Information Services Strategic Direction

April 19, 2002

Information Services Staff:

The purpose of this document is to provide you with information concerning the strategic direction of the Information Services (I/S) Division for the next few years. Delta College is going through leadership changes specifically in the hiring of a new president. We have also entered an era of lean times financially. It is important that we calibrate our strategic compass to provide guidance through these interesting times.

Regardless of new leadership or financial status, our jobs remain the same. $S^6$ is what we are about and stands for the following:

- Students are the ultimate customers
- Service to our customers
- Support for each other
- Science (computer and library) is what we follow
- Stimulation is a reward for our unique occupations
- Sense of humor keeps us going

Enclosed please find a timeline and a brief outline of the major projects that are planned for the next couple of years for the Information Services Division. In many cases, these projects are in addition to the primary services we provide the Delta College community. The timeline for these projects are aggressive, based on our customer needs and expectations, and will require adjustments as we go.

Also enclosed is the organizational chart for the Information Services Division that reports to Instruction. Please note, although traditional in appearance, it is really flat in practice as all managers are expected to be “hands-on” and produce a product.

I am very proud of our division and the job that we do.

Lee Belarmino
Chief Information Services Officer

Cc: Campus Information Services Committee
<table>
<thead>
<tr>
<th>Activity Name</th>
<th>2002</th>
<th>2003</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Communications and Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Intranet 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Pershing Communications (Phase 1 &amp; 2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Electron Microscopy Communications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Data Center Recovery Hot Site</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Backup automation and procedures</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 eServices Server Farm (Compaq)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 Streaming Broadcasting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cisco Video Servers On-Line</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intranet Meetings, Sporting events, Graduation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 Cable Origination (AT &amp; T)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 Smart Building Integration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire Alarm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security Cameras</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Development</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 Data Warehouse</td>
<td>***</td>
<td>***</td>
</tr>
<tr>
<td>10 Electronic Forms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11 Student Information System (System 2000)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Variable Units</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program Review Information (5 Year increment)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sequential Enrollment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Learning Communities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>College Catalog On Web</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scanning Implementation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oracle Database Upgrade System 2000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12 Oracle Financials</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Upgrade 11i (new release)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fixed Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13 Human Resources</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Position Control</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kronos TimeKeeping</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payroll 5 Critical Enhancements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Design/Development of Human Resource ***</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14 Packaged Solutions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hotline System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ticketing System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Academic Computing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15 Faculty Development Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16 Instructional Video Network</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracy Origination Classroom</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tracy Mobile Classroom</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17 Faculty, Labs, and Multimedia Classrooms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 Academic Network and Infrastructure ***</td>
<td></td>
<td></td>
</tr>
</tbody>
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*Note: The chart represents a timeline of projects and activities for the years 2002 and 2003. The activities are categorized under different sections such as Enterprise Communications and Services, Development, and Academic Computing. The timeline shows the start and end dates for each project.*
Information Services 2 Year Major Project List

Activity Name

2002

19 Delta Online Support

20 Docushare Implementation and Training

Library Services

21 Program Review

22 Update 5 Year Strategic Library Services Plan

23 New Collection Plan

24 New Library Planning

Administrative

25 Program Review

26 Update 5 Year Technology Plan

27 Training

   Java Training Developers

   Database Optimization

   System Performance Tuning

Personnel

28 Computer Support Tech "hard money" ***

Secretary 1 (in hopper) ***

Request 2 Library Technicians ***

Hire Data Warehouse Programmer ***

***Requires funding

computer and library sciences
Enterprise Communications and Services

1. **Intranet 2**
   a. Description
      - This next generation of Internet Services, Delta’s Intranet 2 (I²), will be designed, developed, implemented, and maintained with the concept that it will be the central delivery instrument for communications, information, and services. This *Intranet centric* approach will be utilized for delivering information and services for students, faculty, and staff.
   b. Customer(s)
      - Delta College campus staff
      - Current and potential students
   c. Estimated Resources
      - Most I/S staff and many hands-on customers
   d. Costs
      - $150,000
   e. Tasks/Timelines
      - Spring 2004
   f. Intranet 2 Applications
      - Description
        - Development will consist of using thin client applications to build the staff and student portals. These will include staff information, roster applications, student information and registration applications.
      - Estimated Resources
        - People: Chris, Ralph, Alan, Aubrey, Neil and three new Programmer/Analyst I
   g. Intranet 2 Implementation – involved four major areas:
      - Standards
      - User Agreements
      - Training
      - Site Management Process and Documentation
        - Customers
          - Campus and Community
        - Resources
          - Webmaster, Interns, CST in Faculty Development Center, Rita Fellows, and Developers
      - Costs are included in cost for Intern noted in DeltaOnline support

