MOORPARK COLLEGE

Information Technology Operational Plan
2012-2013

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Introduction

Technology support is a consolidated service through District Information Technology. IT maintains a full-time on-site department at Moorpark College, comprised of a supervisor and three technology support specialists. The campus technicians support a collaborative framework, allowing the IT department to leverage skill sets between campuses. The District Administration Center (DAC) supports administrative computing, core fiscal and operational systems, and administers networked services district wide.

OVERVIEW

Through an active collaboration with District IT, Moorpark College has developed a Strategic Technology Plan that encompasses all aspects of technology. The plan is aligned with the Educational Master Plan and the Facilities Master Plan. The plan lays out the strategic goals and objectives for technology at Moorpark College. The plan will be updated during the current academic year.

This Technology Operational Plan will guide the development of tactical business plans, aligning with the District's and College's vision, mission, strategic initiatives, and prioritization criteria.

Resource prioritization and allocation are facilitated by campus technology committees and driven through the college's program review process. Currently, there is one technology committee and one subcommittee at Moorpark College:

- The Technology Committee on Accreditation and Planning (TCAP) which plans, monitors, and evaluates institutional technology including hardware and training needed to support student learning; the Technology Master Plan and Technology Inventory; funding for technology based on an allocation of at least 30% of instructional equipment funding dedicated each year to technology equipment, and hardware needs identified in the Technology Plan and annual program plans.
- A working group of TCAP is the Technology Resource Allocation Working Group (TRAWG). This group has been tasked with prioritizing purchase requests of new and replacement computers and related equipment and also working with other committees that need to have information relating to campus use of technology. A standards and criteria document has been established to formalize the ranking of needs. The document is available on MCShare.

Mission

The mission of the Moorpark College Information Technology department is to serve the technology needs of the institution. The following objectives must be met to satisfy the growing technology and service support needs of the College:

Objectives

The following are guidelines to meet the growing technology support needs of the College:

- Maintain high level of support services.
- Use resources efficiently to better serve campus.
- Use a work order system to measure service levels and outcomes.
- Enhance and maintain open communication with all users.
- Facilitate innovation and planning in order to meet technology needs.

Support Standards

Service Levels

The campus ITS department will continue to maintain effective service levels through proper use of campus committees, as well as collaborative relationships with other campus groups and/or departments.

Service Level Agreements (SLA) are internal contracts that define the prioritization and timeframe for delivery of services. The agreements set expectation levels for support services. For example, one SLA is that any classroom issue which impacts instruction will be responded to within 15 minutes. A complete list of SLA's can be found on the college website at: http://www.moorparkcollege.edu/departments/administrative/information_technology_services/index.shtml

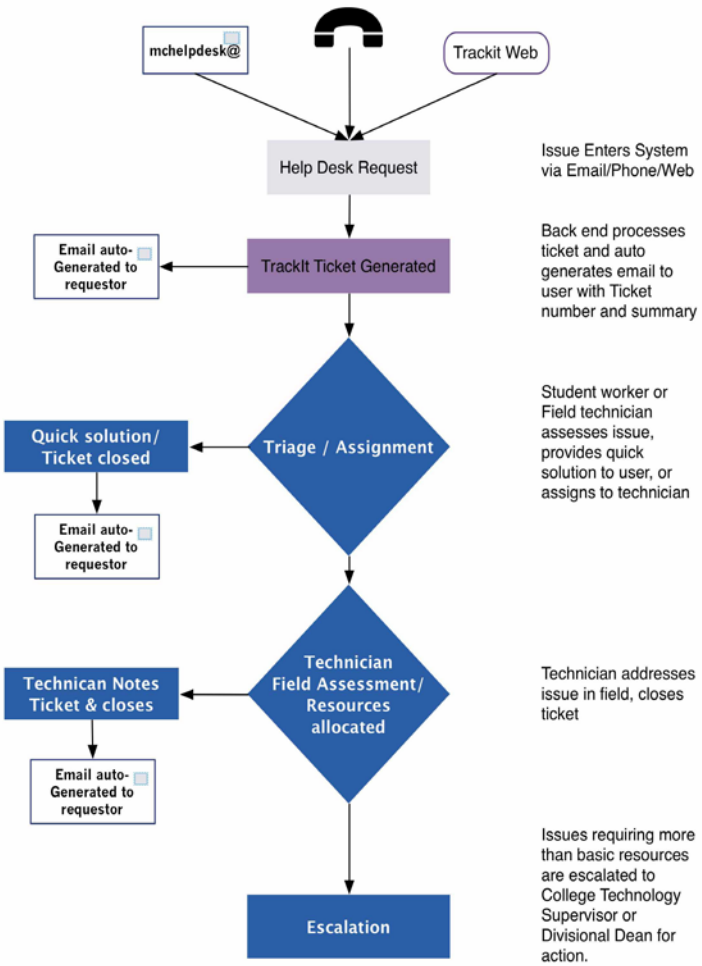
In Spring '12 TCAP approved the first service level document for Moorpark College. This document establishes acceptable first response timelines, escalation paths, and is anticpated to be a living document – revisited once a term, and modified annually as needed. Current approved document can be downloaed at: (http://www.moorparkcollege.edu/assets/pdf/information_technology_services/MC_SLA_Approved20120201.pdf)

Work Tracking

Technology related work order requests are tracked via the Track-It system and Help Desk which is located in the ITS department. Track-It software was implemented to capture work order requests and provide a mechanism for measuring efficiency and determining staffing level adjustments. Functionality includes call management and tracking, knowledge management, problem resolution, and self-help capabilities.

The Help Desk is currently maintained by student workers Monday through Friday and offers an alternate method for communicating service requests. The day-to-day supervision of the Help Desk falls under the Technology Support Services Supervisor.

The District utilizes the Track-It software program to manage work order requests in union with their Help Desk. The ITS department is committed to working closely with the District in this endeavor, as the Track-It software has become the District's standard for IT support tracking. Metrics will be developed over the 2012-13 year to quantifiy department activities in validation of service level expectations.



Resource Sharing

Resources for technology support (parts, vendors, tools) are centrally shared. The college also depends on District IT for certain levels of repairs and support issues. This alliance creates an environment of shared resources and provides for greater efficiency.

