Standard III Updates

Francisco C. Camacho <francisco.camacho@guamcc.edu>   Mon, Sep 30, 2013 at 6:08 PM
Reply-To: francisco.camacho@guamcc.edu
To: Vera De Oro <vera.deoro@guamcc.edu>

Vera,

Here are all the detail updates I can possibly think of as of right now.

All those items in red are my updates to the same things I provided Fred Tupaz, plus more.

If you need any other documentation as evidence, please just let me know.

Frank

1. Are these figures used mainly for the maintenance and upgrades of the systems here at GCC or are any of these amounts programmed and allocated for the implementation of the technology plan?

> The figures are actually for both maintenance and upgrades as well as for the implementation of the Technology Plan when financially feasible considering the limited funding available from all sources. The Technology Fee and the Title III Grant has paid for the implementation of components out of the Technology Plan (EA/ITSP). The Technology Fee continues to support as well as upgrade components as detailed in the Technology Plan; however, the college is only able to implement components that are financially feasible with future grant funding expected to fund major parts of the plan that still need to be implemented.

> Keep in mind that the Technology Plan is made up by the two documents, the EA and the ITSP, with the ITSP (Information Technology Strategic Plan) detailing the "How", and the EA (Enterprise Architecture) showing the "What". In other words, the ITSP shows us "How" to get to the target architecture, which is "What" the EA shows in the plan.

> The following are just a few references in which the Technology Fee, Title III, MIS budget, and Title V has contributed in implementing components of the Technology Plan. Also note that other building grants and CIP (Capital Improvement Projects) funds have also been instrumental in addressing many infrastructure and equipment needs out of the Technology Plan, such as new and upgraded buildings

fitted with new labs, networking conduits, fiber optic and copper cables, communication rooms, smart boards, multimedia projectors, audio/video systems, and power requirements such as line conditioning, generators, etc., etc..

EA page 65

Technology IT Architecture (TA)

PC Configuration

Each PC shall have a standard configuration. This "image" shall be stored on the network. Automated software tools shall be used to periodically evaluate the status of each PC on the network. If a PC is in need of "re-imaging" it will be scheduled for an appropriate time and handled via the network.

EA page 72.

IT Management IT Architecture (MA)

MA003 Tools

IT Management shall have all the tools (software applications, test equipment) necessary to perform all routine maintenance, troubleshooting, and future planning on every component within the architecture.

Related to these two items above:

We have put out both PC and Mac standards and put on bid PC specifications approved by the CTC, and we create, store, and apply master images to the majority of labs, as well as office systems in support of students, using software procured out of the Technology Fee. This is continuous. We have also procured Mac server, Mac computers, and software for Mac Systems' imaging as well as similar system tools for PC management.

MAIN UPDATES as of 9/30/13 for FY12-13:

11/01/2012 – Upgraded Classroom Lab D-9 and Mobile Lab C-1 with a total of 23 PC desktop computers and 23 PC laptop computers, which also included lab spares. Procured upgrades by using $69,966 of the Technology Fee.

11/21/2012 – Upgraded Classroom Labs C-4 and TC1220 with a total of 50 PC desktop computers which also included lab spares. Procured upgrades by using $70,350 of Technology Fee.

Other updates related to the above EA / ITSP objectives and strategies:

1st Quarter FY12-13: Received new MIS Official Vehicle

2nd Quarter of FY12-13 – Completed Allied Health Room 3114 upgrade lab installation, paid for by CACGP grant funds.

2nd Quarter of FY12-13 – Completed deployment and installation of 75 Construction Trades computers at GWHS, SSHS, SHS, OHS, and JFK, 15 each school, paid for by Construction Trades grant funds.

2nd Quarter of FY12-13 – Completed installation of Macintosh desktop systems to co-exist with PC desktops at Student Center Open Lab, totaling $15,644, and paid for using FY11-12 Technology Fee funds. Systems were installed with Macintosh software procured with $11,516.70 of the FY11-12 Technology Fee.

