

## CCCCO System-wide Architecture Committee (SAC)

### Meeting Minutes

Thursday October 26, 2017

Zoom Online Meeting

**Attendees:** Tim Calhoon, Gerard for Jay Field, Jorge Mata, Joe Perret, Joe Moreau, Michelle Pacansky-Brock, Cliff Sharp for Daniel Borges, Andy Newman and Rico Bianchi.

### Call to Order:

Tim Calhoon called the meeting to order at 1:33 pm and took attendance.

### Minutes:

The meeting minutes for August 24, 2017 were approved with no changes or corrections.

### Action Item:

Tim asked for Bruce to remove Glen Kuck from the attendance roster and contact CISOA about appointing a new representative.

### System Updates:

#### Technology Center Update:

The Common Assessment Initiative is transforming to a Multiple Measures initiative. The platform developed for testing by that project is also a multiple measures placement engine with counselor and student facing reports. There is a lot of re-planning going on now as that project moves in the new direction.

#### CENIC Update:

There are over one hundred circuits now in progress and about forty that have been installed; work continues on that project. The \$50,000 mini-grants are now available. Colleges should apply for grants to help pay for 10 Gig firewalls or other items to help make use of 10 Gig connections. The grants are available per college, so a nine college system can get nine grants. At this point there is not a separate allocation available for system offices.

The Getty Museum applied to be member of CENIC and the board. Tim and others are pushing back on the addition of new members until CENIC is current with existing members. When the libraries were brought on, there was a lag in meeting CCC needs. Now that upgrade projects are getting traction, it is important not to lose momentum.

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OpenCCC for federated identity has been hooking up Canvas schools; there are nine projects in progress. They are also looking at how to get CCCID up to the MIS. That should be coming in the next version of the MIS database. A new release of CCCApply will be coming out the end of this week; it is largely bug fixes. The system is being asked to get LGBT data out to colleges, and the Technology Center is looking at ways to make data visible to researchers in a secure data warehouse. There are repeated requests for a "Non-Credit Application," however, almost 100% of CCCApply questions are required by statute, residency requirements, or to run the application. The Chancellor's Office is looking at possibly decreasing Title 5 residency requirements for non-credit students. Tim isn't sure how that would work.

MyPath is doing demonstrations for a new visiting Vice Chancellor working with Van Ton-Quinlivan. They are looking at the student experience and coordination with Guided Pathways.

There are thirty-three colleges implementing Hobsons.

The COCI release is going out next week; it is currently in pilot and testing and should fix the majority of issues. There were changes in how curriculum was approved that happened right in the middle of the development process which caused hassles but now it seems to be getting clear. The C-ID release should also be in the next week.

There are fifteen project implementations with Course Exchange going on. The new Course Exchange 2.0 release includes financial aid and is also cleaning up bug issues. They are reaching out to the rest of the twenty-four OEI pilot colleges. There are now 111 colleges with Canvas.

The California Virtual Campus (CVC) catalog of online courses is being integrated into MyPath so it will appear less like a website and instead become part of the portal.

Finally, the Technology Center received \$6M for a new integrated library system. They are getting started with an RFI, an environmental scan, and an RFP process. There will be a call for pilot colleges and that integrated library system happen in the next couple of years. Joe Moreau thought library elements were highly standardized across systems so perhaps that project would be closer to a three year process than a five year one.

#### Information Security Center:

Jeff Holden is at Cabrillo right now helping them with a fairly major breach of about 40,000 records. He just finished a security assessment at Santa Barbara.

The Winter Security workshop will be held at San Jose Evergreen again this year. Dates and registration information should be on Tech Edge.

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#### Accessibility:

The Accessibility Center has contracted with a company called Accessibility Oz. They have been doing a lot of testing and looking at system wide sites to gauge accessibility. Another help desk has been launched on CCCTechnology.Info as a location for people to ask questions and get answers.

Michelle wanted to find out more about connecting with Accessibility Oz. Tim suggested she go to the website at CCCAccessibility.org to connect with Sean Keegan. Sean can help her with tools and setting up an accessibility review if desired.

#### **Enabling Services:**

The Technology Center started Enabling Services to help do a better job of being customer centered instead of project centered. Andy Newman, Director of Enabling Services, was on the call to explain the role of Enabling Services. Instead of individual project teams coming back to colleges over and over again, the idea was to have one person in Enabling Services the college can call on any matter related to any Technology Center project to make sure problems get fixed.

Andy has a background in customer service, operations management, support and professional services, mainly in the business world, but in the last twelve years or so in K-12. He was heavily involved in rolling out K-12 services statewide in a variety of states and is taking that experience and bringing it into the CCC.

The presentation included three main areas of focus: the problem they are trying to solve; who, what, and how Enabling Services helps the colleges; and the College Relationship Managers (CRMs) and how they work with colleges.

The problem for colleges has been that IT departments are pulling their hair out trying to deal with myriad vendors, implementation staff, and support people. Colleges were also often dealing with multiple product implementations at one time, amplifying the problem. Colleges want a more streamlined approach. The Technology Center also had similar challenges in dealing with multiple colleges all over the system.

Jorge Mata also noted another layer of communication back to individual groups within the colleges. Joe Moreau also highlighted the nuance of colleges not necessarily knowing who to contact at the Technology Center with respect to development teams versus implementation teams. They didn't know what needed to be communicated directly to the development team, and how and when to do so as well. Tim clarified that having multiple connections to people at the Technology Center was challenging because those different people may or may not have been talking to each other. The group agreed these were challenging problems and it was important to move toward a solution.