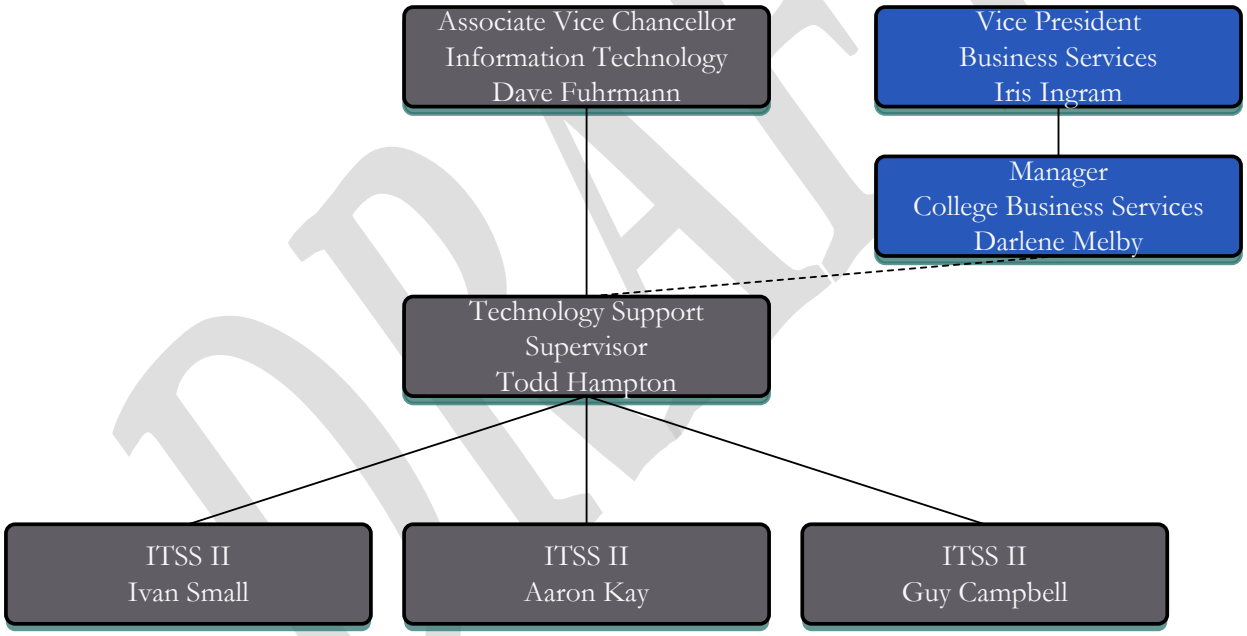
Common Methodologies

Common methodologies and processes for implementing and maintaining technology on each campus will be supported and actively cultivated to maximize efficiencies. This will allow for training of staff and will allow flexibility in allocating staffing resources.

Staffing Levels

The Associate Vice Chancellor of Information Technology provides oversight of the ITS at Moorpark College, with the Technology Support Services Supervisor directing day-to-day operations. The department field support staff consists of three Information Technology Support Specialist IIs. Each staff member is dedicated to supporting technology needs across the campus.

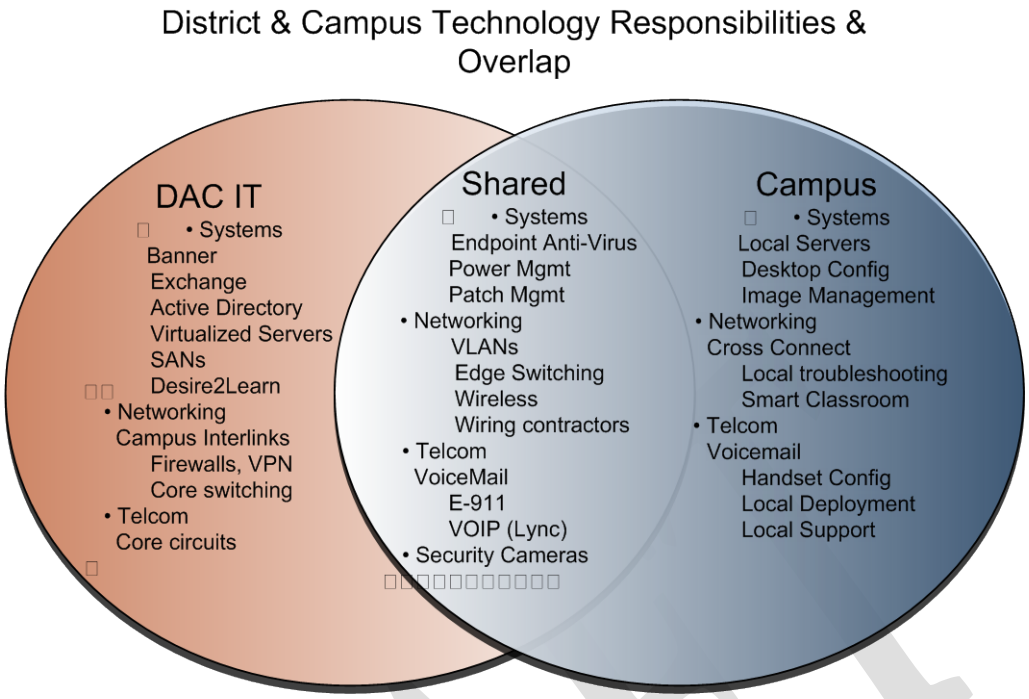
Additional staffing cannot be allocated at this time, due to a lack of funding.



College and District Responsibilities

District IT provides support in a number of key areas:

- Administrative applications, including Banner and Outlook (email)
- Campus connectivity to other District facilities and the Internet
- Campus cabling infrastructure, to the wiring closet level
- Campus network backbone, including switches and routers
- Server and data storage management



District IT will coordinate infrastructure or administrative computing work on the campus through the local supervisor in active consultation with the College Business Manager and the Vice President of Business Services.

Staffing Plan

In order for this Operations Plan to be effective, it is critical that the supervisor and college leadership ensure each element of the document is clearly communicated at all appropriate levels within the college environment. This is accomplished through on going dialog with campus leadership and participatory governance committee input, as well as the annual Program Review/Planning process. The completion of these avenues will be this Operations Plan -- the driving document that communicates day-to-day operational structure and long and short term goals as determined by institutional and district needs.

The Associate Vice Chancellor of IT will be responsible for working with the campus Technology Committee on Accreditation and Planning (TCAP) to streamline support processes. The Technology Support Services Supervisor will be an active member of (TRAWG) and will provide data and feedback to the committee to assist in the recommendation of prioritization of technology needs. The supervisor, as a member of the District's IT team, will continue to work to enhance the work order tracking system (Track-It!), development of SLA tracking system, ongoing review of SLAs, continued consolidation of resources, as appropriate for central management, and improved communication.

