIL Policy**

- Every user should have an expectation of service, the quality of equipment, and programs available to them. However, the Institution should also have an expectation of the users because these systems belong to the Institution.
- Michelle provided a print out of the Administrative Directive signed by then President H. delos Santos on January 23, 2006. In addition to that, another Administrative Directive No. 94-004 regarding Procedure for Technology Procurement was provided to the TAC Committee signed by John T. Cruz dated December 12, 1994. She asked Committee to review and keep the Directive's in mind as we clarify the purpose for the email policy.
- Tina mentioned when equipments are surveyed (i.e. computers), the hard drives are not cleaned out and contain personal information on systems that users think they have deleted. Even the licenses are not removed from the systems. She suggested that we should completely remove the hard drive from the systems to clean out any personal information on the systems. Patrick suggested that the Institution purchase a degouser to assist Tina in cleaning out PC's and Laptops before they are turned into GSA.

**MOTION**

**PATRICK MOVED TO RECOMMEND A POLICY BE CREATED WHEREBY  
INFORMATION IS REMOVED FROM ALL HARD DRIVES ON COMPUTER ARE  
ERASED PRIOR TO BEING SURVEYED OUTSIDE OF THE INSTITUTION. WE  
ALSO RECOMMEND THAT M.I.S. BE PRIMARILY RESPONSIBLE TO ENSURE  
THAT ALL INFORMATION ON SYSTEMS HAVE BEEN REMOVED. SECONDED BY  
FLORENTINA TERLAJE, MOTION CARRIES UNANIMOUSLY.**

**MOTION AMENDED**

**PATRICK MOVED TO AMEND PREVIOUS MOTION TO REMOVE ALL HARD  
DRIVES WHEN TRANSFERRED BETWEEN USERS, DEPARTMENTS, OR  
SURVEYED. WE ALSO RECOMMEND THAT M.I.S. BE PRIMARILY RESPONSIBLE  
TO ENSURE THAT ALL INFORMATION ON SYSTEMS HAVE BEEN REMOVED.  
SECONDED BY FLORENTINA TERLAJE, MOTION CARRIES UNANIMOUSLY.  
SECONDED BY FLORENTINA TERLAJE, MOTION CARRIES UNANIMOUSLY.**

- Michelle mentioned that GCC currently does not have an SOP in place that ensures the information on the systems are cleared before leaving our Institution. This recommendation will be sent through GCG to the President to create a directive regarding a computer being transferred between users, departments, or surveyed that the hard drive be erased by MIS before the transfer occurs.
- On page 3 in regards to student alumni's email policy, at this point we are not terminating their email account. Patrick suggested that we make it a general statement. He also suggested that we put a timeline on inactive accounts.
- Michelle suggested that we also put a clause that states if your account is inactive for a certain period of time it will be disabled. Committee was asked to review the current Directive.

**B. PCI Compliance Issues (tabled for next meeting)**

**C. Moodle Conversion (tabled for next meeting)**

**NEW BUSINESS**

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**OPEN DISCUSSION**

- As we prepare the budgets for 2010, TAC recommends that the base point range for computers reflect amounts as **General: \$2,400** and **High: \$3,400**. These amounts are for budget purpose only and is not inclusive of additional peripherals (software, UPS, etc.)
- Patrick mentioned that he spoke with Tom Camacho of GTA. According Tom, GTA has given GCC more than 10megabits. Our spikes/burst have gone to 10.8. He's interested in making a presentation. Frank will call and ask to schedule a 20 minute presentation for next week. Patrick mentioned that UOG has separated their faculty from students.
- Frank mentioned that the library had mentioned to him that they would incur an additional cost of \$90 a month for a phone line. Bob mentioned to Frank that he would like to go with MCV because they use to have a Cable TV line, but Frank mentioned that GTA's DSL rate quoted was cheaper. Michelle recommends a technician from MIS see what is occurring and what the current computer specs are since they are still experiencing problems even with the increase of bandwidth.

**TOPICS FOR NEXT MEETING**

- **Email Policy**
- **Technology Procurement**
- **PCI Compliance**
- **Moodle Conversion**
- **GTA 20 minute presentation**

**ADJOURNED: 11:35**



November 26, 2008

**MEETING #11 Amended**

The meeting for November 26, 2008, was called to order at 10:10am, by Dr. Michelle Santos. Meeting was held in the Tech Center Conference Room 1210.

**ROLL CALL**

**Present:** Mr. Frank Camacho, Mr. Patrick Clymer, Mr. Terry Kuper, Mr. John Limtiaco, Mr. Devin Madarangchar, Dr. Michelle Santos, Mr. Tom Camacho (GTA), Jennifer Sgambelluri (GTA), and Dave Torre (GTA)

**I. REVIEW/APPROVAL OF MINUTES**

- Tabled for next meeting

**II. OLD BUSINESS**

- A. PCI Compliance**
  - Tabled for next meeting
- B. Moodle Conversion**
  - Tabled for next meeting

**II. NEW BUSINESS**

- **GTA Presentation (Presenter: David Torre/Tom Camacho)**  
**Agenda: State of Network, New service offerings, Questions and Answer segment.**
- Any service is only as good as the foundation or infrastructure it's built on. GTA's network is layered. Its core infrastructure is built on a DWDM (Dense Wave Division Multiplexing). GTA's current capacity can take a single strand of fiber and pass multiple wave lengths. GTA built a Metro Ethernet Network (takes a wave length) and the Sonet Network (another wave length). Multi Protocol Label Switching (MPLS), this infrastructure traverses GTA's 130 plus miles worth of buried fiber.
- DWDM is a high capacity bandwidth. You will get OC-48 (2Gbps) or OC192 (10Gbps), route and card protected, protocol agnostic and bit rate independent.
- Metro E is a scaled down version. You will get 5mbps to 1Gbps, QoS capabilities, and networking, monitoring, & management.
- You have multiple ways to get you to the internet should one route get cut (locally or off-Island). According to Tom, GTA is working with MCV to do local peering rather than going off-Island to someone who is on-Island.  
Dave asked if GCC has a Business Continuity Plan/Disaster Plan that will allow us to come back up. Do we have another facility with the capability to utilize the back-up tapes? Franks response was, no not currently. That's were the APAC Data center would come in. The APAC Data Center consists of customized rack space, rigorous standards, a secured manage environment, flexible connectivity options, carrier grade, and is a secured facility. GTA can work with our requirements. If it's a hardware issue this can address that but if it's a software issue, this will not fix it. If we had a virus on the software, it would duplicate itself. Again, they will work with us based on our requirements and see what the best options are. GTA can look at the cost constraints, technological constraints, and optimal requirement needs are. Then GTA can figure what solution would be available and back that up with the 24/7 monitoring. We have people that are at the Data Center to be your eyes and ears to address your concern.
- Michelle asked in regards to the ring provided to the local high school, University, and well as GCC. What is GTA doing to address the growth? Dave mentioned that if we were talking about growth in bandwidth, GTA could make adjustments to increase the bandwidth. If you're talking about upgrading and want to add another card, it wouldn't be a problem. In terms of



