



FOOTHILL-DE ANZA
Community College District

District Technology Plan

Revised Fall 2021

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Educational Technology Advisory Committee

Members

The members listed below represent stakeholders from throughout the district. They have brought invaluable insight to the technology planning process.

Joseph Moreau, <i>Chair</i> Vice Chancellor of Technology	Pam Eberhardt ETS Executive Assistant
Sharon Luciw Associate Vice Chancellor of Technology	Chien Shih Associate Vice Chancellor of Technology
Marisa Spatafore Associate Vice President, De Anza College	Alex Harrell Web Administrator, De Anza College
Michael Murphy Faculty Member, Foothill College	Danny Acosta Chief, District Police
Chris Chavez Student Success Specialist, Foothill College	Lydia Daniel Adjunct Faculty Member, Foothill College
Lenore Desilets Faculty Member, De Anza College	Tom Dolen Librarian, De Anza College
Moaty Fayek Division Dean, De Anza College	John Fox Faculty Member, Foothill College
Nazy Galoyan Dean, De Anza College	Lydia Hearn Associate Vice President, De Anza College
Kate Jordahl Faculty Member, Foothill College	Marty Kahn Technology Resource Coordinator
Dennis Shannakian Student Activities Coordinator, De Anza College	Paul Szponar Librarian, Foothill College
Lene Whitley-Putz Dean, Foothill College	Lief Nelson Officer, District Police

A Message from Chancellor Miner

Virtually every plan and decision we make in the Foothill-De Anza Community College District is focused through the lens of equity. This is most certainly true of the technology we deploy. Our use of technology supports equitable access to critical digital resources for all students, faculty, and staff.

Over the years, our technology planning efforts have kept our district at the forefront of innovation and access. Most recently, our technology preparedness was demonstrated with great clarity by the effects of the pandemic. As all of our stakeholders needed to pivot, literally over a weekend, to 100% remote instruction and operations, our readiness to support them was tested to the limits. I am proud to say we passed this test with flying colors. As we emerge from the disruption of the pandemic, I am confident our technology planning efforts will help us sustain some of the important gains we made while responding to the greatest emergency in our lifetime.

I am thankful for the efforts of the Educational Technology Advisory Committee in working closely with our college technology planning bodies to assure the alignment between college and district technology goals. Through this collegial collaboration, our district is optimizing our investment in technology and providing our students, faculty, and staff with a robust, reliable, and consistent educational and professional experience.

Given the substantial accomplishments of our most recent District Technology Plan, I am even more excited to see what can be accomplished in the next three years under this Plan.

I want to close with an expression of the deepest gratitude to Vice Chancellor Joseph Moreau who has provided exemplary leadership for all aspects of our technology efforts. When he retires as of April 30, 2022, his legacy to Foothill-De Anza will endure through his contributions to policy development and systems implementation, and his formation of a team of outstanding professionals. I could not be more proud of all my colleagues in Educational Technology Services.

Sincerely,

Judy C. Miner, Ed.D
Chancellor

Introduction and Overview

Supporting the Colleges and the District

Supporting Remote Instruction and Operations

College and District Roles and Accreditation Standards

Functional Map – Accreditation Standard III

Progress & Status from Previous Plan

The previous district technology plan was originally designated to cover the years 2017-18 through 2019-20. Due to the pandemic, the Educational Technology Advisory Committee decided to extend that period to 2020-21. The progress and status below reflect accomplishments through June 2021.