2. **Pershing Building**
   a. Description
      - The purpose of the project is to provide the necessary communications infrastructure and computing resources to support the 1st and 2nd floors of the Pershing building. This building will be the primary office for the Business Office and some categorical programs.
   b. Customer(s)
      - Business Office, categorical programs
   c. Estimated Resources
      - People: Dave, Gary and Interns
   d. Costs
      - $60,000
   e. Tasks/Timelines
      - June 2002

3. **Electron Microscopy Building**
   a. Description
      - The purpose of this project is to provide the communications infrastructure, computing resources, and audiovisual services for the new Electron Microscopy Building.
   b. Customer(s)
      - Science and Mathematics Division
      - Judy Murphy, Faculty
   c. Estimated Resources
      - People: Gary (project lead/designer) and Interns
   d. Costs
      - $90,000
4. Data Center Recovery Plan Hot-site
   a. Description
      - This involves the implementation of the hot-site backup in the Tracy Center. This includes the installation of the necessary communications and computer hardware and software. This will include the testing of the backup plan.
   b. Customer(s)
      - Delta College
   c. Estimated Resources
      - People: Neil (lead), Dave, Sonny and Staff
   d. Costs
      - $70,000
   e. Tasks/Timelines
      - September 2002
      - Configure mount points
      - Install O/S
      - Install Oracle Financials
      - Install System 2000
      - Develop procedures and documentation

5. eServices Server Upgrade (Compaq)
   a. Description
      - Implementation of P hardware (Compaq servers) for our Web and FTP services and our new e-mail servers
   b. Customer(s)
      - Delta College
   c. Estimated Resources
      - People: Dave S (lead), Terrence, Randy and Steve
   d. Costs
      - $45,000 (already purchased)
   e. Tasks/Timelines
      - Need layout
      - July 2002

6. Streaming Broadcasting
   a. Cisco Video Servers On-line
   b. Intranet
      - President’s Council Meeting
      - Basketball Tournaments
      - Board of Trustees Meeting
      - Graduation and other special events
   c. Consulting/Coordination with Broadcasting Program
      - Description
        - Install and configure Real software
        - Find, test, install and configure software to support radio station
        - Upgrade media server hardware
      - Customer(s)
        - Academic Broadcasting Program
      - Estimated Resources
        - People: Neil, John, Brett and Jim
      - Costs
        - $10,000
      - Tasks/Timelines
        - August 2002
7. **Cable Origination (AT&T Cable)**
   a. **Description**
      - This involves the implementation of origination sites for cable channel(s). The goal is to have a soft solution that would enable the college to originate a cable broadcast from a number of locations. One approach being explored is the possible utilization of the redundant campus wide broadband network.
   b. **Customer(s)**
      - Fine Arts Division
      - Distance Education
   c. **Estimated Resources**
      - TBD
   d. **Tasks/Timelines**
      - January 2003

8. **Smart Building Systems Integration**
   a. **Honeywell – Fire Alarm**
      - **Description**
        - This project is the retrofitting of the existing Fire Alarm system with new controllers and central hardware and software monitoring. The purchased Honeywell system will provide the foundation for a “smart building” system that will integrate other facility systems. The system will utilize the campus wide network for communications. Our contribution will be consulting and providing expertise.
      - **Customer(s)**
        - Maintenance Department
      - **Estimated Resources**
        - **People:** Lee (lead), Dave and Gary
      - **Costs**
        - **$330,000**
      - **Tasks/Timelines**
        - December 2002
   b. **Honeywell - Security Cameras (Phase I)**
      - **Description**
        - This project is the installation of security cameras in strategic areas such as parking lots. This system will utilize the campus wide network and quite possibly the Honeywell smart facility system. The security cameras will be accessible through a client computer in the Police Dispatch area and through the Internet with the right security. Our contribution will be consulting, networking, and server maintenance.
      - **Customer:**
        - Campus Police Department
      - **Estimated Resources**
        - **People:** Lee (lead), Dave and Gary
      - **Costs**
        - **$40,000**
      - **Tasks/Timelines**
        - July 2002
9. **Data Warehouse**
   a. **Description**
      - The purpose of the Delta Data Warehouse is to provide easy access to historical college data related to enrollment, curriculum, program review, and any other data of interest. We are using industry standard technologies to build the data warehouse. This data will be available to the entire user community.
   b. **Customer(s)**
      - Decision Support, College Managers and Administration
   c. **Estimated Resources**
      - People: Neil, John, Francisco and Matt W.
   d. **Costs**
      - $10,000
   e. **Tasks/Timelines**
      - January 2004
      - Tune server and database
      - Continue design of Schema
      - Continue development of ETL
      - Increase disk storage space
      - Determine user training for Databeacon CBT or Webinar to teach usage of Databeacon for new DW users as usage increases
      - Determine user training for WinSql adhoc queries
      - Develop method to let users run and explain plan to determine impact of an Sql statement before they run it
      - Tool to allow users to identify improved statement structure
      - Develop ERDs and other documentation to help users understand DW structure
      - Upgrade Databeacon