Communications

The Technology Committee on Accreditation and Planning (TCAP) and the Technology Resource Allocation Working Group (TRAWG) will meet regularly to improve communications and provide recommendations to the ITS department and college. There will also be regular meetings between the College and District Office technical staffs to improve coordination on issues with infrastructure projects and administrative computing.

Campus IT Budget

Staffing Costs

1 Technology Support Services Supervisor
3.2 Information Technology Support Specialist II's

Computer Supplies and Parts

The IT department covers the costs for repairs to campus computers and related equipment. This budget includes money for parts to replace out of warranty equipment.

Equipment purchased with technology refresh money (see below) will include a warranty long enough to cover the useful life of the computer, so that the cost of parts is covered by the manufacturer.

Specialized repairs, such as printers, are outsourced to vendors and paid for by the IT department.

New Hardware

New hardware expenditures are not budgeted by the IT department. The college has a technology refresh budget, with funds set aside to replenish the budget each fiscal year, depending on college budget constraints. Programs requesting replacement of older equipment or acquisition of new equipment submit their requests within their program plans. The program plans are reviewed by TRAWG. TRAWG develops two prioritization lists of the technology needs, one for refresh funding to replace existing equipment which needs to be replaced and one for new equipment. Programs with outside funding (grants, ACCESS, CTE) may purchase equipment outside of the campus refresh budget, depending on the program's needs. Capital construction projects also include an FFE (furniture, fixtures, and equipment) budget that may cover new technology purchases as part of the overall building costs.

Software Licenses

Centralized applications, such as Banner and email, are budgeted for and licensed by the District IT department. The licenses are paid for by a district-wide IT budget that covers the ongoing costs of all central systems.

Licenses for campus desktop applications are covered by various agreements with vendors. The college has an annual Campus Agreement with Microsoft for operating systems and Office productivity software. The cost is based upon the number of full time equivalent employees, so the cost will vary from year to year based upon the college staffing levels. Other desktop applications are licensed and paid for by the individual departments. The IT department manages all software licenses on campus.

College programs initially fund classroom server applications. Ongoing maintenance is paid for by various funding sources.

Training and Travel

The IT department has a limited budget for training and travel. The amount will vary depending on budget constraints and identified needs.

Campus or District IT personnel usually provide employee user training on technology. Vendors may be brought in for specialized training, depending on the scope and demonstrated need.

The District IT department will arrange for training for district-wide supported applications. This will usually involve train-the-trainer sessions to transfer knowledge to campus personnel, who can then pass it on to others on campus.

Training for campus faculty on instructional technology is provided by a full-time Instructional Technologist in the division of Mathematics and Extended Learning.

The District has a subscription with Lynda.com for online technology training. The service provides all employees with unlimited access to over 1,500 courses and nearly 80,000 tutorials covering a wide variety of technology and disciplines, with new courses added weekly

Budget Details

Budget detail is available in Appendix A.

Major Technology Projects for 2012-2013

Overview

The campus has numerous technology initiatives each year that involve upgrades to existing technology and new technology deployments. There are many major technology projects for the 2012-13 academic year. Some of the projects are district-wide initiatives and others are local projects.

Windows 7 / MS Office 2010

The latest release of the Windows desktop operating system and Office productivity suite will be available from Microsoft. The IT department has begun testing for compatibility with existing applications. Pilot installations were conducted over the 2011-12 year. Large scale rollout will start in late Spring 12 and continue through the Spring 2013 semester. To support the OS, deployments may require upgrades to RAM, and may also include an upgrade to a solid state disk.. All new device deployments will reflect a Windows 7 / Office 2010 standard.

MS Exchange 2010 & Lync Unified Messaging

Through the spring semester 2011 District IT migrated to MS Exchange 2010. This was the first major step towards integration of our phone services using Microsoft's Lync Unified Communications system. Over this past academic year we've assessed their viability and begun planning for a roll out that allows support staff to develop sufficient knowledge base to support the new systems and services. Our first successful deployments happened on a small scale during Spring 12. Widescale deployment and migration of accounts to the new server will occur over the next 12 months. Some of these features include video conferencing to the desktop, voicemail files to your email inbox, voice over ip, and work group instant messaging.

Virtualization Desktop Infrastucture (VDI)

Desktop Virtualization is a shift in the mechanisms by which applications and operating systems are delivered for desktop and remote users. The 'desktop' device, usually a thin client, becomes a delivery conduit, and all computing power and applications are hosted and provisioned on centrals server on each campus. Academic year 12/13 will see an upgrade of the core software suite, vWorkspace, with the a revision of desktop images to take advantage of the enhanced performance of the new version.

When fully deployed and optimized, the benefits of this restructuring of technology delivery should be significant. In the past when a lab had to be re-tasked or re-imaged, all devices in that room had to be touched physically and software installed. In this new paradigm IT maintains one image of the system and one image of the applications, and all computers in a lab are targeted to those images, dramatically reducing the upgrade time for a facility.

Additional testing of applications will be an ongoing requirement. A process to provide better communications between IT and faculty has been developed and implemented. The upgraded systems have demonstrated greatly improved performance and resiliency. Further upgrades to the systems are planned for late Fall '12 and Spring '13. Expansion into other areas on campus may be planned in the future.

Capital Projects

The campus IT department is involved with various phases of capital construction projects. This includes working closely with multiple groups on the projects to ensure that the information technology infrastructure in all new facilities meets the current district standards and long-term needs of the campus. These groups

include District IT, the Capital Planning, Design and Construction office managed by Heery International, and the building architects. The collaboration focuses on design of low-voltage cabling for voice, data, wireless, and security systems, as well as audio-visual design for smart classrooms.