44 growth of the fiber strands that are in the fiber cable, he would need to get a physical count of  
45 what number is utilized and what number is available. This will allow GTA to add on.

- 46 ■ John L mentioned that the infrastructure should be set up to accommodate more than what you  
47 expect. The infrastructure should be set up first. Your putting a threshold as to how many  
48 people will be using each of those strands. You're adding more customers in the ring without  
49 having enough strands for each of the customers. Dave mentioned that back then, when it was  
50 first envisioned, it was not considered that anyone would use xx amounts of strands. Cost and  
51 potential of use was considered when they installed the strands. It was not thought that this  
52 technology would take off as it has.
- 53 ■ Michelle mentioned that our bandwidth test ends on Sunday, after which will be reduced by  
54 50% with 3 days left of classes for the fall semester. As Dave of GTA mentioned on the onset,  
55 any service is only as good as the foundation or infrastructure it's built on and currently GCC  
56 has 10megs versus UOG having 65megs aside from their wireless. John asked if we could  
57 separate faculty from student on the network. Frank mentioned that we (GCC) are using both  
58 GTA and MCV providers for our network. We are one system and are not separated by  
59 administration and student environments. Frank mentioned that we can take a look and see  
60 how we can separate the two. Terry mentioned that if they are Cisco switches it's possible.  
61 Patrick mentioned that when we receive more routers will this help us with the traffic route.
- 62 ■ Patrick mentioned that we are trying to make the network more efficient without constantly  
63 increasing the bandwidth.

#### 64 MOTION

65 **PATRICK MOVED TO PROCEED FORWARD TO INCREASE THE BANDWITH TO 10**  
66 **MEGABITS ON BOTH MCV AND GTA PROVIDERS. FRANK SECOND, ALL SIX**  
67 **MEMBERS PRESENT VOTED IN FAVOR, THE REMAINING MEMBERS WILL BE**  
68 **SENT AN EMAIL POLL FOR ELECTRONIC VOTE.**

#### 69 NEW BUSINESS

- 70 ■

#### 71 OPEN DISCUSSION

- 72 ■ CGC Update on approval of standards. The letter did proceed to the President on November  
73 21<sup>st</sup>. The President recommended that TAC create a timeline to revisit the standards to keep  
74 with technology changes. TAC timeline to revisit computer standards will be every six months  
75 (September and March).
- 76 ■ Michelle mentioned that Dr. Somera came back from Accreditation Liaison Officer Training.  
77 It's their understanding that when you have your Institutional Strategic Master Plan (ISMP),  
78 inclusive of the master plan should be the Facility Master Plan and Technology Master Plan.  
79 The last ISMP we had included the Technology Master Plan from 2005.
- 80 ■ Next meeting will be on December 3, 2008 (last meeting for the fall 2008 semester).  
81 TAC/CTC meeting will resume on January 21<sup>st</sup> (Wednesday) for the spring 2009 semester.

#### 82 TOPICS FOR NEXT MEETING

- 83 ■ **PCI Compliance**
- 84 ■ **Moodle Conversion**

85 **ADJOURNED: 11:31**



December 03, 2008

**MEETING #12**

The meeting for December 03, 2008, was called to order at 10:06am, by Dr. Michelle Santos. Meeting was held in the Tech Center Conference Room 1210.

**ROLL CALL**

**Present:** Mr. Frank Camacho, Mr. John Camacho, Mr. Patrick Clymer, Mr. Terry Kuper, Mr. John Limtiaco, Mr. Troy Lizama, Mr. Devin Madarangchar, Mr. Brian San Nicolas, Dr. Michelle Santos, and Mrs. Florentina Terlaje.

**I. REVIEW/APPROVAL OF MINUTES**

- Committee reviewed and approved minutes for November 19 (mtg. #10).
- Committee reviewed and tabled minutes for November 26 (mtg. #11) pending GTA feedback.

**MOTION**

**FRANK MOVED TO PASS MEETING MINUTES FOR NOVEMBER 19<sup>TH</sup> PENDING MINOR CHANGES, SECONDED BY TROY, MOTION CARRIED UNANIMOUSLY.**

**MOTION**

**PATRICK MOVED TO TABLE MEETING MINUTES FOR NOVEMBER 26<sup>TH</sup> PENDING GTA'S FEEDBACK, SECONDED BY JOHN C.**

**II. OLD BUSINESS**

**A. PCI Compliance**

- According to Frank, we tried to do a self test and failed miserably. It basically asked questions about our infrastructure, how people use our computers, are we utilizing agreements, updating those agreements, and enforcing them etc. The recommendation cited was that we should have someone conduct an audit on our technology security to ask such questions as, do you have a contingency or disaster recover plan in place?
- Michelle requested for a copy of the question asked to provide TAC with a direction in terms of what we need to do in regards to the users' policy.
- Frank mentioned that PCI is a security aspect, privacy protection, and data integrity. Primarily it's to ensure that nothing will be compromised. PCI Data Security Standards.
- Michelle asked if there were questions included pertaining to password resets. Frank response was yes. Since it's related, Michelle mentioned that as Adjunct Faculty are coming in to input their grades, we have observed that many have not accessed their emails all semester and have requested via phone to reset their passwords without any verification and confirmation process.
- Patrick mentioned the he has currently suspended the telephone request to reset passwords because of how easy it is to obtain persons information and the room for error of mistaken identity if the system has more than one Joe Cruz for example. The new procedure, at least for the registrar, would be that the student will have to come in to the office and provide a photo id for verification. With regards to faculty, they have the option to contact me and I can enter grades for them if they are experiencing technical difficulties.
- Michelle suggested that we have to have a procedure to ensure proper identity. Frank concurred that a standard procedure should be placed. For instance requesting for password reset to MIS would be the last resort.