10. **Electronic Forms**
    a. **Description**
        - The purpose of the electronic forms project is to replace the paper version of forms with an electronic version. The forms will be stored in the DocuShare document management system. We have purchased the necessary software and integrated with our administrative system. We are in the process of piloting the first few forms. The remaining tasks are implementing several more.
    b. **Customer(s)**
        - All campus users of forms and all departments
    c. **Estimated Resources**
        - People: I/S - Ralph, Patty and Student Programmer
        - User Community
        - Users to provide specs for electronic version of forms
    d. **Tasks/Timelines**
        - Implement two forms a month

11. **Student Information System**
    a. **Variable Units**
        - **Description**
          - We need to modify System 2000 to allow students to specify the number of units at the time of registration.
          - We need further requirements analysis to determine exactly how this should work.
        - **Customers**
          - Students
        - **Estimated Resources**
          - Depends on requirements, possibly 30 - 50 hours of I/S programming
        - **Timelines**
          - October 2002
b. Program Review
   - Description
     • We need to run the Program Review Cost Reports for years 1996-97 to 2000-01. These show the revenue and costs for each program (TOP Code). The most time-consuming part of this is collecting the cost data into the reports. This information is used by Division Chairs during their program review process.
     • Customers
       • Instruction Office
       • Division Chairs
   - Estimated Resources
     • People: Ralph - 30 hours  Alan - 24 hours  Claire - 70 hours
   - Tasks/Timelines
     • First three years of data ready by April 5, 2002
     • Last two years of data ready by May 1, 2002
     • Final reports ready by May 15, 2002

c. Sequential Enrollment
   - Description
     • Some courses run in sequences such as PE 21A, B, and C. The student should enroll in the next one in sequence that he/she has not yet taken. However, students often attempt to enroll in one that is not the next one in sequence. I/S has been requested to modify the registration process so that when the student enrolls in the incorrect course, the system will automatically enroll the student in the correct one.
   - Customers
     • Students
     • Student Services
   - Estimated Resources
     • Student Services – define specifications
     • Aubrey and Alan – Programming – 40 hours
   - Tasks/Timelines
     • Summer 2002
     • Define specifications – not yet scheduled
     • Programming – not yet scheduled

d. Learning Communities System
   - Description
     • The concept of the Learning Communities is that a student can enroll in a set of several courses at once. When the student enrolls in any one course in the set, he/she will automatically be enrolled in the remaining courses in the set.
   - Customers
     • Students
     • Student Services
   - Estimated Resources
     • Aubrey, Chris – 32 hours
   - Tasks/Timelines
     • Target date is October 1, 2002