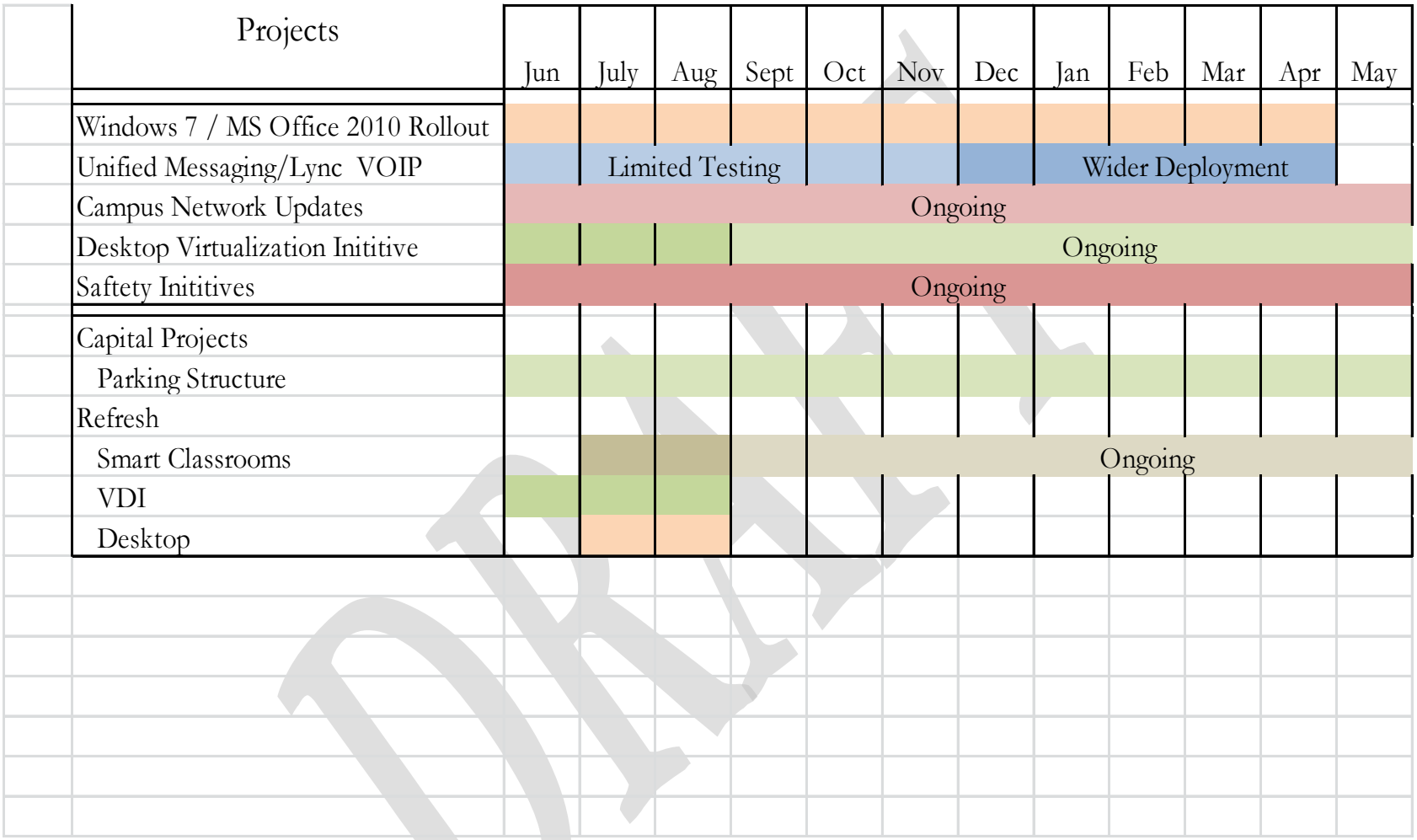
The active projects in 2012-2013 include:

- Parking Structure – in design

Beyond the planning phases, the IT department is very involved with the moves of offices and labs from old to new facilities. This includes migration of equipment and phones between facilities, as well as coordinating and assisting with the implementation of core network equipment and smart classroom devices.

Safety Initiatives

Information Technology continues to work closely with the Chief of Police to update and deploy technology to improve campus safety. The technologies include on and off campus mass notification, video surveillance, emergency phones, and radio systems. Also included are systems and storage that has been deployed in a second data center, located at Moorpark College, for disaster recovery of district mission critical software applications.


Projects
Jun
July
Aug
Sept
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Windows 7 / MS Office 2010 Rollout
Unified Messaging/Lync VOIP
Limited Testing
Wider Deployment
Campus Network Updates
Ongoing
Desktop Virtualization Inititive
Ongoing
Saftety Inititives
Ongoing
Capital Projects
Parking Structure
Refresh
Smart Classrooms
Ongoing
VDI
Desktop

Technology Refresh Plan

Overview

The College currently has a plan in place for replacing aging computer hardware. As technology continually evolves, there is a need to keep the computer equipment reasonably current. New technologies may require additional capacity and computing power that older systems do not have.

The plan was created through the cooperation of the Technology Committee on Accreditation and Planning (TCAP). The plan will guide the campus technology efforts as it relates to campus growth and needs.

With the increase in new technology cycles, the baseline for technology requirements has been raised. New technologies in the areas of information search and streaming video have significant processing requirements.

Existing Refresh Method

The current system for replacing aging equipment is a "trickle-down" process. New equipment has been purchased using various funding sources, including IELM and lottery funds. The equipment being replaced is then redeployed based upon need. Eventually, older equipment is cycled out of the system.

Three- to Four-Year Desktop Refresh Program

Most standards for organizations and white papers recommend a three- to four-year refresh period for technology. The College has been very proactive over the last few years, via the Refresh Program. The ability for the Refresh Program to remain proactive will be greatly influenced by future budgets. While the California Community College Technology II Initiative in 2001 set a goal for state campuses to have a three-year program to refresh equipment, the District currently had adopted a four-year program. With ccurrent budget constraints, in-place upgrades of existing systems has now been adopted across the district as a means to extend the life of existing equipment beyond four years.

As funding improves, a three-year program may be attainable. Recommendations for the College will be presented from both TCAP c and TRAWG and documented on the MCWebsite along with committee meeting minutes: http://www.moorparkcollege.edu/departments/administrative/presidents_office/public_meetings/tcap/index.shtml.

Peripherals

Monitors

LCD flat-panel monitors have a theoretical useful life of over ten years. Any systems purchased that are replacing systems with CRT monitors will include an LCD flat panel. A 19 inch LCD will be sufficient for classes that teach one application at a time. Computers that require use of multiple applications simultaneously will require a 22 inch LCD or larger. These areas include certain administrative offices, the staff resource center, and computers in the LLR open access lab set up for general student use. Other exceptions include systems purchased for use by the visually disabled, and programs that require high-end graphics, such as the AutoCAD and Adobe CS programs.

LCD monitors will be replaced on an as-needed basis.

Printers

Printers are purchased on an as needed basis, depending upon use, program needs, and changing technology. For purposes of better energy and consumables management, future purchases will prioritize the use of workgroup printers, de-emphasizing the deployment of individual devices.

Smart Classrooms & Location Summary

Standard Components

Ceiling Mounted LCD Projector

Unit should have XGA or better resolution with high brightness to allow use under classroom lighting conditions; power zoom and lens shift, 2000 hour or better lamp life; dual RGB and video inputs; case should incorporate cover for cable connection panel; 3-year or better overnight replacement warranty. Current standard: Hitachi CPX3011.

Projector Mounting Bracket

Projector-specific mounting bracket, ceiling mounting bracket/plate.