**B. Moodle Conversion**

- Frank mentioned that we currently have two moodle conversions being conducted. The first one is by Claire Camacho and the second is the group studio/ course studio links (to be used to populate and store presentations). Claire is utilizing the latest version. The Faculty Senate is

44 using the current version. The aim is to convert everyone to the latest version. The data cannot  
45 transfer from a higher version to a lower version. The other aim is to have one moodle engine  
46 running on the server with the latest version for both environments.

#### 47 48 **MOTION**

49 **TROY MOVED TO HAVE TAC ATTEND THE FACULTY SENATE MEETING TO**  
50 **ENCOURAGE THEM TO UPGRADE ALL FACULTY SENATE TO THE LATEST**  
51 **MOODLE VERSION, SECOND BY PATRICK, MOTION CARRIED UNANIMOUSLY.**

#### 52 53 **C. GTA Presentation**

- 54 ■ Frank mentioned that next years Title III will be all on hardware. MIS has many ideas on how  
55 the Title III funds could be best used for hardware. One is to address the disaster/recovery plan  
56 in coming up with a hardware that will be able to all our backups. It doesn't have to be exactly  
57 the same as what we have. As long as it has the connectivity and space. This would serve as  
58 our back up and contingency plan should our systems go down.
- 59 ■ Committee was informed that currently we are accessing our servers internally at 100Mbps. If  
60 we move it off campus it will be accessing it at 10Mbps because it's only one line shared with  
61 students. Unless we have a dedicated VPAN pipe to that location. Michelle mentioned that  
62 Mary announced that if there's anything related to banner (hardware wise) needs to be  
63 converted to Title III.

#### 64 **D. Standards**

- 65 ■ Michelle informed committee that she did not receive back the recommendation from the  
66 President to formalize the cover sheet of the review process. Carmen mentioned that the CGC  
67 received it back from the President and would provide Michelle a copy. Upon receiving the  
68 copy Michelle mentioned that she will make the appropriate change to reflect that we will  
69 review the standards September and March and have that posted.

#### 70 **E. Website**

- 71 ■ Michelle mentioned somehow the information from last year is back on the Faculty Senate  
72 website. To view go to the Faculty Senate website, Technology Advisory Committee. The  
73 review from Bill Oaks and all the documents are back on the site. Michelle mentioned that she  
74 will be uploading all our meeting minutes to the site during the break.

### 75 76 **III. NEW BUSINESS**

- 77 ■ None

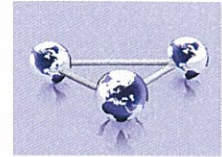
### 78 79 **IV. OPEN DISCUSSION**

- 80 ■ Brain voted in favor to increase the bandwidth from 5megabit to 10megabit with both service  
81 providers.
- 82 ■ John C. mentioned that the ISMP is wrapping up. Part of the ISMP is the Technology plan and  
83 he recalls TAC worked on it but was unsure of the status. Michelle mentioned that she will go  
84 back to the faculty senate site to review. She's hoping to have a draft plan upon returning from  
85 the break for committee to review. Frank mentioned that we do have two Technology plans. In  
86 speaking with Mary, Frank mentioned that Mary would like TAC to incorporate both plans into  
87 one.
- 88 ■ Michelle was requesting from Frank a copy of the campus map (fiber layout). Frank mentioned  
89 that MIS is currently working on it to update. They are trying to provide both the logical and  
90 physical layout in laymen's term that will not compromise security. Currently we are using a  
91 multimode fiber. John L. recommended upgrading the fiber. Frank mentioned that he would  
92 like to bury the conduits so as to avoid breaking the cables that are aerial. John mentioned that  
93 the only will change is the media conversion.
- 94 ■ Frank wanted to inform committee to be aware about the traffic going out of GCC (bit peer to  
95 peer) is not a problem after hours when in use. Such programs like Phidora causes high traffic.

### 96 97 **V. TOPICS FOR NEXT MEETING (JAN. 2009) We will resume as CTC and not TAC.**

- 98 ■ **Technology Plan**
- 99 ■ **Phase II update**
- 100 ■ **Moodle Conversion**
- 101 ■ **CAN'T FORGET: PCI Compliance**

102  
103 **ADJOURNED: 11:05am**



January 21, 2009

**MEETING #01**

The meeting for January 21, 2009, was called to order at 10:15am, by Michelle Santos. Meeting was held in the Tech Center Conference Room 1210.

**ROLL CALL**

**Present:** Francisco Camacho, Patrick Clymer, Terry Kuper, John Limtiaco, Troy Lizama, Marlena Montague, and Michelle Santos.

**Note taker:** Ana Mari Atoigue

**I. REVIEW/APPROVAL OF MINUTES**

- Committee reviewed and approved minutes for December 03 (mtg. #12).
- Committee tabled minutes for November 26 (mtg. #11) pending committee review.

**MOTION**

**PATRICK MOVED TO PASS MEETING MINUTES FOR DECEMBER 03<sup>RD</sup>  
PENDING MINOR GRAMMATICAL CHANGES,  
SECONDED BY TROY, MOTION CARRIED UNANIMOUSLY.**

**II. OLD BUSINESS**

**A. PCI Compliance**

- Michelle asked for clarification in regards to our last TAC discussion with having a sandbox we will continue to fail. Frank mentioned that if you are looking at the overall picture of security, for example our wireless not being secured, it is part of why we are failing. However, there are other issues involved. Michelle asked for clarification on what information that the CTC was asked not to share due to the security of the system. Frank mentioned that any document(s) that he provided to the CTC on the PCI Compliance is public knowledge and is also posted on the website.
- Michelle asked for clarification in regards to our last TAC discussion with having a playground allowing everyone in, we will continue to fail. Frank mentioned that if you are looking at the overall picture of security, for example our wireless not being secured is part of why we are failing. However there are other issues involved. Michelle asked for clarification on what information that the CTC was asked not to share due to the security of the system. Frank mentioned that any document(s) that he provided to the CTC on the PCI Compliance is public knowledge and is also posted on the website.