e. College Catalog on Web
   - Description
     • Last year, the I/S department converted the last several years of catalogs to PDF format and allowed access to students on the Web. However, this process was time-consuming. For the next catalog, we want to use a new technology, which will allow the Web version to automatically be created from the same document used for printing. This requires that the Print Shop learn and use the Adobe FrameMaker product, rather than Adobe PageMaker. The Web version produced from the Adobe FrameMaker document will be in the form of HTML pages, which will be easier for the student to use.
   - Customers
     • Students
- Estimated Resources
  - Print Shop – 100 hours to learn FrameMaker
  - I/S Programming – 40 hours to learn FrameMaker
- Tasks/Timelines
  - July 2002 – have new catalog in FrameMaker format
f. Scanning
  - Description
    - The I/S department and other departments have scanning equipment for scanning survey forms and student tests. Special software is required for running the scanners and producing reports from the scanned data. The I/S department is in the process of converting to new software for this purpose. The old software is obsolete and no longer supported by the vendor. The new software only runs on PCs, so these will be required in all departments doing scanning.
  - Customers
    - Instructors – scanning of tests
    - Campus wide – scanning of surveys
  - Estimated Resources
    - This project is nearly completed
    - Minimal resources will be required
  - Tasks/Timelines
    - July 2002
g. System 2000 Oracle Database Upgrade
  - Description
    - Upgrade database software to 9.0.2
    - Upgrade all users OCI protocol to Net8i
    - Restructure database to take advantage of 9i
    - Tune database and server
    - Install IFS to replace campus client disk servers and augment DocuShare
    - Install automatic management and alert system
  - Customers
    - Students and College personnel
  - Estimated Resources
    - People: Neil, John, Chris and Aubrey
  - Costs
    - $6,000 – Disk
    - $10,000 – Tuning, training and management
  - Tasks/Timelines
    - July 2002
    - Increase storage space

12. Oracle Financials
a. Oracle Financials 11i
  - Description
    - Oracle Financial
    - Test: Training on how to use system (consultant?)
    - Production: Set up configuration, load legacy data
  - Customer(s)
    - Administrative and clerical personnel
    - Purchasing Office
    - Business Office (Budget and General Ledger staff)
  - Estimated Resources
    - People
      - Lee, Neil, John, Terry, Ralph, Chris, Maria, Jerry, Steve F. and Susan M.
      - Information Services: Alan and Neil
      - Purchasing: Maria, Dorothy and Doreen
      - Business Office: Claire, Jerry
      - Consultant:
        - Training
        - Help – if we get stuck in setting up Production
- Costs
  - $47,950 – Upgrade and user training
  - $10,000 – Tuning, training and management
  - Consulting Fees ($20,000+?)

- Tasks/Timelines
  - Summer 2002
  - Upgrade to 11i
  - Determine configuration/JAVA versions for Macs
  - Tune server
  - Tune database
  - Install automatic management and alert system
  - Go live by July 1, 2002
  - Purchasing wants training on Test system before migrating to Production

b. Fixed Assets
  - Description
    - Complete installation of Oracle Financials Asset module
  - Customer(s)
    - Purchasing Office
    - Business Office
  - Estimated Resources
    - People - Maria
    - Information Services - Alan
  - Costs
    - User Training - $6,000
  - Tasks/Timelines
    - September 2002

13. Human Resources
a. Position Control
  - Description
    - Involves the development, implementation, and documentation of the System 2000 Position Control subsystem
    - Will allow the users to more easily maintain employee, position, and assignment data
    - Will also allow the user to budget and estimate vacant positions
  - Customer(s)
    - Business Office: Steve, Claire, and Susan
    - Payroll: Norma
    - Human Resources: Liz, Sue, Kathy, and Irma
  - Estimated Resources
    - People – Chris, Alan, Norma, Claire, Steve, Susan, Sue, Kathy
  - Costs
    - $8,000 remaining from March thru June
  - Tasks/Timelines
    - July 2002
b. Kronos TimeKeeping
   - Description
     • Involves the implementation of the Kronos timekeeping system for the campus. This includes the
       installation of the required computer hardware, software, and Kronos time clocks, as well as the training.
   - Customer(s)
     • Payroll
     • Entire campus
   - Estimated Resources
     • People: Ralph, Chris, Norma, Alan, and other Payroll Office personnel
     • Neil for DB install and DB server install, configuration and maintenance
   - Costs
     • $100,000
   - Tasks/Timelines
     • August 2002

c. Payroll Enhancements
   - Description
     • Involves the design, development, implementation and documentation of enhancements to the payroll
       system. These include the overtime pay calculation, payroll reports, and other payroll-related modules.
   - Customer(s)
     • Human Resources and Payroll
   - Estimated Resources
     • People: Chris, Norma and I/S Consultant
     • Neil for all database modifications necessary to support Payroll Enhancements
   - Costs
     • $6,000
   - Tasks/Timelines
     • August 2002

d. Design and Development HR Modules
   - Description
     • Involves the design, development, implementation, and documentation of enhancements to the human
       resources system. These include the applicant tracking, seniority, benefits, and training history modules.
   - Customer(s)
     • Delta College
   - Estimated Resources
     • People: Chris and new Programmer/Analyst I
     • Neil for Schema design and database modifications
   - Costs
     • New Programmer/Analyst I position for two years
   - Tasks/Timelines
     • Spring 2004

