

## Program Review: IT Services - Information Systems

### Program Description and Scope:

- *Program Review Title:* IT Services - Information Systems
- *Academic year:* 2016/2017
- *Review Type:* President's Office
- *Program/Departments:* Information Technology (67800)
- *Authority Code:* 24-Associate Vice President, Information Technology
- *External Regulations:* No
- *Provide a brief narrative that describes the services provided.*

Information Systems is the department under IT Services responsible for implementing administrative systems to assist departments and divisions in adopting tools for enhancing processes and procedures that affects faculty, staff, and students. Information Systems works closely with Research and Planning in ensuring data integrity and in adopting tools for data-driven planning and decision-making.

### College Mission

- *Mission Statement*

Ohlone College responds to the educational needs of our diverse community and economy by offering high quality instruction supporting basic skills, career development, university transfer, and personal enrichment and by awarding associate degrees and certificates to eligible students in an innovative, multicultural environment where successful learning and achievement are highly valued, supported, and continually assessed.

- *Program Relation to College Mission.*
  - Support Services
- *State your program Mission/Purpose.*

Technology at Ohlone College will be state-of-the art, innovative, available, and continually assessed in advancing the mission, vision, goals, and objectives of the District.

- *Briefly describe program accomplishments.*

Information Systems accomplished several projects that enabled departments to complete business process re-engineering using systems and applications for addressing the needs of faculty, staff, and students.

## Student Impact Assessment

### **Student Learning Assessment - Not applicable.**

- *Enter assessment results for "Student Learning Impacts" and analyze student success:*

Not applicable.

- *Future Improvements:*

## Program Achievement

- *List area-specific outcomes.*  
Reengineer business process for effectiveness and efficiency using systems and technology.
  1. Sick leave accrual for temporary employees
  2. Conversion of OnBase to ImageNow
  3. Integration of Follett's BookNow into WebAdvisor
  4. Migration from XAP to OpenCCCApply
  5. Rollout of Accudemia
  6. Prerequisite conversion
  7. Catalog year cleanup process
  8. Registration readiness dashboard
  9. High school student registration limits
  10. Orientation rule
  11. Registration add codes
  12. Census drop roster
  13. Revised all SARS contact codes to comply with SSSP mandated reporting
  14. Colleague power user training for A&R and FA
  15. Student readmission process
  16. Registration Readiness test student selection process
- *Identify internal and/or external benchmarks and regulations.*
  1. Staffing Benchmark. The California Community Colleges' Chancellor's Office sanctioned Gartner Research to develop a benchmark for determining the ideal staffing requirements using the number of computers deployed across the campus(es). Attached is an email summarizing the recommendations (since the original document is currently unavailable from the archives).

Based on our inventory of computers across the district, we have 1,994 working computers (as of November 30, 2015).

2. Ellucian performed a system health check of Ohlone's Colleague system in 2014 and recommended a migration from the UniData Unix platform to a Microsoft SQL platform.
  3. Presentation of Data. This is a function of IT to facilitate the use of data for analysis, planning, problem-solving, decision-making, and knowledge-sharing. Business intelligence employs the use of tools to mine data from information systems (student information system, human resource information system, finance and accounting systems, enterprise resource planning systems) and synthesize the data for various purposes. Part of this is how data, information, and knowledge is presented to various audiences. The use of tools not only involve disaggregation of data but also presenting in the form of digestible tables, charts, graphs, and dashboards. The intention is to cater to a wide-variety of audience who have different styles of interpretation and understanding.
  4. Use of Test Plans. Based on the college's past experience in upgrading Colleague, we found that one department's practice of having a standardized test plan of major department functions best facilitate a streamlined consistent approach to testing. We recommend implementing this in other departments across campus to improve the efficiency and quality of the testing process.
  5. Ellucian's recommendation is to align security with functional areas, as opposed to individual positions.
- o *Enter assessment results for area-specific outcomes and analyze trends.*
    1. Staffing - Information Systems. After the re-organization in Information Systems, the district dedicated seven (7) FTE staff positions - Administrative Systems Analyst (3), Programmer (1), Junior Programmer/Analyst (1), Applications Administrator (1), Database Administrator (1). The CCCCO standards define the acceptable ratio of 300 PCs per 1 FTE Administrative System Support Specialist. The recommended ratio per analyst/programmer is 6.65 with the district's 1,994 computers.
    2. Currently our Colleague database is running on unsupported/end-of-life hardware. In moving our core administrative system to a fully supported environment by our vendor, the platform recommendation is Microsoft SQL Server.
    3. The Curriculum and Scheduling Department keeps a test plan which has proven to be very useful during Colleague testing. This success may be replicated across campus with regard to Colleague testing so that there is an integrated approach to testing Colleague during process reviews, system upgrades, and the pending migration.

4. The current version of XEMGT only includes limited data for Enrollment Management. However, XEMGT can be expanded to include automated FTES tracking. This will require the use of modern tools with the capability to integrate graphs, charts, other visual aids, and other dashboard tools, with Colleague data.
  5. Following Colleague's best practices for data security, we have an opportunity to align our practices to Ellucian's best practice recommendation. This will minimize the risk of exposing student and employee information to unauthorized individuals.
- *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*  
The recommendations and best practices requires staff resources and budget. The current budget of IT Services may not be able to accommodate the improvements/recommendations considering the cost for most items.
  - *Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.*

The Information Systems staff will be involved heavily on the implementing the recommendations or will spearhead the implementation recommendations with external help.