**B. Computer Specs**

- Frank mentioned that the revised computer specs have caused confusion among the GCC family. Michelle suggested that Frank create a draft checklist indicating base questions to assist all in ensuring they have met all the requirements such as a) 3 price quotes, b) Do you meet minimum specs?, c) UPS quote, etc.

**III. NEW BUSINESS**

**A. CTC Charge**

- Michelle mentioned that the number of members is still the same, 4 Administrators/ 4 faculty / 1 (9<sup>th</sup> member chosen by the body).

**MOTION**

**FRANK MOVED TO ACCEPT FLORENTINA AS A NOMINEE FOR OUR 9<sup>TH</sup> CTC  
MEMBER, SECONDED BY MARLENA, MOTION CARRIED UNANIMOUSLY**

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44 **B. Bylaws**

- 45 ■ Michelle mentioned that the TAC bylaws were approved on October 16, 2006 and posted  
46 March 8, 2008. Committee noted that the verbiage needed to be revised from Technology  
47 Advisory Committee (TAC) to College Technology Committee (CTC), as well as the email  
48 address. The committee was asked to review and makes notes of any changes that need to be  
49 made to the bylaws.

50  
51 **C. Technology Plan**

- 52 ■ Michelle provided a copy to CTC member of the Information Technology Strategic Plan  
53 (posted on the system in March 2008, and asked them to review. It was noted that the ITSP  
54 provided today is not the updated version.

55  
56 **IV. OPEN DISCUSSION**

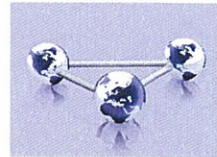
- 57 ■ Michelle mentioned that there are two issues she would like to mention. **First Issue** is, on Nov.  
58 24<sup>th</sup>, Michelle received an email from Mike S. regards to request for extensive information. He  
59 was requesting for a map of the campus, he wants to understand the bandwidth, etc. Michelle  
60 mentioned that she received another email today (1/21/09) regarding no response received on  
61 the Nov. 24<sup>th</sup> email. Faculty Senate met yesterday and Mike mentioned that he hasn't received  
62 any information from Michelle in regards to his email sent on Nov. 24<sup>th</sup>. Michelle responded  
63 this morning by again inviting Mike to review our meeting minutes and/or to attend our  
64 meetings. **Second Issue** is regarding the ghost images. Michelle mentioned that how she  
65 understands it is the images include data along with the software. The concern is when we load  
66 the images on to another person's machine; it is not a clean image. According to Frank, it is  
67 data and images requested by the users. Patrick mentioned that the image on the PC he  
68 received, although within the Registrar's Department, when re-imaged it contained data and  
69 email files. Frank mentioned that there are images that do contain data that the Instructors/users  
70 want maintained but it is not standard practice when imaging labs. However, if it's a lab that's  
71 being re-imaged, it's supposed to be a clean image.
- 72 ■ Frank mentioned since on the topic of imaging he has a concern regarding D8. The instructors  
73 were sent an email to verify and confirm acceptance of the re-imaging because of a concern  
74 that Mike mentioned in regards to the images not containing what he thought should be there.  
75 Upon faculty return, three of their instructors confirmed acceptance of the imaging in D8.  
76 Then one of the MIS Technicians was called to D8 and saw that the image they did was no  
77 longer there. Frank mentioned he became concern because he wasn't sure which image the  
78 instructors confirmed acceptance too, was it the image that MIS installed or the altered image?  
79 Frank mentioned that the exception to the labs would be D7 and yet we are seeing things  
80 happening in D8. Patrick asked is there a policy that states; all computers are property of GCC  
81 and any installation of programs must be cleared/approved with MIS. Frank mentioned that the  
82 only directive he has seen was one from former President John Cruz which mentioned that you  
83 cannot install any software unless it's part of your program agreement like the Cisco Academy.  
84 Michelle mentioned in review of her notes from the November 13<sup>th</sup> meeting where the D8b  
85 issues were addressed and it mentioned that D8 now has a LINUX boot. Frank mentioned that  
86 when D8 was re-imaged it didn't. Michelle mentioned that this is not a new issue. It concerns  
87 her in terms of the security of the campus it is very unusual for an Institution to allow that level  
88 of freedom within classrooms. Frank mentioned that this might set precedence for others to  
89 follow suit. Michelle mentioned again that the concern is with the security issue of the campus  
90 and if our inability to receive a compliance certificate is because of the level of freedom we  
91 have allowed then we need to have the discussion.
- 92 ■ Troy asked about the NComputing demonstration. Michelle mentioned that Wes was supposed  
93 to set up the demonstration. Frank mentioned that the license is based on a host computer and  
94 can share any many as you allow from that host computer. This does allow you to have a server  
95 but we are not going that route which would be beneficial for courses like keyboarding.  
96 However, it is not recommended for courses/programs such as the Compass lab and Auto Cad.

97  
98 **V. TOPICS FOR NEXT MEETING (JAN. 27, 2009 AT 10:00am).**

- 99 ■ **Bylaws**  
100 ■ **Computer Specs checklist draft (F.C.)**  
101 ■ **Technology Plan**

102  
103 **ADJOURNED: 11:20am**





January 28, 2009

**MEETING #02**

The meeting for January 28, 2009, was called to order at 10:15am, by Michelle Santos. Meeting was held in the Tech Center Conference Room 1210.

**ROLL CALL**

**Present:** Francisco Camacho, Patrick Clymer, Terry Kuper, Troy Lizama, Marlena Montague, and Michelle Santos.

**Note taker:** Ana Mari Atoigue

**I. REVIEW/APPROVAL OF MINUTES**

- Committee reviewed and approved minutes for November 26, 2008 (mtg. #11) and January 21, 2009 (mtg. #1).