DVD/VCR combo deck

Basic DVD/VCR combo sets for showing video materials. As these become more difficult to procure rooms will evolve to a DVD/BluRay only.

Self-Amplified Powered Speakers

Ceiling mounted speakers, connected through projector for volume control.

Projector Control System

Smart panel programmable control system, mounted on instructor's station providing power and volume control, source selection, DVD/VCR transport Controls. Current standard: Crestron MPS system. VCR/VHS capacity will be phased out, and not replaced, as equipment fails.

Document Camera

Digital presenters for physical demonstrations.

Projector Installation and Cables

Type of projector and cables vary by installation and classroom use

Instructor's Multimedia Workstation

Teaching station with locking cabinets for audio-visual equipment and internally mounted computer and monitor. Projector control system panel mounted on top surface. Cabling provisions for connecting laptop computer.

PC Workstation w/19" LCD display

Standard Dell or HP CPU mounted in instructor's workstation.

Moorpark College Smart Classroom Location Summary[1]		
Building	Rooms	Total
AA	109, 136, 143, Forum	4
AC	101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310	33
FH	111, 112, 114, 115, 116, 117, 118, 119, 120, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220	19
HSC	101A, 101B, 102A, 102B, 103, 104, 105, 109, 202, 203, 204, 207, 208	13
HSS	100, 101, 104, 111, 121, 129, 140, 202, 203, 204,205, 206, 222, 223, 230, 238, 239	17
LLR	121, 122, 124, 126, 305, 322	6
LMC	121, 122, 123, 124, 125, 126, 137, 138, 139, 216, 217, 218, 219, 220, 227, 228	16
M	106, 109, 114, 138	4
PA	100, 107, 119, 128, 149, 154	6
PS	102, 103, 104, 107, 110, 115, 134, 135, 202, 203, 204, 205, 207, 208, 209, 222, 224	17
Tech	105, 108, 109, 114, 118, 120, 205, 210, 211, 212, 215, 216, 217	13

Current Standards

To maximize purchasing and support resources, the District has established a standard for desktop and laptop systems. The configuration outlined below is a minimum specification for four confgurations. Alternate platforms can be identified and implemented based upon business or instructional need. The 2012-2013 standard:[2]

	Enterprise Laptop	Ultralight Laptop	Desktop	All in One	Thin Client
Processor	Intel Core i5	Intel Core i5	Intel Core i5	Intel Core i5	Intel Atom N280
Display	15" 1366x768 or better	12-13" 1366x768 or better	21" 1600x900 or better	21" 1600x900 or better	N/A
Video Card	Intel Intergrated GMA	Intel Intergrated GMA	Discreet Graphics Accelerator, 256MB RAM or better, dual head capable	Discreet Graphics Accelerator, 256MB RAM or better, dual head capable	Intel GL40
RAM	4.0GB	4.0GB	4.0GB	4.0GB	2.0GB
Primary Storage	256 GB SSD	128GB SSD	250GB 7200RPM	250GB 7200RPM	4GB Flash RAM
Optical	CDRW/DVDROM	None or external	CDRW/DVDROM	CDRW/DVDROM	N/A
Battery	Standard run time	Standard run time	N/A	N/A	N/A
Ethernet	100Mbps or better	100Mbps or better	100Mbps or better	100Mbps or better	100Mbps or better
Wireless LAN	intergrated B/G/N	intergrated B/G/N	N/A	N/A	N/A
Mobile Broadband	none	none	N/A	N/A	N/A

[1] Detailed break out of room equipment available in Appendix C
[2] Standard Spec is shown. Vendor proposals are currently under review to establish manufacture standard for purchase for FY 13. Section will be updated before final adoption.

Distance Learning

Overview

Distance Learning course offerings have stabilized over the past year. Over 160 instructors have completed Learning Management System (LMS)- and online pedagogy training to offer Distance Learning courses. In order to support the increasing demand for distance learning courses the District and College provide access and support to the officially adopted LMS, training rooms and equipment, and instructor and student support desks. Training is offered continuously, including advanced topics in D2L and supporting tools and resources for ongoing faculty development. Training is offered through the Instructional Technology office in conjunction with the Faculty Development Committee.

Course Management System - Hosting

The District successfully implemented the Desire2Learn (D2L) solution in Spring 2010. Success of its adoption has prompted an expansion of its licensing to an unlimited use across the district. With a support partnership from the vendor, the District hosts D2L in-house.

Synchronous Meeting Technology

CCC Confer

The CCC Confer project is located at Palomar College in San Marcos, California and currently uses the Blackboard web conferencing technology, which is supported by CCC Confer Client Services. CCC Confer was designed to allow communication and collaboration, using the latest Web conferencing technology, for all staff, faculty and administrators in the California Community Colleges system. This service is available for free to any faculty or staff member, and can be accessed outside of the Course Management System. Live captioning is available for free with 48 hours notice, from the presenter.

Required Hardware for Online Conferencing or CCC Confer

In order to use this synchronous meeting technology to its full capability, the following hardware should be available to demonstrate these features in the training workshops that are offered to faculty. Approximately four workshops are offered each semester. Between workshops, this equipment should be available for use in the Staff Resource Center.

Headset & Boom Microphone

These headsets are essential to the Synchronous Meeting Technology training, as the audio sharing capability is the minimum requirement for an effective virtual classroom environment.

USB WebCam

Synchronous Meeting Technology allows the capability for participants to broadcast video via a webcam. (Optional)

USB Tablet with pen and mouse.

These pen tablets allow the presenters/instructors to use the pen-mouse to write just as they would on a whiteboard or chalkboard in a traditional classroom. (Optional.)

Plagiarism Prevention Services

Turnitin.com

The District provides the license for Turnitin.com Plagiarism Prevention, which allows instructors to check students' work for improper citation or potential plagiarism by comparing it against a continually updated database. GradeMark and Peer Review, instructor and student revision and notation features, have been added with the new district-wide license. Turnitin.com Originality Check and GradeMark are integrated into Desire2Learn.

INTELECOM Online Resources Network

The College is a member of the INTELECOM Consortia, a provider of online instructional video clips. INTELECOM offers captioned digital video clips for the social sciences and biology.

EduStream

The district is becoming a member of EduStream.org. EduStream is a cost-effective, user friendly, centralized resource for providing participating institutions with the video-on-demand capabilities they might not otherwise be prepared to implement or manage.

Respondus 4.1

This is a software program used alongside Desire2Learn to make and manage quizzes and question banks. It includes the Respondus Test Bank Network, a repository of all major publishers and thousands of test banks. This will make the assessment feature in Desire2Learn more user friendly, allow for import and export of tests and question banks from other sources, and reduce user error in test creation and deployment to students. It is also available on the Staff Resource Center Windows computers.