- *Additional Program Table Data*
- *Future Action*  
Strategies to improve achievement indicators. Specify. Implement projects to address: 1. Migration of the Data Base to MS SQL. 2. Document a Comprehensive Test Plan District-wide for Colleague. 3. Expand the features of Informer to include dashboard. 4. Perform Colleague Security Audit

#### Program Improvement Objectives

1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Ensure the successful migration of the district's core administrative information system to a fully supported environment.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

Have not started PIO due to delays with completing phase 1 of database migration. Issues include staffing changes, timing due to potential disruption to college operations, and other competing priority projects that have an impact to operations.

*Program PIO will address the following:*

- Institutional Effectiveness
- Service Impacts
- Use human, fiscal, technological, and physical resources responsibly,

*How will you assess the effectiveness of your PIO:*

When the old system is fully decommissioned.

**PIO Action Plan:**

*How will you accomplish this?*

1. Set up a test environment. 2. Convert current scripts, programs, modules to the new environment. 2. Test all modules, scripts, and customizations on the new environment. 3. Modify modules, scripts, and customizations which failed during testing. 4. Re-test the modified modules, scripts, and customizations. 4. Train users. 5. Migrate the data. 6. Set up automated back up procedures. 7. Decommission the old system.

*What is your timeline?*

Within 18 months from the start of the implementation, the migration is fully completed.

*Who is going to do this?*

1. Director of Information Systems 2. Database Administrator 3. Programmer/Analyst 4. Administrative Systems Analysts 5. End Users in the Admissions and Records, Research and Planning Office, Business Services, Payroll Office, Human Resources and Training, Curriculum and Scheduling Office, Financial Aid Office, and other offices

*PIO Status:*

- New 07/01/2016

*Closing the loop - Describe the results of your PIO implementation or completion:*

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

**PIO Resources:**

- Resource: Other Budget Related Resources Needed  
Description: Consultant to Assist in the Database Migration  
Est. Cost: \$150,000.00

2. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Expand the functionality of the Informer suite.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

*Program PIO will address the following:*

- Service Impacts
- Use human, fiscal, technological, and physical resources responsibly,
- Institutional Effectiveness

*How will you assess the effectiveness of your PIO:*

XEMGT version B will have the capability to track FTES progress real time without manual work.

**PIO Action Plan:**

*How will you accomplish this?*

1. Get quote for expanding the functions of our current Informer license. 2. Train IT Staff in developing charts, graphs, and other visual tools. 3. Add feature to XEMGT version B. 4. Train end users.

*What is your timeline?*

Expected completion is February 2017.

*Who is going to do this?*

1. Director of Information Systems 2. Administrative Systems Analysts

*PIO Status:*

- New 07/01/2016
- Completed 07/31/2016

*Closing the loop - Describe the results of your PIO implementation or completion:*

Informer is now used for enrollment management with real time data. Furthermore, the dashboard has been completed. All functional users have been fully trained.

*Conclusion: Complete if PIO has been completed*

PIO achieved - worked

*Fiscal Resources Status:*

**PIO Resources:**

- Resource: Information Systems / Applications  
Description: Expand Features of Informer  
Est. Cost: \$5,000.00
- Resource: Professional Development  
Description: Training the IT Services staff  
Est. Cost: \$2,000.00

3. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Complete a comprehensive test plan for all Colleague-related modules.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

Still in progress. We currently have the following test plans. Curriculum and Scheduling, Business Services, Purchasing, and Fin Aid. We are still working with HR, Payroll, and Admissions and Records.

*Program PIO will address the following:*

- Institutional Effectiveness
- Service Impacts
- Use human, fiscal, technological, and physical resources responsibly,

*How will you assess the effectiveness of your PIO:*

The district has a comprehensive test plan for all Colleague-related modules and functions.

**PIO Action Plan:**

*How will you accomplish this?*

1. Define the modules. 2. Develop test cases. 3. Use the test plan during Colleague-related process review/testing and upgrade.

*What is your timeline?*

By April 2017, all functions and modules have an appropriate test plan.

*Who is going to do this?*

1. Director of



*PIO Status:*

- In-Progress 12/14/2016

*Closing the loop - Describe the results of your PIO implementation or completion:*

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

**PIO Resources:**

4. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Perform Colleague Security Audit and implement changes recommended.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

*Program PIO will address the following:*

- Institutional Effectiveness
- Service Impacts
- Use human, fiscal, technological, and physical resources responsibly,

*How will you assess the effectiveness of your PIO:*

When the recommendations from the consultant are completely implemented and a bi-annual review of user permissions matches the user permission registry.

**PIO Action Plan:**

*How will you accomplish this?*

1. Engage Ellucian consultant to conduct security and user permissions audit.
2. Set up framework for security and user permissions.
3. Determine user position permissions.
4. Schedule meeting with department heads.
5. Schedule meeting with end users.
6. Complete document/user permissions register.
7. Test user permissions.

*What is your timeline?*

The Colleague security audit and the development of the framework has to be completed before implementing any changes. The audit has to be completed before June 30, 2017 and full implementation of the recommendations by January 1, 2018.

*Who is going to do this?*

1. Director of Information Systems 2. Database Administrator 3. Administrative Systems Analysts 4. Department Heads 5. End users

*PIO Status:*

- New 07/01/2016
- In-Progress 12/14/2016

*Closing the loop - Describe the results of your PIO implementation or completion:*

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

**PIO Resources:**

- Resource: Other Budget Related Resources Needed  
Description: Ellucian Consultant  
Est. Cost: \$40,000.00