**MOTION**

**TROY MOVED TO APPROVE MEETING MINUTES FOR NOVEMBER 26, 2008  
IN CONSIDERATION OF CHANGES MADE BY GTA,  
SECONDED BY TERRY, MOTION CARRIED UNANIMOUSLY.**

**MOTION**

**PATRICK MOVED TO APPROVE MEETING MINUTES FOR JANUARY 21, 2009  
PENDING MINOR GRAMMATICAL CHANGES,  
SECONDED BY TROY, MOTION CARRIED UNANIMOUSLY.**

**II. OLD BUSINESS**

**A. COMPUTER SPECS (Checklist Draft)**

- Michelle recommended to remove Frank mentioned that we can create a sample price quote for users. Something that shows if they are request for a laptop (click here), if you want a desk top (click here). Michelle recommended that the checklist be placed on hold for now. Frank will create a sample for price quotes and requisitions.

**B. BY-LAWS**

- Committee reviewed by-laws and made the following changes. On **page 1, section one, paragraph one**: it should read: **Pursuant to Article XII, through Governance** there is hereby created within the Guam Community College (hereinafter referred to as the "College").a College Technology Committee (hereinafter known as the "CTC").
- **Page 1, section one, paragraph two**, remove sentences three, four, five, and six.
- **Page 1, section one, paragraph three**, remove paragraph completely.
- On **page 2, section three, paragraph one, sentence four**, remove authorizes and oversees and **insert addresses, reviews, and makes recommendations on**.
- **Page 2, section four, number one, first sentence** should read; Up to four(4) faculty members having two post secondary, one non-instructional, and one secondary faculty. Non-secondary faculty may represent the interest of the secondary faculty revising the existing sentence.
- **Page 2, section four, number two, first sentence** should read; An equal number appointed by the President, replacing the existing sentence.
- **Page 3, section six**, completely remove the subheadings Notice and Agenda Items of Meetings.
- **Page 3, section seven, paragraph one, first sentence** should read; All actions of the CTC shall be **forwarded to the College Governing Council** who will forward the action to the Faculty Senate.
- **Page 3, section seven, paragraph two**, remove completely.
- **Page 4, section seven, paragraph one** it should read; The CTC shall **prepare the annual agenda for** listing the goals of the committee and a tentative plan of action to achieve such listed goals, by no later than the end of September.



- Page 4, section seven, paragraph two, remove completely.
- Page 4, under Amendments, paragraph two, sentence two should read; This review shall be conducted in the month of April and shall be performed by the CTC.
- Page 4, Under Amendments, paragraph two, sentence three, remove completely.

#### C. TECHNOLOGY PLAN

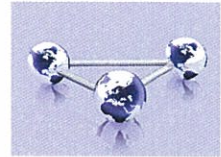
- **Information Technology Strategic Plan (ITSP)**
- Michelle's recommendation is if you are review the document and intended to make changes, we strike through, add in recommended language, but do not delete the old text. On **page 1**, under Background, change a myriad to an assortment on the first sentence. On **page 2**, change obsolescent to obsolete. On **page 8, paragraph four**; remove the sentence, Students do not have unique ids and passwords. On **page 9, paragraph one**; remove the third and fourth sentence. **In paragraph two**; remove it completely. On **page 10**, remove the last sentence before the first paragraph. On page twelve, paragraph two, remove the last two sentences. On page twelve, paragraph three, remove the whole paragraph.
- **On page 12, under 1. Strategic Goals, Where are we now?** should read; GCC has made progress toward where we would like it's technology to be. It has a topology (network) and an organizational chart structure. It has an IBMS which integrates HRO Business and students. It also has other databases that do not talk to each other and have restrictive and limited functionality (hard coded and difficult to update.) Paragraph three is to be removed completely. **The first two sentences in paragraph four** should read: Some of the College's hardware, operating systems, and applications are obsolete. A minimal number of applications require old systems (e.g., Windows98). System security is not where we would like it to be, although, we are moving toward complacency with all federal and local requirements (e.g., ADA). **On page 13, paragraph one, the first sentence** should read; The College has approved new standards to promote more user flexibility. In the **second paragraph**, the **first sentence** should read; There are charters detailing a level of support to be expected and provided, however, service and support expectations vary.

### III. NEW BUSINESS

### IV. OPEN DISCUSSION

### V. TOPICS FOR NEXT MEETING.

ADJOURNED: 11:50pm



February 4, 2009

**MEETING #03**

The meeting for February 4, 2009, was called to order at 10:15am, by Michelle Santos. Meeting was held in the Tech Center Conference Room 1210.

**ROLL CALL**

**Present:** Francisco Camacho, Patrick Clymer, Terry Kuper, John Limtiaco, Troy Lizama, Brian San Nicolas, Michelle Santos, and Florentina Terlaje.

**Note taker:** Ana Mari Atoigue

**I. REVIEW/APPROVAL OF MINUTES**

- Committee reviewed and approved minutes for January 28, 2009 (mtg. #03).

**MOTION**

**TROY MOVED TO APPROVE MEETING MINUTES FOR JANUARY 28, 2009 (Mtg. #3)**

**SECONDED BY PATRICK, MOTION CARRIED UNANIMOUSLY.**

**II. OLD BUSINESS**

**A. COMPUTER SPECS (Checklist Draft)**

- Frank created the checklist draft that is self explanatory. The forms were created to make it easier for user's to request for a quote based on the specs. Under recommendation, there will be a box created to indicate any special request (e.g. a bigger hard drive). User's must meet the minimum and not go below the minimum standards. This is a service that the CTC will provide to the campus. On the footer we may include a statement like; "Provided Courtesy of CTC, because we are users too."

**B. BY-LAWS**

- Committee reviewed by-laws and made the following changes. On **page 1, section one, paragraph one**: it should read: Pursuant to Article XII, Participatory through Governance there is hereby created within the Guam Community College (hereinafter referred to as the "College").a College Technology Committee (hereinafter known as the "CTC").
- **Page 1, section one, paragraph two, second sentence**, remove the s in actions.
- **Page 2, section four, number one** should read: 1. Up to four (4) members having two post secondary, one non-instructional, and one secondary faculty. (Non-secondary faculty may represent the interests of the secondary faculty if needed.)
- **Page 2, section four, number two** should read: An equal number of members appointed by the President.
- **Page 3, section six, last sentence**, replace i.e. with e.g.
- **Page 5, under Crisis**, replace i.e. with e.g. in numbers 1, 2, and 3.
- **Page 6, number 4**, replace i.e. with e.g.