EA page 72

MA007 Licensing

IT Management shall be responsible for maintaining all licensed software media (diskettes, CD/DVD's) for tracking the location of each use of licensed software; and for ensuring that licensed software is either renewed or replaced before it expires.

Related to the item above:

Yes, through the Technology Fee this is what we continue to do for most of the labs and maintain the licenses also for users' systems, but funding for departments, sections and/or divisions are used to procure their own licenses, or renewal licenses subscriptions. We have procured upgrade licenses for MS Office 2010/2011 for both PCs and Macs in the majority of labs using Technology Fee.

MAIN UPDATES as of 9/30/13 for FY12-13:

11/01/2012 – In connection with the upgrade of Classroom Lab D-9 and Mobile Lab C-1, licenses for MS Office and Windows 7 Operating System software were included as part of the total procurement.

11/21/2012 – In connection with the upgrade Classroom Labs C-4 and TC1220, licenses for MS Office and Windows 7 Operating System software were included as part of the total procurement.

EA page 64

TS009 Availability

GCC technological assets shall be highly available. Availability means having information accessible and having a means of accessing it. Availability also means a high percentage of "uptime." An application or network connection that is functional only 80-percent of the time is not available. The goal shall be 95-percent availability. Striving for 100-percent is unrealistic and too costly to attempt.

Related to the above:

As you know and mostly through Title III and MIS Fund 05 and Fund 11 and sometimes out of the Technology Fee (when applicable), we have implemented and continue to maintain our Integrated Database Management System, or Banner and Luminis for our Student, Finance, Financial Aid, Human Resources, Payroll, Advancement, and MyGCC Portal and e-Mail, Information Systems, etc., which is now our Enterprise Resource Planning (ERP) system composed of a Self-Service tool for both employees and students. We have also procured contracts for Professional and Technical Services in support of our ERP, and continue to address the needs of our labs, networks, Internet bandwidth, and facilities.

MAIN UPDATES as of 9/30/13 for FY12-13:

10/10/2012 – Contractual Services with Ellucian (formerly SunGard Higher Education or SGHE) in the total of $174,002 out of MIS' Fund 11 and DAR's (Development and Alumni Relations) Fund 13, was procured to renew subscriptions for licenses, support, and continued use of BANNER, LUMINIS and all other ERP-related systems.

10/22/2012 – Contractual Services with TouchNet for our student online credit card payment system in the total of $29,340.53 out MIS' Fund 11 and Title III leftover grant funds, was procured to renew service subscriptions.

11/13/2012 – Contractual Services bid was awarded to TechProven for Professional and Technical Services in support of our ERP, with the award totaling $171,600 and is being paid out of MIS' Fund 11 and Fund 03 budgets.

06/13/2013 – Contractual Services to renew software subscription services for Oracle Relational Database System via Ellucian, totaling $68,913 was procured out of MIS' Fund 11 budget.

08/08/2013 – Contractual Services to renew software and support subscription with Ellucian for BANNER's Financial Aid system, totaling $6,836 was procured out of MIS' Fund 11 and Fund 03 budgets.

Other updates related to the above EA / ITSP objectives and strategies:

3rd Quarter FY12-13 – In June of 2013, MIS upgraded Moodle Learning Management System from 1.9 to 2.2, with work-in-progress for the latest upgrade to the 2.5 version scheduled to be completed and on standby by November of 2013.

EA page 32

GUAM COMMUNITY COLLEGE EA OBJECTIVES AND STRATEGIES

General Overview

GCC will provide a unified, secure, efficient and reliable IT infrastructure to address current and future needs.

GCC will provide sufficient and cost-effective bandwidth to meet current and future needs.