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Enabling Services will move toward solving these problems by providing a common services delivery team, set of tools, processes, reports, and dashboards to ensure the most successful implementations, configurations, professional development and adoption of solutions. The desire is to do this with a customer centric paradigm to build stronger relationships with the colleges and assure more successful adoption. This will also allow colleges to spend more time educating students and working on student success.

Enabling Services uses Salesforce to support their Customer Relationship Managers (CRM) assigned to each college working on a long term relationship for a much broader view. Within that team there is a project management component tracking everything associated with the people and the colleges. There are also Implementation Project Managers. This provides single points of contact with the college to streamline communication and manage implementations. Within the Enabling Services team, there is also one person responsible for training and coordinating professional development throughout the state for a streamlined approach there as well.

For example, the OEI team is working on user acceptance training with colleges and there are some that have needed some help. Having one person working with the college means that person was able to reach out, get more help, and break through problems.

Andy presented a diagram showing how Technology Center projects are funneled to the CRM who is able to streamline the approach for each college. The process is not yet perfected, but is moving to a more streamlined, easier process. When a college has multiple projects, a single manager can look at how to layer the projects and at common areas in need of streamlining. In some cases that is difficult to do, but in others it is possible to overlap and reduce the number of people involved, meetings, etc. That person can also identify potential conflicts and dependencies with elements like Proxy, etc. which if sequenced correctly can be addressed sooner and will save time later. The CRM takes a longer term view recognizing a college may be doing CCCApply now, but also knows they will be doing Hobsons in another six months, and then later perhaps the integrated library system. This means the Implementation Project Manager also knows because the CRM is keeping them informed about the roadmap plan so the college is touched the least amount of times.

Having one person funnel all communication shields the college from excess noise. The manager gathers information from all Technology Center managers, etc. and funnels it down. Through that process, the single contact will also introduce the support team for a soft transition early. This model puts the college as the focal point at the center with fewer people to interact with.

Andy explained there is a team of about twenty working in Enabling Services and several are quite experienced and educated in the products. They are contractors devoted to Enabling Services who have been working with the

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Technology Center in different projects. Now instead of five of them working with one college on different products, there will be one CRM and one Implementation Manager to the college. Andy is currently a contractor, due to the challenges of hiring processes which take time, but he is dedicated and already considers himself to be a permanent part of the Technology Center and Enabling Services.

Rico and Michelle were interested in more information about professional development. David Quintanilla is the Professional Development Coordinator for Enabling Services. The Implementation Project Manager will connect David Quintanilla into colleges at the right time based on local college needs. This work is a good fit for coordinating with the Professional Learning Network (PLN). Rico explained they are working with David on getting Technology Center resources onto the PLN as well.

On the current Enabling Services team, Andy reports directly to Tim. Underneath him are Customer Relationship Managers, Warren Whitmore, Barb Fountain, Monica Matousek, and Monica Zalakat, with the Implementation Project Managers and configuration engineers beyond that.

There are a lot of insights into data with numbers and charts built into the system so the team can have its hands on what is happening. There are currently 137 open projects categorized by product and funneling through work flow stations with Enabling Services tracking what is open and closed. They are also looking at how many products are in place at each college. This allows the team to see the full view and help and support the college with one stop. They plan to get support tickets connected into the tracking as well.

The Relationship Manager's role is to be the named person interacting with each individual college, building a long term relationship, and providing account help. This morning, Tim and Andy reviewed all of the colleges thought to be struggling in any way; the goal is for all to be in green status. If any struggles were identified they were categorized by severity as red, yellow, or orange. Tim and Andy met with CRMs to review action and mitigation plans to move any that are struggling in a positive direction. Overall, there are 150 in green status, twenty-two in yellow status with mitigation plans, and one in orange status. Tim emphasized that being in yellow status does not necessarily reflect a problem with the Technology Center; it could be related to a problem, person, or even political issue at the local college. Regardless, the team develops a mitigation plan to figure out how to help and tracks each case. A college can't be put into yellow status without a mitigation plan being put into effect first.

Andy provided an overview of colleges each CRM is working with. Warren Whitmore is head CRM and oversees the others. He has been with the Technology Center for about five years, and prior to the development of Enabling Services, was working with the Hobsons project. Barb Fountain is also fantastic and has been with the system for some time. She is working with Los Angeles colleges. Monica Matousek started with the Technology Center on the support

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team and has been working with OEI the last couple of years; she brings great excitement and enthusiasm to the team. Monica Zalakat is a contractor out of Arizona, but travels a lot. She spent a couple of years working specifically with CAI and CCCAssess and is thrilled with the opportunity to dig into closer work with thirty or forty colleges.

Members thought the system made sense but were concerned about whether or not each CRM might be responsible for too many colleges. The biggest problem CRMs have expressed so far is not hearing back enough from the colleges. The team believes over time CRMs will begin to break through barriers and problems and the numbers will be right on.

Jorge was hopeful the new system would allow things to get better over time. The other way, things were getting worse and colleges more and more overwhelmed.

#### **Next Meeting:**

The group agreed there were conflicts with meetings on the usual dates in November and December, so Tim will put out a poll to set a meeting date in early December.

#### **Action Item:**

Tim will put out a meeting poll for a good date in early December.

#### **Adjournment:**

The meeting was adjourned at 2:30 pm.