Training Rooms

The training room is LLR 121. T-217 is scheduled for Respondus trainings. Rooms in the new Health Sciences building are scheduled for Eno Board trainings. Crestron System Smart Classroom trainings are scheduled in the room or building an instructor will be using. Larger rooms for Flex week workshops are scheduled as needed.

Camtasia Studio

Camtasia Studio is screen recorder software that allows instructors to create and edit professional videos and audio, with captions. The College has two licenses available for use in LLR-116 (Staff Resource Center) and the LLR-121 Sound booth room.

Technology Infrastructure and Network

Overview

The network infrastructure at Moorpark College enables data and voice communications connecting all facilities on campus, plus connections to the other district locations and the Internet.

The District Information Technology Department has primary responsibility over network design, implementation, maintenance, and troubleshooting. The local ITS group is responsible for local connections of desktop or server devices, and works with District IT on resolving network problems.

Cabling Infrastructure

The district has adopted cabling standards that conform to industry standards, including TIA/EIA, ANSI, IEEE, and BICSI. All new facilities conform to these standards. Existing facilities have been retrofitted to the standards, as budget has permitted.

Cabling inside buildings conforms to TIA/EIA standards.

Local Area Network Topology and Infrastructure

The local area network (LAN) is comprised of mostly Hewlett-Packard ProCurve equipment, both at the core and the edge. The current network core is powered by HP 5406 switches, which provide high scalability and performance, and redundancy at the core for greater uptime.

The edge network devices are also Hewlett-Packard ProCurve equipment. The District will continue its replacement cycle for aging HP edge switches with devices that have greater speeds and functionality, on an as-needed basis.

The network has multiple segments segregated by virtual networks (VLANs). Instructional and administrative network traffic is separated on different network segments, providing security for information systems on the administrative network.

Wide Area Network

The primary wide-area network (WAN) connectivity to the other district sites is via AT&T OpteMAN circuits (250Mbps). Backup circuits running at OC-3 speeds (155 Mbps)runs through a district-owned RF microwave network. The connection from Moorpark College to the microwave WAN is via South Mountain in Santa Paula. The County of Ventura owns the South Mountain facility.

The wide area network (WAN) uses Juniper switch/routers for connecting to other sites over the microwave links.

AT&T is the provider of telecommunications circuits, including voice trunks, T1 voice circuits, and Internet circuits (via CENIC). The circuits are all provided on the state CalNet 2 contract at substantial discounts over commercial rates. The District also participates in the California Teleconnect Fund, which reduces some circuit costs by up to 50 percent.

Internet Connectivity

Internet connectivity is provided by the Corporation for Education Network Initiatives in California (CENIC). From their website, "CENIC designs, implements, and operates CalREN, the California Research

and Education Network, a high-bandwidth, high-capacity Internet network specially designed to meet the unique requirements of these communities, and to which the vast majority of the state's K-20 educational institutions are connected".

Wireless

The district uses equipment from Aruba Networks as standard wireless network for all locations. The Aruba solution is easy to manage, is secure, and very scalable. Enhancement and expansion of the wireless network is part of IT's operational standard.

Access to the student wireless networks currently requires a generic id and password for authentication. Authentication for access to the staff wireless went active in the Summer of 2010. Authentication using unique user id and password for the student wireless will be rolled out during the 2012/13 academic year.

Voice Communications

District IT maintains the voice network infrastructure. A Nortel Option 61C PBX is installed with a capacity of a capacity for up to 1,500 phones. This system supports analog, digital, and IP phones on campus. With the planned Avaya's planned obsoleting of the Nortel line, the District will over the next next 24 months begin movement to the next generation of phone services for the colleges. This will involve implementation of Microsoft's Lync Unified Communications platform.

There is currently connectivity to the other campuses and the DAC via dedicated T1/PRI lines for voice traffic. AT&T provides local voice circuits. The long distance carrier is AT&T.

Information Security

Overview

The District makes every effort to comply with all federal, state, and local security rules and regulations, including the Family Educational Rights and Privacy Act (FERPA). Best industry practices are used to secure the information assets at all facilities.

Firewall

District IT provides firewall protection for the administrative and instructional networks. The District uses state-of-the-art firewalls from Palo Alto Networks and Juniper ro protect the network from external and internal threats.

District IT maintains an anti-virus site license. Sophos remains the District's standard for antivirus protection. The software provides a more comprehensive and easier to manage system, at a lower cost.

Additional technologies are being evaluated to combat the latest threats, including malware and phishing. Deployment of these newer defenses will occur beginning in 2013.

Moorpark College hosts the District's Disaster Recovery data center. This site contains backup systems for critical applications such as Banner, the portal, Desire2Learn, and email.

Funding

Funding for network infrastructure projects has been funded from Bond Measure S. The District set aside $5,000,000 of Bond funds for IT related infrastructure projects. Those funds have not been depleted. Future projects will need to be funded by college and District Technology Refresh budgets.

Appendix A. IT Department Budget

Title	Acct	Approved FY13
Classified Regular	2121	$236,961
Classified - Overtime	2322	$5,000
Student Hourly-Non-Instructi	2530	$22,275
Supervisors	2610	$85,098
Supervisors - Overtime	2622	$-
Provisional, Ltd Term-NonPos	2826	$-
PERS - Classified	3235	$27,060
PERS - Supervisors	3260	$9,718
OASDI - Classified	3335	$15,002
Medicare - Classified	3365	$3,508
OASDI - Supervisors	3368	$5,276
Medicare - Supervisors	3369	$1,234
OASDI-Board & Others - NonPo	3381	$-
Medicare-Board & Others - No	3386	$-
H/W - Supervisors	3426	$15,347
H/W - Classified	3435	$49,110
LCA - Classified	3465	$301
LCA - Supervisors	3466	$94
Retiree Health Liab-Classifi	3494	$42,653
Retiree Health Liab-Supervis	3495	$15,318
SUI - Classified	3535	$2,662
SUI - Supervisors	3560	$936
SUI - Board & Others - NonPo	3585	$-
WC - Classified	3635	$4,265
WC - Students	3650	$401
WC - Supervisors	3660	$1,532
W/C - Board & Others - NonPo	3685	$-
Computer Software and Suppli	4300	$3,000
General Supplies & Materials	4800	$9,500
Training And Instruction	5140	$2,000
Employee Travel	5211	$2,000
Rent/Lease-Other	5619	$-
Maint/Repair-Equipment	5622	$4,800
Software Maintenance & Licen	5641	$4,414
Hardware Maintenance & Licen	5642	$4,000
Licenses And Fees	5822	$7,000
Equip-Instruc Equip-$1000+	6443	$-
Equip-Non Inst Computers-$10	6451	$5,000.00
Information Technology Opera		**$585,465**