Related to the above:

Also through Title III, MIS Fund 05, and Fund 11, CIP, grants, and sometimes out of the Technology Fee, we have procured generators, routers, switches, firewalls, UPS, and related licenses of software and systems tools, and virtualized our ERP servers on a blade platform to provide a unified, secure, efficient, and reliable IT infrastructure, we are not yet where we need to be. Among many other things, we have yet to implement a true Help Desk, a Redundant Network and Systems or a COOP (Continuity Of OPerations) site for Disaster Recovery, and have also yet to build a Data Center. We are also still working on many other upgrade projects for our ERP to improve system performance, reliability, and integrity. On the plus side, we have implemented Campus Wireless for Internet as well as upgraded our Internet bandwidth to a sufficient (for now) total capacity of 100Mbps inclusive of a 3-prong redundant

connection to the cloud.

MAIN UPDATES as of 9/30/13 for FY12-13:

10/31/2012 – Contractual Services to renew software licensing and support subscription services with Help/Systems (formerly Dartware) for network mapping, graphing, monitoring, analysis, and security totaling $2,710 was procured using Technology Fee funds.

11/07/2012 – Contractual Services bid was awarded to MCV (now DOCOMOPacific) for 20Mbps bandwidth BroadBand Internet services totaling $12,520 and paid out of Technology Fee funds.

10/01/2012 – 09/30/2013 – Contractual Services for a total of 90Mbps bandwidth Broadband Internet services with GTA Teleguam totaling $54,000 was procured throughout the year using Technology Fee funds.

*NOTE: Above services from the two Internet Service Providers comes up to a total of 110Mbps which is an increased upgrade of 10Mbps from the previous year's 100Mbps bandwidth, which was a result of GTA donating 10Mbps more to GCC.

12/03/2012 – A new CCTV Digital Camera Surveillance System totaling $6,000 was procured for improved security at the computer labs at the Foundation and Allied Health buildings, as well as the Student Bookstore, paid for by the Technology Fee and Bookstore funds.

04/24/2013 – The new BookLog BookStore POS (Point-of-Sale) System valued at $35,794.40 was installed using BookStore's Fund 12 budget.

08/13/2013 – Contractual Services to renew software licensing and support subscription services with SolarWinds for network monitoring, analysis, and security totaling $6,542 was procured using Technology Fee funds.

08/19/2013 – Contractual Services to renew software licensing and support subscription services with Symantec EndPoint Enterprise Antivirus System via DMR (Data Management Resources) and totaling $8,430 was procured using Technology Fee funds.

10/31/2012 – 07/16/2013 – Contractual Services to renew and to add VeriSign security certificates for the authentication of GCC's online server services totaling near $5,000 was procured using Technology Fee funds and MIS' Fund 11.

Other updates related to the above EA / ITSP objectives and strategies:

July of 2012 – GCC's public website http://WWW.GUAMCC.EDU was outsourced to WSI and also moved from inside the campus' server and network infrastructure to into the Internet Cloud.

June of 2013 – Migrated our eMail system to the Internet Cloud by using Google's GMAIL email platform which also comes with many other related Google Apps services such as Google Docs, Google Drive, Calendar, Sites, and many more. This migration was made possible through the awarded bid for Professional and Technical services contract with TechProven.

1st Quarter FY12-13 – Implemented, as part of the computer standards specifications, security cable-lock system to be installed for all new PC and Mac systems to improve physical security and to deter theft.

2nd Quarter FY12-13 – Registered iMacs from Student Center lab and SSHS Marketing Lab computers to the iCloud for hardware equipment tracking in case of theft.

EA page 62

Application IT Architecture (AA)

AA002 Access Portals

As much as possible, the preferred method for full compliance with the standards shall be to provide access to existing applications through web-based portals. This will leave the individual applications undisturbed while still enabling the realization of the future architecture. As applications become obsolete they can be replaced without significant changes to the user interface (i.e. the portal).

Related to the above:

GCC's MIS has continued renewal of the subscription for the SirsiDynix Symphony SaaS (Software as a Service) access for the purposes of providing students an online library resource, at a cost of $12,221.17 annually, paid for out of Technology Fee funds.