Goal 1 – Modernization	Progress	Status
Objective 1 – Implement Adobe Sign system and integrate with the Banner ERP system.	Complete	Adobe Sign is in wide use throughout the district for a wide variety of approval and workflow processes.
Objective 2 – Upgrade Banner ERP system to version 9.	Complete	The Banner ERP system has been fully upgraded to version 9.
Objective 3 – Pilot business intelligence software for institutional research.	Postponed	
Objective 4 – Implement a managed print service system for employee printing.	Complete	Manage print services for all employees have been implemented across all district sites.
Objective 5 – Implement off-campus access to virtual desktop infrastructure.	Complete	Virtual desktops are now available to students from off-campus locations.
Objective 6 – Migrate email and calendar to the cloud.	Complete	All district email and calendar services for employees and students have been migrated to the Office365 cloud platform.
Objective 7 – Upgrade the KACE end user support system.	Complete	The KACE system has been upgraded to version 11.0.273.
Objective 8 – Implement a variety of productivity and support applications. <ul style="list-style-type: none"> • JobEx – student employment system • Slate CRM – international student support • Curriculum management system for Foothill College 	Discontinued Complete Complete	Sponsoring department withdrew request. Slate is now fully implemented to support international student application and intake. The Courseleaf system has been implemented.
Goal 2 – Infrastructure		

Objective 9 – Refurbish the Foothill 1911 machine room.	Complete	All electrical, fire suppression, and HVAC systems have been upgraded along with new physical security systems.
Objective 10 – Expand Wi-Fi coverage.	In Progress	Wi-Fi expansion is a perennial project. New short- and long-term plans for Wi-Fi expansion have been published and are underway.
Objective 11 – Support the opening of the new District Office building.	Complete	The new District Office building has been commissioned and all staff have moved in. The new Board Room is fully functional.
Objective 12 – Assist in the upgrade of the De Anza electronic lock system.	Complete	Virtual servers provisioned for vendor software installation.
Objective 13 – Upgrade network and server equipment.	In Progress	Network equipment and on-premise servers are continuously being upgraded and replaced.
Goal 3 – Security		
Objective 14 – Consolidate the district’s Active Directory system.	Complete	Consolidation of the Active Directory system was completed with the migration of email and calendar to the Office365 cloud platform.
Objective 15 – Deploy information security training for all employees	Complete	A new training program from KnowBe4 has been deployed. This program includes security training and testing for all employees.
Objective 16 – Conduct penetration testing and PCI compliance assessment.	In Progress	PCI3 Compliance Gap Assessment finished. Penetration tests conducted annually.
Objective 17 – Upgrade firewall and intrusion protection systems.	Complete	All firewalls have been replaced with Palo Alto Networks devices.
Objective 18 – Implement Symantec end point protection system.	Postponed	The original product selected was acquired by a new company and has been sidelined for development. A new solution is being researched.
Objective 19 – Provide standardized back up for employee data files.	Complete	All employees may back up any data files from their desktop/laptop to OneDrive on Office365.

Objective 20 – Implement new network security monitoring tools.	In Progress	Researching solutions.
Goal 4 – Cloud Technology		
Objective 21 – Migrate key systems to the cloud.	Complete	Most of the mission-critical systems that support the district have been migrated to cloud platforms.
Objective 22 – Transform internal support expertise to support cloud applications.	In Progress	ETS staff are regularly going through training and professional development to enhance their skills and strategies for supporting cloud-based applications.
Goal 5 – Institutional Culture		
Objective 23 – Update data retention policy.	Not Started	
Objective 24 – Provide training to employees on compliance issues.	Not Started	
Goal 6 – Training & Professional Development		
Objective 25 – Conduct training for the Banner 9 ERP system.	Complete	The Banner 9 ERP system has been in place for several months. All impacted staff have been trained.

Needs Assessment Summary

Technology Plan 2021-2024

Strategic Capabilities

At the broadest level, the district has identified the strategic capabilities listed below. These are the specific capabilities the district strives to achieve with the support of technology. These capabilities also represent the institutional characteristics that need to be in place to support the technological goals and objectives of the colleges and the goals and objective of numerous other plans within the district around instruction, equity, facilities, and others. These strategic capabilities are not typically expected to change frequently, and the bulk of these capabilities were identified in the district's 2017 Technology Plan. The strategic capabilities are reviewed each year by the Education Technology Advisory Committee (ETAC). Any changes are noted below.