Figures reflect FY 12/13 proposed budget

Appendix B. Software Inventory

Campus Licensing		
Vendor	**Type**	**Comments**
TechSmith	Camtasia and Snagit	In LLR SRC
Foundation California Community Colleges	Fusion Annual Science Fee	
SARS Software Products, Inc.	Annual Renew of SARS GRID Support	Counseling Department Software
Computerland of Silicon Valley	Microsoft and Adobe License Agreement	Campus-wide agreement
XAP Corporation	BOG Fee Waiver Application	Yearly expense
Autodesk Design Institute	ADI Media-Class Pack Licenses	Autocad software (drafting)
Wire One		
Governet	Software for tracking and developing curriculum MC	
Intelecom-Intelligent Telecommunications	08-09 XSP Enrollment Fees/XSP FTAS Assessment Fees	
Ventura Business Services	Maintenance-Library release station	Student printing (LLR)
Sophos	Antivirus	Campus wide
Departmental software		
Vendor	**Type**	**Comments**
GenevaLogic (expires April 2013)	Vision	LLR 210 – classroom management
Plato software	Writing and Math skills tools	LLR building 3rd floor
Sanico Forum 1000	Language Lab software	LLR building 3rd floor
Accessafile	Accessibility software tracking	Access building
CI Solutions	Tracking software	Positive Attendance (various depts.)

Respondus	**Test bank software**	**Instructional Technology Dept.**
Turnitin	**Plagiarism Detection software**	**Various depts.**
SPSS	**Learning tools**	**Various depts.**
Adobe CS4 and 5	**Graphic tool software**	**Various depts.**
File maker pro	**applications software**	**Various depts.**
Microsoft	**Dream Spark Premium – provides operating systems and MS products to students and faculty**	**CNSE/CS Department**
MedPro	**Nursing software**	**Health Center**
Track-It!	**Help desk software**	**ITS department**
Ex Libris	**Voyager Software - Library database**	**LLR**

Appendix C. Smart Classrooom Status Detail

Key:

CPU means computer at the instructor workstation.

Doc Cam means document camera which projects opaque materials.

Transparency Projector means an overhead projector.

Interface refers to the software and user panel which allows the instructor to control multiple pieces of equipment. These are indicated by company name such as "Crestron" and "Pixie", or in the case of projectors controlled by a remote control the word "remote".

Install Base and Existing Equipment -- AA							
Rm	**Projector**	**CPU**	**DVD**	**VCR**	**Doc Cam**	**Transparency Projecter**	**Interface**
AA-109	None	None	None	None	None	N/A	None
Forum	√	√	√	√	√	N/A	Crestron
AA-136	None	None	None	None	None	N/A	None
AA-143	√	None	√	√	None	N/A	Crestron

Install Base and Existing Equipment -- AC							
Rm	**Projector**	**CPU**	**DVD**	**VCR**	**Doc Cam**	**Transparency Projecter**	**Interface**
AC-101	√	√	√	√	√	N/A	Crestron
AC-102	√	√	√	√	√	N/A	Crestron
AC-103	√	√	√	√	√	N/A	Crestron
AC-104	√	√	√	√	√	N/A	Crestron
AC-105	√	√	√	√	√	N/A	Crestron
AC-106	√	√	√	√	√	N/A	Crestron
AC-107	√	√	√	√	√	N/A	Crestron
AC-108	√	√	√	√	√	N/A	Crestron
AC-109	√	√	√	√	√	N/A	Crestron
AC-110	√	√	√	√	√	N/A	Crestron
AC-111	√	√	√	√	√	N/A	Crestron
AC-112	√	√	√	√	√	N/A	Crestron
AC-113	√	√	√	√	√	N/A	Crestron
AC-201	√	√	√	√	√	N/A	Crestron
AC-202	√	√	√	√	√	N/A	Crestron
AC-203	√	√	√	√	√	N/A	Crestron
AC-204	√	√	√	√	√	N/A	Crestron
AC-205	√	√	√	√	√	N/A	Crestron

AC-206	√	√	√	√	√	N/A	Crestron
AC-207	√	√	√	√	√	N/A	Crestron
AC-208	√	√	√	√	√	N/A	Crestron
AC-209	√	√	√	√	√	N/A	Crestron
AC-210	√	√	√	√	√	N/A	Crestron
AC-301	√	√	√	√	√	N/A	Crestron
AC-302	√	√	√	√	√	√	Crestron
AC-303	√	√	√	√	√	N/A	Crestron
AC-304	√	√	√	√	√	√	Crestron
AC-305	√	√	√	√	√	√	Crestron
AC-306	√	√	√	√	√	N/A	Crestron
AC-307	√	√	√	√	√	√	Crestron
AC-308	√	√	√	√	√	N/A	Crestron
AC-309	√	√	√	√	√	√	Crestron
AC-310	√	√	√	√	√	N/A	Crestron

Install Base and Existing Equipment -- EATM

Rm	Projector	CPU	DVD	VCR	Doc Cam	Transparency Projecter	Interface
EATM 101	√	√	√	√	√	N/A	Crestron
EATM 102	√	√	√	√	√	N/A	Crestron
EATM 103	√	√	√	√	√	N/A	Crestron
EATM 208	√	√	√	√	√	N/A	Crestron

Install Base and Existing Equipment -- FH

Rm	Projector	CPU	DVD	VCR	Doc Cam	Transparency Projecter	Interface
FH-111	√	√	√	√	√	N/A	Pixie
FH-112	√	√	√	√	√	N/A	Pixie
FH-114	√	√	√	√	√	N/A	Pixie
FH-115	√	√	√	√	√	N/A	Pixie
FH-116	√	√	√	√	None	N/A	Pixie
FH-117	√	√	√	√	√	N/A	Pixie
FH-118	√	√	√	√	√	N/A	Pixie
FH-119	√	√	√	√	√	N/A	Pixie
FH-120	√	√	√	√	√	N/A	Pixie
FH-211	√	√	√	√	√	N/A	Pixie
FH-212	√	√	√	√	√	N/A	Pixie
FH-213	√	√	√	√	√	N/A	Pixie
FH-214	√	√	√	√	√	N/A	Pixie
FH-215	√	√	√	√	√	N/A	Pixie