EA page 64

Technology IT Standards (TS)

TS006 Hardware Standards

The standard PC and server shall be current industry standard

Related to the above:

Out of the Technology Fee, we continue to upgrade labs that are 3 years old or older and according to the inventory and replacement cycle data, and also look for alternate funding sources other than just the Technology Fee.

EA page 64

Technology IT Standards (TS)

TS003 Network

The GCC network shall be highly available and reliable, responsive, redundant, and transparent to the user.

Related to the above:

Again, thanks to building grants, CIP, and the Technology Fee, we have achieved a small level of redundancy on our current network, but we have immediate plans underway to improve on this and increase the redundancy level by putting in place multiple routing legs within the network for greater efficiency and reliability.

MAIN UPDATES as of 9/30/13 for FY12-13:

03/15/2013 – An Information Technology Capital Outlay bid (WESCOM) totaling $68,905.83 was awarded to Pacific Data Systems (PDS) to increase redundancy and improve efficiency of the campus' local network traffic involving primarily the west side of the network topology map. This project was paid for by the Technology Fee funds.

Other updates related to the above EA / ITSP objectives and strategies:

April of 2012 – GCC's Campus Wireless WiFi network project was completed and paid for using $132,694.59 of FY11-FY12 Technology Fee funds.

At the completion of each of the new buildings these past couple of years, GCC added VoIP (Voice Over Internet Protocol) telephone services technology on the campus network at the Foundation, Student Center, and Learning Resource Center (Library).

EA page 67

Technology IT Training (TT)

TT004 Survivability

Technology staff shall be highly trained at analyzing, designing, and implementing system backups, recovery techniques, hot swapping, mirroring, and other survivability protocols.

Related to the above:

GCC's MIS has continued renewal of the Symantec Backup EXEC for backup and restore purposes at a cost of $4,184.75 annually, paid for out of MIS' Fund 11 budget.

2. What is the status of the ITSP?

Overall and as you can see above, the status of the ITSP is "ongoing" with bits and pieces of it being implemented whenever feasible considering limitations in financial resources, manpower, and time.

Below is a partial status summary of the ITSP:

Strategic Goal 1: GCC will develop and implement a target Enterprise Architecture.

Items ACCOMPLISHED or COMPLETED as of 9/30/2013:

The implementation of GCC's ERP which BANNER and its related components in a virtualized environment.

The upgrade of our Internet bandwidth capacity to 110Mbps to maintain optimal utilization below 75%.

Number of Work Orders completion rate at 90% weekly.

Items PENDING:

Policies for WIFI

Load-balancing software and/or filtering

Customer satisfaction at or above 75%

Strategic Goal 2: GCC will develop policies, procedures, and processes to analyze and acquire the components (hardware, software, applications) of the Enterprise Architecture.

Items ACCOMPLISHED or COMPLETED as of 9/30/2013:

College Technology Committee (CTC) minutes, agenda, and informational materials being published and updated on MyGCC Groups

IT policies published on MyGCC portal Governance tab

Computer standards being followed through new procurement approval process with standards annually reviewed, updated, approved, and recommended by CTC

Network Infrastructure upgraded annually to maintain efficiency, stability, and reliability

Items PENDING:

Appropriate technology training relative to current and future EA

Establishment of departmental individual training plans based on institutional needs and priorities

Sufficient personnel to support EA

Annual signing of technology user-agreement

Strategic Goal 3: GCC will acquire the funding needed to implement the Enterprise Architecture.

Items ACCOMPLISHED or COMPLETED as of 9/30/2013:

Primary components of the Enterprise Architecture is in place due to effective and responsible fiscal management and prioritization of funds

24/7 Access to ERP (BANNER, E-Mail, MyGCC, etc.)

Professional Technical Outsourced Support is available as annually procured (TECHPROVEN)

Contractual Services for licensing and help desk support is available as annually procured for ERP system (ELLUCIAN, ORACLE, TOUCHNET, VERISIGN,EVISIONS, etc.) system

Items PENDING:

Reduced dependency on legislative appropriation

Disaster Recovery (DR / DRaaS – Disaster Recovery as a Service)/ COOP (Continuity of Operations Plan) / Full Redundancy / IaaS - Infrastructure as a Service /

Strategic Goal 4: GCC will expand the use of technology in education by the College faculty.