1. Develop and maintain infrastructure and exostructure that supports the digital transformation of our colleges and Central Services organization.
2. Develop and maintain an agile product management methodology to support the efficient, effective, and timely completion of IT projects.
3. Partner with established and start-up technology firms to enhance the capabilities of the district and provide leading edge services for students, faculty, and staff.
4. Provide for the effective stewardship of district resources to promote efficiency, cost-effectiveness, privacy, and security.
5. Provide for rapid and agile instructional and operational shifts in response to catastrophic events that impact both on-campus and online infrastructure. *

3-Year Goals

Based on the strategic capabilities above, ETAC has identified the following goals to be accomplished over the next three years. These goals are also essential in supporting the goals and objectives of the colleges articulated in their respective technology plans. The 3-Year Goals are reviewed each year by ETAC and are occasionally revised. Any changes are noted below.

1. Modernize district-wide applications to support greater access, efficiency and effectiveness along with mobility.
2. Improve district-wide infrastructure to support greater speed, reliability, and coverage.
3. Improve information security at all levels.
4. Utilize cloud technology to optimize fiscal and staff resources.
5. Help transform the institutional culture around data management particularly regarding the requirements of FERPA, accessibility (ADA), copyright and fair use, and privacy and security.
6. Increase training and professional development infrastructure and opportunities for faculty and staff. *
7. Enhance collaboration between the colleges and ETS to promote innovation, efficiency, and institutional effectiveness especially in response to campus needs, such as regulatory compliance or improving student experience. *

2021/22 Objectives (1-year implementation plan)

Based on the 3-Year Goals above, the 2021/22 Objectives are intended to describe the specific actions to be taken by ETS and other members in a given year. The 2021/22 Objectives represent initiatives, projects, and tasks that are funded and broadly supported to be done in the course of a year or more.

Goal 1 - Modernization

1. Implement the Banner 9 Self Service platform.
2. Begin the migration to the Banner NGS platform. *
3. Investigate and develop new reporting and business intelligence tools.
 - a. Utilize Banner Pagebuilder
 - b. Implement Banner Ethos platform
4. Implement a variety of productivity and support applications for both colleges and Central Services
 - a. Select and implement a new timekeeping system for all employees
 - b. Pilot a mobile device attendance application with interested faculty
 - c. Implement Banner Workflow module
5. Upgrade Windows machines district-wide to Windows 10.

Goal 2 - Infrastructure

6. Expand coverage of the wireless network and improve connection speeds at all district locations. *
7. Upgrade various network and server equipment.
8. Upgrade classroom, laboratory, and conference room presentation and interaction systems. *

Goal 3 - Security

9. Consolidate and streamline the district's Active Directory identity management system.
10. Continue the use of *KnowBe4* information security training for all employees.
11. Conduct a penetration test and Payment Card Industry (PCI) compliance assessment.
12. Provide standardized back-up for faculty and staff data files through Office365.
13. Implement two-factor authentication for employees with access to highly sensitive data. *

Goal 4 – Cloud Technology

14. Migrate the key mission critical systems and infrastructure to the cloud.
 - a. Upgrade ETS work order system and integrate with the district Lock Shop and Facilities
15. Transform the ETS support expertise to address cloud infrastructure.

Goal 5 – Institutional Culture

16. Update data retention policy.
17. Provide training to all employees on compliance issues such as FERPA, accessibility, copyright, information security and privacy.

Goal 6 – Training & Professional Development

18. Provide training for faculty and staff on Banner 9 Self Service components.
19. Work collaboratively with the colleges to increase and improve professional development opportunities. *
20. Hire additional professional staff to develop and offer professional development and training programs for faculty and staff. *
21. Provide training on the use of the SensusAccess accessibility conversion tool. *

22. Continuously offer new and revised training for employees on information security

Goal 7 – Collaboration*

23. Convene a district wide group to develop strategies and standards for accessible digital resources. *

24. ETS leadership will meet regularly with appropriate college leadership to better understand and support college needs. *

* New or revised for the 2021-24 3-year plan or 2021-22 annual implementation plan

Appendix - 2020-21 Needs Assessment Result

2021 Central Services

Technology Needs Assessment Survey