**MOTION**

**TROY MOVED TO APPROVE REVISED COLLEGE TECHNOLOGY COMMITTEE BYLAWS**

**SECONDED BY PATRICK, MOTION CARRIED UNANIMOUSLY.**

**C. TECHNOLOGY PLAN**

- **Information Technology Strategic Plan (ITSP)**
- **Page 15, Strategic Goal 2: under Where are we now?**, ones with changes should read:
  - New CTC is functional [bullet #1]
  - Bylaws updated and charters drafted with more to be created. [bullet #2]
  - Completed minimum computer standards to be reviewed every six months (March/Sept.). [bullet #3]
  - Integrated database committee in place [bullet #4]

- Campus community is becoming more aware that technology issues and policies must be present to CTC [bullet #5] (\*\*Troy suggested that CTC create an SOP to present concerns and inform everyone exactly what concerns CTC does address. Michelle mentioned that she can post something on the CTC site informing all that CTC does address)
  - Most highly externally trained MIS on Guam [bullet #7]
  - No Few standards and policy in place for technology products and tools used on campus [bullet #10]
- **Page 15, Strategic Goal 2: under Where do we want to be?**, ones with changes should read
  - CTC fully functional [bullet #1]
  - Bylaws and charters approved [bullet #2]
  - College community informed and aware of CTC's role and responsibility [bullet #3]
  - Standards and policies are in place to address technology products and tools use campus-wide [bullet #4]
- **Page 16, Strategic Goal 2: under How do we get there?**, ones with changes should read
  - Approve TAC bylaws and charter [bullet #1]
- **Page 16, Strategic Goal 2: under How do we know we did it?**, ones with changes should read
  - Remove bullet #3 Active student representation
  - TAC CTC website is updated weekly [bullet #5]
- **Page 17, Strategic Goal 3: under Where are we now?**, ones with changes should read
  - We have capital improvements that the foundation is funding. ~~we are trying to get the foundation to fund~~ (Bullet #2)
  - We do not have a person responsible for generating income to support college upgrades (Bullet #3)
  - We are attempting to receive more ~~get~~ grants to support some of the things we feel we have to accomplish (bullet #4)
  - Remove bullet #9 and #10
- **Page 18, Strategic Goal 3: under How do we get there?**, ones with changes should read
  - Request more funding from the legislature (but there is no money) [bullet #1]
  - We need to use internal people for assistance since we can't afford to go external and maybe make it "part of their load" to assist with the overall EA (bullet #4)
  - Bullet #5 replace i.e. with e.g.
  - Remove bullet #8 and #9
  - Page 19, bullet #1 remove or due to obsolescence
- **Page 19, Strategic Goal 4: under Where are we now?**, the last sentence should read: There are no standards for the products or tools used in the classroom.
- **Page 20, Strategic Goal 4 under Where are we now?**, first paragraph, second sentence should read: GCC has launched ~~is currently launching~~ a new website (Joomla) and a new course management system (Moodle).
- **Page 20, Strategic Goal 4 under Where do we want to be?**, first sentence should read:
  - All faculty will be able to put courses on-line with minimal constraints.
- **Page 22, Strategic Goal 5 under Where do we want to be?**, remove the last sentence before paragraph one that says; One proposal is to modify the TAC CTC to include representation from across the College and empower it to be a decision making body rather than an advisory group.
- **Page 22, Strategic Goal 5 under Where are we now?**, change all TAC to CTC. Remove the last sentence in the paragraph that says; The CTC is not specifically involved in selecting products, however, such as the integrated data base selection process.
  - Second paragraph, second sentence should read: MIS can stop an acquisition by saying the selected technology does not meet the standards or support is not in place.
  - Second paragraph, third sentence should read: In addition to the CTC, there are also working groups established to address the functional and operational issues related to the integrated database and website.
  - Remove the third and fourth paragraphs.
- **Page 23, Strategic Goal 5 under Where do we want to be?**, combine the first sentence in paragraph two and remove the remaining sentences in paragraph two.
- **Page 24, Strategic Goal 5 under How do we get there?**, the first sentence should read: The current governance process has just been revisited.
- **Page 24, Strategic Goal 5 under How do we know we did it?**, change all TAC to CTC and remove the last bullet.

- Page 24, Strategic Goal 6 under Where are we now?,
- Page 20, Strategic Goal 4 under Where do we want to be?, changes should read:
  - New Partnership with the FAA for student interns leading to FT employment.
  - add in Pearson VUE (bullet #2)
- Page 25, Strategic Goal 6 under Where are we now?, on the first bullet remove Career Placement Center and add in Guam Trades Academy.
  - Remove the last bullet.
- Page 25, Strategic Goal 6 under Where do we want to be?, remove the ninth bullet.
  - Goal 6 still needs more work.

### **III. NEW BUSINESS**

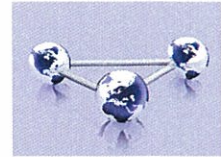
- NONE

### **IV. OPEN DISCUSSION**

- CTC was informed that GCC is currently dealing with a network security issue with regards to D8b.
- Another issue is in reference to suspicious traffic activity in the early mornings.
- Frank mentioned that when the traffic is high, any outside users outside of GCC trying to get in, will have a limit response time available.
- Michelle again informed the committee members that there are several issues being addressed and just wanted the committee to be aware.

### **V. TOPICS FOR NEXT MEETING.**

**ADJOURNED: 12:00pm**



February 11, 2009

**MEETING #04**

The meeting for February 11, 2009, was called to order at 10:35am, by Michelle Santos. Meeting was held in the Tech Center Conference Room 1210.

**ROLL CALL**

**Present:** Francisco Camacho, Patrick Clymer, Terry Kuper, John Limtiaco, Troy Lizama, Michelle Santos, and Florentina Terlaje.

**Note taker:** Ana Mari Atoigue

**I. REVIEW/APPROVAL OF MINUTES**

- Committee tabled review and approval of minutes for February 11, 2009 (mtg. #03).