Items PENDING:

Technology training language incorporated into BOT/GFT Agreement

Faculty incorporate technology training into their IFPs (Individual Faculty Plans)

Fully implemented Distance Education

Strategic Goal 5: GCC will enhance the governance process to provide timely and efficient integration of users' needs into decisions on investments in technology.

Items PENDING:

Formal Information Technology Governance Structure

Strategic Goal 6: GCC will build partnerships with external business and government organizations to expand business, educational, and funding opportunities.

Items PENDING:

Establishment of formal partnerships as documented with MOAs, MOUs, Contracts, etc., showing win-win relationships between GCC and other organizations

3.   Notwithstanding the completion of the ITSP, is there an estimated capital outlay budget for the implementation of the College's Technology plan?

Because the EA and the ITSP are actually living and growing documents with annual reviews and updates taking place, there is NO completion date. However, at this time and as I alluded to in my statements above and because of the magnitude and complex nature of the EA/ITSP, there is not yet an estimated capital outlay budget for the "total" implementation. The current approach to the objectives and strategies, as evident above, is to accomplish as much as possible of the goals with the resources available and as long as progress or improvements are being made, regardless of whether efforts are fragmented or cohesive. The point is to keep improving proactively while having the flexibility to adjust and react to the constraints of resources, especially the budget.

Status Quo

Below are the details for total resource allocations to MIS for operations and upgrades covering periods FY11 to FY13.

Fiscal Year period begins October 1st and ends on September 30th. All figures below are extracted directly from and as loaded in BANNER budget system.

Sources are from MIS' Fund 01, 05, and Fund 11, the Technology Fee Fund 12, and from the Title III Grant. Grant money out of Title III for the support of our ERP (Enterprise Resource Planning) system has been exhausted and is no longer available.

Other funding sources needed and used for the GCC Secondary programs were paid for out of Title V Grant. More details out of Title V can best be obtained from the Deans.

MIS FY10-FY11 Fund 1

6110	Salaries - Full Time	441,970.56
6120	Benefits	139,691.85

MIS FY11-FY12 Fund 1

6110	Salaries - Full Time	420,543.87
6120	Benefits	162,264.57

MIS FY12-FY13 Fund 1

6110	Salaries - Full Time	417,262.00
6120	Benefits	167,767.73

Please see attached "MIS Fund 01 FY12-13.pdf" file for the final details of MIS FY12-13 Fund 1 budget as of 9/30/2013.

MIS FY10-FY11 Fund 05

7230	Contractual Services	22,363.21
7240	Supplies and Materials	3,087.50
7250	Equipment - Non Capital	6,650.00

MIS FY11-FY12 Fund 05

7230	Contractual Services	20,643.95
7240	Supplies and Materials	56.38

No MIS Fund 05 for FY12-13 available, but please see MIS Fund 03 FY12-13 for the final details of MIS Fund 03 budget as of 9/30/2013.

MIS FY11-FY12 Fund 11

7230	Contractual Services	57,484.72

MIS FY12-FY13 Fund 11

6110	Salaries - Full Time	21,382.00
6120	Benefits	9,785.00
7230	Contractual Services	248,767.03
745060	Capital Outlay - Vehicle	24,900.00

Please see attached "MIS Fund 11 FY12-13.pdf" file for the final details of MIS FY12-13 Fund 11 budget as of 9/30/2013.