FH-216	√	√	√	√	√	N/A	Pixie
FH-217	√	√	√	√	√	N/A	Pixie
FH-218	√	√	√	√	√	N/A	Pixie
FH-219	√	√	√	√	√	N/A	Pixie
FH-220	√	√	√	√	√	N/A	Pixie

Install Base and Existing Equipment -- HSC

Rm	Projector	CPU	DVD	VCR	Doc Cam	Transparency Projecter	Interface
HSC-101A	√	√	√	√	√	√	Crestron
HSC-101B	√	√	√	√	√	√	Crestron
HSC-102A	√	√	√	√	√	√	Crestron
HSC-102B	√	√	√	√	√	√	Crestron
HSC-103	√	√	√	√	√	√	Crestron
HSC-104	√	√	√	√	√	√	Crestron
HSC-105	√	√	√	√	√	√	Crestron
HSC-109	√	√	√	√	√	√	Crestron
HSC-202	√	√	√	√	√	√	Crestron
HSC-203	√	√	√	√	√	√	Crestron
HSC-204	√	√	√	√	√	√	Crestron
HSC-207	√	√	√	√	√	√	Crestron
HSC-208	√	√	√	√	√	√	Crestron

Install Base and Existing Equipment -- HSS

Rm	Projector	CPU	DVD	VCR	Doc Cam	Transparency Projecter	Interface
HSS-100	√	√	√	√	√	√	Remote
HSS-101	√	√	√	√	√	None	Crestron
HSS-104	√	√	√	√	None	√	Remote
HSS-111	√	√	√	√	√	√	Remote

HSS-121	√	√	√	√	√	√	Crestron
HSS-129	√	√	√	√	None	None	Remote
HSS-140	√	√	√	√	√	√	Remote
HSS-202	√	None	√	√	None	√	Pixie
HSS-203	√	√	√	√	√	√	Pixie
HSS-204	√	√	√	√	√	√	Crestron
HSS-205	√	√	√	√	√	None	Crestron
HSS-206	√	√	√	√	√	√	Crestron
HSS-222	√	√	√	√	√	None	Crestron
HSS-223	√	√	√	√	√	√	Crestron
HSS-230	√	None	None	None	None	√	Crestron
HSS-238	√	None	√	√	√	√	Pixie
HSS-239	√	None	√	√	√	√	Pixie

Install Base and Existing Equipment -- LLR

Rm	Projector	CPU	DVD	VCR	Doc Cam	Transparency Projecter	Interface
LLR-121	√	√	None	None	None	N/A	Pixie
LLR-122	None	√	None	None	√	N/A	Pixie
LLR-124	√	√	√	√	√	N/A	Pixie
LLR-126	√	√	√	√	√	N/A	Pixie
LLR-210	√	√	√	√	√	N/A	Pixie
LLR-305	√	√	√	√	√	N/A	Pixie
LLR-322	√	√	None	None	None	N/A	Pixie

Install Base and Existing Equipment -- LMC

Rm	Projector	CPU	DVD	VCR	Doc Cam	Transparency Projecter	Interface

LMC-121	√	√	None	None	None	None	Remote
LMC-122	√	√	√	√	√	None	Crestron
LMC-123	√	√	√	√	√	None	Crestron
LMC-124	√	√	√	√	√	None	Crestron
LMC-125	√	√	None	None	√	None	Remote
LMC-126	None	None	None	None	None	None	Remote
LMC-137	None	None	None	None	None	None	Remote
LMC-138	√	√	None	None	None	None	Remote
LMC-139	√	√	None	None	None	None	Remote
LMC-216	√	√	√	√	√	√	Remote
LMC-217	√	√	√	√	√	√	Remote
LMC-218	√	√	√	√	None	√	Remote
LMC-219	√	√	√	√	√	√	Remote
LMC-220	√	√	√	√	√	√	Remote
LMC-227	√	√	√	√	√	√	Remote
LMC-228	√	√	√	√	√	√	Remote

Install Base and Existing Equipment -- M

Rm	Projector	CPU	DVD	VCR	Doc Cam	Transparency Projecter	Interface
M-106	√	√	√	√	None	N/A	Crestron
M-109	√	√	√	√	√	N/A	Pixie
M-114	√	√	√	√	√	N/A	Pixie
M-138	None	None	None	None	None	N/A	None

Install Base and Existing Equipment -- PA

Rm	Projector	CPU	DVD	VCR	Doc Cam	Transparency Projecter	Interface
PA-100	None	None	None	None	None	N/A	None
PA-107	None	None	None	None	None	N/A	None
PA-119	√	None	√	√	None	N/A	Remote

PA-128	None	None	None	None	None	N/A	None
PA-149	None	None	None	None	None	N/A	None
PA-154	None	None	None	None	None	N/A	None

Install Base and Existing Equipment -- PS							
Rm	**Projector**	**CPU**	**DVD**	**VCR**	**Doc Cam**	**Transparency Projecter**	**Interface**
PS-102	None	None	None	None	None	None	None
PS-103	None	None	None	None	None	None	None
PS-104	None	None	None	None	None	None	None
PS-107	None	None	None	None	None	None	None
PS-110	√	√	√	√	√	√	Remote
PS-115	√	None	√	√	√	√	Remote
PS-134	√	None	None	None	√	√	Remote
PS-135	√	None	√	√	√	√	Crestron
PS-202	√	None	√	√	√	√	Remote
PS-203	√	None	√	√	√	√	Crestron
PS-204	√	None	√	√	√	√	Remote
PS-205	√*	None	√	√	√	√	Remote
PS-207	√	None	√	√	√	√	Crestron
PS-208	None	None	None	None	None	√	None
PS-209	None	None	None	None	None	None	None
PS-222	√	√	None	None	√	√	Remote
PS-224	None	None	None	None	None	√	None

Install Base and Existing Equipment -- TECH							
Rm	**Projector**	**CPU**	**DVD**	**VCR**	**Doc Cam**	**Transparency Projecter**	**Interface**
T-105	None	None	None	None	None	None	None
T-108	None	None	None	None	None	None	None
T-109	None	None	None	None	None	None	None
T-114	None	None	None	None	None	None	None
T-118	√	√	√	√	None	None	Remote
T-120	None	None	None	None	None	None	None
T-205	√	√	None	Needed	None	None	Remote
T-210	√	None	None	None	None	None	Crestron
T-211	√	√	None	Needed	None	None	Remote
T-212	√	√	None	None	None	None	Remote
T-215	√	√	√	√	None	None	Remote
T-216	√	None	None	None	√	√	Pixie
T-217	√	√	√	√	None	None	Remote