**II. OLD BUSINESS**

**A. TECHNOLOGY PLAN(Draft)**

- CTC Members have agreed to post the Updated ITSP on the Mygcc website for all to review and provide feedback.
- **Strategic Goal 6: Where are we now?**, should be revised and relate it to our goal with the following:
  - Partnership with MCV for bandwidth
  - Training activities with NCTams, Anderson Air force Base/Base COM
  - Good direct relationship with construction companies
- **Strategic Goal 6: Where do we want to be?**, should be revised with the following:
  - Continue to improve current partnerships
  - We want to be the #1 training facility on Guam for GovGuam, Civilian, and Military sectors
  - We want to expand partnerships on Guam and in the region
  - We want to establish partnerships that will provide for research, development, and testing of new technology
- **Strategic Goal 6: How do we get there?**, should be revised with the following:
  - Utilize the Development and Alumni Relations
  - More departments to become more Entrepreneurs
  - Encourage diverse membership on the Advisory Committees
  - Increase more National Certificate Testing Opportunities and courses
  - Encouraging free publicity so the community is truly aware of what GCC is doing and is capable of doing
- **Strategic Goal 6: How do we know we did it?**, should be revised with the following:
  - Increased partnerships
  - Increase testing opportunities
  - Gather feedback from the Advisory Committee members
  - Monitor and report changes in curriculum based on recommendations from the Advisory Committee
- The changes will be made and this will be our final draft. Any comments/recommendations would need to be mentioned before the updated ITSP is submitted to Cathy for posting.

**III. NEW BUSINESS**

- **USERS' AGREEMENT**  
Tabled for next meeting

**IV. OPEN DISCUSSION**

- Frank revised the Price Quote Request Form and sent it to all members.
- John mentioned that Okkodo still doesn't have any internet access. Michelle asked the committee for any immediate suggestion to remedy the situation. Frank suggested that we try Guam Cell or IT&E's new wireless internet data access. Frank suggested that with 20 computers you would need at least 10 wireless



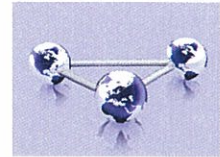
internet data access devices. He also mentioned that there is no caching available on it. The room is wired and ready to go but the contract would be through GPSS.

**V. TOPICS FOR NEXT MEETING.**

- Review/Approval of meeting minutes for Feb. 4 (mtg.#3) and Feb. 11 (mtg.#4).
- Users' Agreement (Pat will provide a sample)

**ADJOURNED: 11:30am**





February 18, 2009

**MEETING #05**

According to the College Technology College Bylaws, section six, subheading Quorum & Voting Quorum it states; "Quorum shall be five (5) members to convene a meeting, however, a unanimous vote of nine (9) members is required to pass any recommendations regarding institutional policy, and procedure or action as detailed in the committee charter." The meeting for February 18, 2009, was called to order at 10:35am, by Troy Lizama. Meeting was held in the Tech Center Conference Room 1210.

**ROLL CALL**

**Present:** Francisco Camacho, Terry Kuper, John Limtiaco, Troy Lizama, and Marlena Montague.

**Note taker:** Ana Mari Atoigue

**I. REVIEW/APPROVAL OF MINUTES**

- Attending committee members reviewed the meeting minutes for February 4, 2009 (mtg. #03) and February 11, 2009 (mtg. #04).

**MOTION**

**FRANK MOVED TO APPROVE THE MEETING MINUTES FOR  
FEBRUARY 4 (mtg. #3) & FEBRUARY 11 (mtg. #4)**

**PENDING MINOR GRAMATICAL CORRECTIONS, JOHN SECONDED THE MOTION,  
MOTION PENDING APPROVAL FROM ALL NINE (9) COMMITTEE MEMBERS**

**II. OLD BUSINESS**

**A. USERS AGREEMENT**

- Troy provided a sample of a user agreement that was three pages long.
- The committee reviewed the sample that Pat provided from UH.
- Frank mentioned that GCC has one currently in place. It was mentioned that the current one in place was adopted a long time ago and needs to be updated. You may locate it at <http://www.guamcc.net/standards/protocols.htm>.
- It was suggested to have the users' agreement appear on my banner. The user must click on **I ACCEPT** in order to again access to their email account.
- Another suggestion was to have a printed document and have the student/employee sign it and be placed in their academic folders or their employee jacket. It was also suggested that this document be an annual thing.
- Question was asked as to how it is currently being done. When a new student/employee comes aboard, is there is a user agreement the new student/employee must sign prior to receiving access to the account? The answer was no, there is no document that the new student/employee signs prior to receiving access. It was suggested that there should be a user agreement that the student/employee must sign prior to being given their pin.
- Another suggestion was to have the user agreement policy posted on the mygcc website and then do a confirmation online that the user read and must accept the terms to be allowed access.
- It was recommended that the printed copy of the user agreement with the student's signature would be the best route so that if there are any legal issues that need to be addressed, we have the student's signature on file.
- It was suggested to also have the user agreements available at the Library to ensure that all users sign the agreement prior to accessing GCC's computers.

**MOTION**

**FRANK MOVED TO HAVE A SIGNATURE REQUIRED FOR THE USERS AGREEMENT**

- **Things to consider on our users agreement:** 1) require signature before receiving pin, 2) signature agreement to cover all areas of the college (such as library, computer labs, student registration computers, and all classrooms with computers), 3) annually renew the signed users agreement in the event there are new standards and updates that must be in place, 4) recommend a mandatory training as part of orientation.

**III. NEW BUSINESS**

- NONE

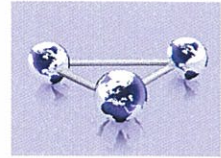
**IV. OPEN DISCUSSION**

- NONE

**V. TOPICS FOR NEXT MEETING.**

- Review/Approval of meeting minutes for Feb. 18 (mtg. #5)
- Approval of meeting minutes for Feb. 4 (mtg. #3) and Feb. 11 (mtg. #4).
- Users' Agreement
- Okkodo

**ADJOURNED: 11:01am**



March 4, 2009

**MEETING #06**

According to the College Technology College Bylaws, section six, subheading Quorum & Voting Quorum it states; "Quorum shall be five (5) members to convene a meeting. . ." The meeting for March 4, 2009, was called to order at 10:25am, by Michelle Santos. Meeting was held in the Tech Center Conference Room 1210.

**ROLL CALL**

**Present:** Patrick Clymer, Troy Lizama, Brian San Nicolas, Michelle Santos, and Florentina Terlaje.

**Note taker:** Ana Mari Atoigue

**I. REVIEW/APPROVAL OF MINUTES**

- Attending committee members reviewed the meeting minutes for February 18, 2009 (mtg. #05).