TECHNOLOGY FEE FY10-FY11 Fund 12

7230	Contractual Services	95,736.00
7240	Supplies and Materials	21,041.05
7250	Equipment - Non Capital	16,200.00
7251	Equipment - IT Non Capital	16,200.00
745070	Capital Outlay - Equipment - IT	131,324.00

TECHNOLOGY FEE FY11-FY12 Fund 12

7230	Contractual Services	113,238.64
7240	Supplies and Materials	30,492.86
7250	Equipment - Non Capital	3,580.00
7251	Equipment - IT Non Capital	36,623.00
745070	Capital Outlay - Equipment - IT	278,406.19

TECHNOLOGY FEE FY12-FY13 Fund 12

7230	Contractual Services	163,684.00
7240	Supplies and Materials	17,000.00
7250	Equipment - Non Capital	5,000.00
7251	Equipment - IT Non Capital	10,000.00
745070	Capital Outlay - Equipment - IT	146,316.00

Please see attached "Technology Fee Fund 12 FY12-13.pdf" file for the final details of Technology Fee Fund 12 FY12-13 budget as of 9/30/2013.

TITLE III GRANT FY10-FY11 Fund 32B11

7230	Contractual Services	192,591.00
7251	Equipment - IT Non Capital	6,170.00
745050	Capital Outlay - Integrated System	201,239.00

TITLE III GRANT FY11-FY12 Fund 32B11

7230	Contractual Services	2,964.93
745050	Capital Outlay - Integrated System	29.45

TITLE III GRANT FY11-FY12 Fund 32B12

7230	Contractual Services	225,000.00
745050	Capital Outlay - Integrated System	175,000.00

3A3b. Is MIS working with HR to develop a plan to electronically back-up employee records or store information off-campus (through a server or other means) for additional security?

Employee data already entered into our BANNER database system are electronically backed up daily. Tape backups of the system which includes employee data are moved and stored off-campus at a bank's vault at least every two weeks.

I believe your question here is more related to the employee files and folders in the HR vault that are still in physical hardcopy form and not in electronic format. The major issue with regards to electronically capturing employee physical records/files/folders is the necessary scanning equipment and the manpower to address this actionable item. Note, however, that the actual primary software solution is already in place and it is called the BANNER DOCUMENT MANAGEMENT SYSTEM (BDMS) from Ellucian (formerly Sungard Higher Education). Although HR has the ability to scan hardcopy documents and convert them to electronic format before moving the image into BDMS, the current XEROX scanning interface is propriety, very manually driven, and its incompatibility limits HR's ability to do bulk dedicated high-speed scanning, which can be resolved by using the recommended scanning equipment such as those from Canon. I believe the plan to further address this action item is to use

the Ellucian-recommended interface that is compatible with the scanner, such as Canon, however, budget resources will need to be secured to procure such equipment, hire, and train additional staff. We will eventually be moving to this interface, known as QuickScan Pro (QSP), which we hope to replace the XEROX interface, once these financial resources are in place. As a note: "QSP is the current bulk scanning module for BDMS which provides high speed batch scanning, image cleanup, barcode, and light zonal OCR features for paper image capture."

MAIN UPDATES as of 9/30/13 for FY12-13:

Materials Management Office and MIS has attempted twice to get a bid awarded to address these issues for HR in order to allow them to do dedicated bulk scanning through implementation of the photocopying services bid, which included a BDMS-compatible dedicated scanner as part of the specifications. Unfortunately, GCC had to cancel two bids due to either a protest or due to substantial significant changes to specifications via amendments. As of 9/30/2013, the college is making preparations for another bid with plans to have a meeting with vendors to discuss bid requirements that will either remove or reduce the risk of another protest. MIS is also obtaining RFQ (Request for Quotes) from local vendors for a BDMS-compatible scanner.

3C1. Is MIS developing training standards for MIS personnel for new emergent technologies as documented in the ITSP?

This is in progress but the development of the "target" standard training for MIS personnel is one of the biggest challenges we are facing due to the speed and the magnitude of changes that occur in the field of technology. With new emergent technology coming up quicker than we can get training for, the "standard" no longer remains the same and continues to evolve—which is a moving target. With all the different types of technology gadgets existing and the realm of BYOD (Bring Your Own Device) available today, it is almost impossible to focus on what training to develop. What we come up with as a standard today only seem to last while the type of technology or software is actually mainstream, which mostly change about every 6 months. When major changes occur and the college decides to approve their implementation without fully addressing the training requirements, the configurations, specifications, and versions of the hardware or software you are trained for become obsolete and no longer valid or applicable. This bring into the picture a related challenge that MIS faces with the limited funding from Staff/Administrator Development Funds, especially when pursuing technical training that are not readily available on-island. At this time, training for MIS personnel is limited to how much is available and the prioritization of the Staff/Administrator Development Funds, which is insufficient to accommodate all the types of standard trainings, or requests that we've developed and submitted for in the past. To truly address this action item, MIS will continue developing and updating training standards that are in support of what is currently within our infrastructure, what is most feasible financially and personnel-wise, and what will make the most positive impact to SLO's and AUO's.

MAIN UPDATES as of 9/30/13 for FY12-13:

September 2013 – In addressing emergent technologies and support for iPads in use by GCC students, faculty, staff, and administrators, MIS was successful in getting approval and in procuring two iPad 4 128GB devices for $2,528, using Technology Fee funds. Through self-training, online/virtual training, on-the-job training, research, and familiarity, one of the iPads will be learned and used by an MIS Computer Technician (also trained on Macintosh system) to directly provide field support, and the other to an MIS Teleprocessing Network Coordinator (with Macintosh background) to provide and address wireless network-related support.

Although not specifically and directly addressing 3C1, the following are training updates for MIS personnel:

September 2013 – Completed remote / virtual training for MIS System Programmer, Kenneth Bautista, on ORACLE 11g Admin II funded by GCC's Staff/Administrator Development Funds.

July 2013 – MIS Computer Technician, Benny De Leon, completed Mac OS X 10.8 Training

April of 2013 – Completed training for MIS Systems Programmer, Kenneth Bautista, and new Computer Technician, Victor De Roca on the new BookLog BookStore POS (Point-of-Sale) System.

May of 2012 – Training for Windows 7 Enterprise Desktop Administrator (MS 70-686) was approved for MIS Computer Technician, Jeff Fabro, but has yet to complete due to vendor scheduling conflicts (Windows 8 is now available).

June of 2012 – Completed training for Windows 7 Operating System by MIS Computer Technician, Jeff Fabro.

September of 2012 – MIS Computer Technician, Benny De Leon, attended Windows 7 Tips training.

2nd Quarter FY12-13 – Systems Administrator completed Basic e-Maint (Work Order System) Training

2nd Quarter FY12-13 – Computer Technician completed Camera Surveillance training for the Foundation, Allied Health Building, and BookStore DVR Systems from Micropac

2nd Quarter FY12-13 – Systems Programmer completed installation and training of the Lance Carpenter's Time System (Handpunch 1000 / Pendulum Time Clock System) for GCC's Cosmetology Program

3rd Quarter FY12-13 – Macintosh system support training in the Philippines completed by MIS Staff Benny De Leon, 3rd Quarter of FY12-FY13, funded by GCC Administrator/Staff Development Funds

3C1b. Is MIS working with HR to consider increasing the availability of technology training for all college constituents so that they become familiar in the latest instructional technologies that would gradually lead toward an expanded Distance Education (DE) program?
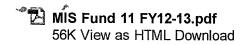
This is also currently being addressed but at a much smaller scope and although MIS' involvement is critical, it is not necessarily conducted by MIS. At this time, Wesley Gima, has been charged to conduct or coordinate instructional technology training as well as the person to spearhead the development of a true Distance Education (DE) program for the college. MIS' involvement is in providing the expertise towards facilitating and making sure the actual technology is operational so that training can be conducted. As for actual training, it has been made available to all GCC employees and there has been Tech Friday trainings going on as announced on the MyGCC portal and further details of that as well as on the status of DE can be obtained from Wesley Gima.

Please refer to Wes Gima on this.

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4 attachments — Download all attachments

📄 **MIS Fund 01 FY12-13.pdf**
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