**MOTION**

**TROY MOVED TO APPROVE THE MEETING MINUTES FOR FEBRUARY 18 (mtg. #5)**

**BRIAN SECONDED THE MOTION,  
ALL ATTENDING MEMBERS APPROVED.**

**II. OLD BUSINESS**

**A. USERS AGREEMENT**

- The attending committee members have decided on going with a User's Policy instead of a User's Agreement. In University of Hawaii's Policy on use and management of information Technology resources it contained a Guide to Password and Hawaii's code of Ethics.
- Policy would have to go to the board for approval.
- CTC will review the UH Users' Policy along with GCC's policies and possibly combine the two.
- It will have to go through the College Governing Council which will meet this April.
- It was suggested that when you change your password, you are prompted to read and click agree to the user's policy.
- Michelle mentioned to the committee a concern in regards to our passwords. She heard that when you change your password, **you can change it right** back to your previous password. It was suggested that we **shouldn't** be allowed to use a previous password over. CTC would need more clarification from MIS about this. Patrick mentioned that he will inquiry with MIS in regards to this.

**B. TECHNOLOGY PLAN:**

- ITSP was posted today on Mygcc. Some inconsistencies were noticed in terms of how CTC presents something within the document. (i.e. some are in prose others are in bullets) For now, we will seek feedback from the campus community. In the meantime we can make the revision as necessary. It was mentioned that this was originally approved by Technology Advisory Committee (TAC) and updated by the College Technology Committee (CTC). The college community has until the 13<sup>th</sup> of March to provide their feedback to the CTC.

**III. NEW BUSINESS**

- **NONE**

**IV. OPEN DISCUSSION**

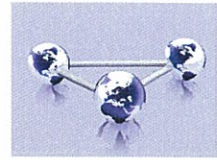
- **NONE**

**V. TOPICS FOR NEXT MEETING.**

- **Approval of meeting minutes for Feb. 4 (mtg. #3) and Feb. 11 (mtg. #4).**
- **Users' Policy**
- **Service, MIS (New Business)**

**ADJOURNED: 11:25am**





March 11, 2009

**MEETING #07**

The meeting for March 11, 2009, was called to order at 10:10 am, by Michelle Santos. Meeting was held in the Tech Center Conference Room 1210.

**ROLL CALL**

**Present:** Francisco Camacho, Patrick Clymer, Terry Kuper, John Limtiaco, Troy Lizama, Marlena Montague, and Michelle Santos.

**Note taker:** Ana Mari Atoigue

**I. REVIEW/APPROVAL OF MINUTES**

- Attending committee members reviewed the meeting minutes for March 4, 2009 (mtg. #06).

**MOTION**

**TROY MOVED TO APPROVE THE MEETING MINUTES FOR MARCH 4, 2009 (mtg. #6)**

**TERRY SECONDED THE MOTION,  
ALL ATTENDING MEMBERS APPROVED.**

**II. OLD BUSINESS**

**A. USERS AGREEMENT**

- The last meeting we talked about the UH policy and the committee also looked at the Lane Community College policy. Michelle did receive some of GCC's current policies from Lou such as Media relations, sexual harassment prevention, authorized signatories for bank transactions, email account administrative directive from January 23, 2006. It did not seem that any of these would be applicable to the user's agreement.
- Frank mentioned that the Lane sample seemed more of a guideline rather than a policy. Patrick mentioned that we could amend it as a user's bill of rights and have another document to indicate consequences for violation.
- Michelle mentioned that we do have personnel rules and regulations, student code of conduct, and the board union contract.
- Patrick mentioned that there is some Federal regulation that we can refer to. However, there is none locally.
- Committee members agreed to review and make recommendations on the Lane Community College sample to be discussed at the next CTC meeting.

**III. NEW BUSINESS**

**A. MIS – Service**

- Past MIS was a management tool (manage/run the systems) and currently it has shifted to a service provider. The idea and expectation is that it's a service to meet the instructional, academic, and administrative needs.
- Frank mentioned that he doesn't have any problems in terms of what the user's want as long as the resources are provided in what is being asked. It is difficult to provide services when the resources are not available. (e.g. The Mac support was made a new standard but with a budget constraint, that doesn't allow us to hire support for Macs.)
- Michelle mentioned that the perception is that the old paradigm is still in place and maybe it should be viewed that is more of a service. Frank mentioned that customer service has been discussed in their staff meeting and they are trying to change that.

**IV. THINGS WE CAN'T FORGET**

- Enterprise Architecture
- Email Policy
- PCI Compliance

**V. OPEN DISCUSSION**

- Upgrades (we will be experiencing difficulties): Banner 7 to 8, Luminous 3 to 4, Email server, & Microsoft
- 2000 server upgrade to 2003 Microsoft 2003 Enterprise Server (hardware / disk space has been exhausted).
- Michelle suggested that a constant update be posted to keep the campus community informed.

#### **VI. TOPICS FOR NEXT MEETING**

**ADJOURNED: 11:00 am**

Technology Advisory Committee (TAC) 2008 - 2009													
SEPTEMBER			OCTOBER				NOVEMBER				DECEMBER		
	(#1)	24 (#2)	(#3)	8 (#4)	15 (#5)	22 (#6)	29 (#7)	5 (#8)	13 (#9)	19 (#10)	26 (#11)	3 (#12)	
TAC Members		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
1 Francisco Camacho		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
2 John Camacho		X	X	X	✓	✓	X	✓	✓	X	X	✓	
3 Patrick Clymer		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
4 Christopher Dennis		X	X										
5 Terry Kuper		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
6 John Limtiaco				✓	✓	✓	✓	✓		✓	✓	✓	
7 Troy Lizama		✓	✓	✓	✓	✓	✓	✓	✓			✓	
8 Devin Madarangchar										✓	✓	✓	
9 Brian San Nicolas		X	✓	X	✓	✓	✓	✓	X	✓	X	✓	
10 Michelle Santos		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
11 Florentina Terlaje		✓	X	✓	X	X	X	X	X	X	X	✓	

Not yet or no longer a TAC Member

✓ Present for meeting

X Absent