14. Packaged Solutions
   a. Maintenance System
      - Description
        • This project is the support of the maintenance system package purchased for the Maintenance Department.
          This package utilizes palm pilots and the Internet for input and output. This system might be used for
          the hotline area.
      - Customer(s)
        • Maintenance Department
      - Estimated Resources
        • People: I/S Intern, Patty, Neil, John and Chris
      - Tasks/Timelines
        • April 2002
b. Hotline
   - Description
     • This project is an implementation of a new request and tracking system for technical hotline. The goal is to have a system that can be easily maintained by the technicians and the Helpline staff that can be accessed over the Intranet.
   - Customer(s)
     • Helpline staff
   - Estimated Resources
     • Nancy Cuneo and Nancy Salon
   - Costs
     • $6,000
   - Tasks/Timelines
     • January 2003

c. Ticketing System
   - Description
     • This project is to provide support for the new Box Office Ticketing System. I/S responsibility will probably be to support the networking and communications.
   - Customer(s)
     • Fine Arts Division
   - Estimated Resources
     • Network Administrator
   - Costs
     • $6,500
   - Tasks/Timelines
     • May 2002
15. **Faculty Development Center**
   a. **Description**
      - The Faculty Development Center will provide technical support for those faculty interested in learning new technology tools and implementing digitally based instructional techniques in their classrooms. In addition, the Center provides curriculum development support.
   b. **Customers**
      - Faculty
   c. **Estimated Resources**
      - One full-time CST, one full-time Intern, and one half-time Intern or top Lab Assistant
   d. **Costs**
      - $45,000 for CST
      - $15,000 for Intern and/or Lab Assistant
      - Additional $25,000 needed to support full-time CST and Intern positions
   e. **Timeline**
      - Operational January 2002 through June 2002. Without additional funding, the Center can only be supported for 20 hours a week.
      - IF TTP funding available, additional equipment, software and training services will be provided during 2003-04.

16. **Instructional Video Network**
   a. **Description**
      - The instructional video network will continue to expand as funding and need dictates. Currently, Delta has the ability to provide remote services from Delta to Tracy, Jackson, Calaveras, Manteca, and Weber Institute. Tracy completed in January of 2002 to provide origination point, in addition to existing receive services. Some discussion has been started related to offering Nursing classes in conjunction with hospitals as receiving sites.
   b. **Customers**
      - Faculty
      - Students
   c. **Estimated Resources**
      - People: Manager, Network Administrator, Computer Support Tech and ITV Monitors
   d. **Costs**
      - Travel funds are needed for technicians to provide support to all remote sites $3,000
   e. **Timeline**
      - July 2003

17. **Faculty Offices, Computer Labs and Multimedia Classrooms**
   a. **Description**
      - Faculty office computers, labs and classrooms are critical instructional development, teaching, and learning environments for all faculty and students. The offices, multimedia classrooms, and computer labs require regular maintenance and technical support, need regular renewal and replacement of equipment in order to maintain instructional quality and meet curriculum requirements.
   b. **Customers**
      - Faculty and students
   c. **Estimated Resources**
      - People: Manager, Network Administrator, Computer Support Tech and A/V Multi-Media Techs
   d. **Costs**
      - Increased funding for student lab assistants is needed to provide support not only for the Academic Computing Lab, but are necessary to provide efficient and necessary support to classrooms and labs across campus. Mandatory increase $10,000.
      - Current Funding available from TCO for upgrades $99,000
      - If TTP/TCO is eliminated, the college will need to assume a minimum $90,000 annual upgrade replacement plan for offices, classrooms and labs
   e. **Timeline**
      - Shima 408, Shima 218, Multimedia Retro-Fit Project, Faculty and Staff computers
      - Office Upgrades: ongoing as funding allows
      - Projects that need funding: Holt 201, Shima 217a and 217, Goleman 106 and Library Public Access, and Engineering Lab Project replacement
18. **Academic Network and Infrastructure**
   a. Description
      - The network was upgraded to enable voice, video and data services across campus. Additional refinement to enable video on-demand to all classrooms, and provide for ongoing replacement and improvement of aging servers.
   b. Customers
      - Faculty and students
   c. Estimated Resources
      - People: Manager, Network Administrator, Computer Support Techs, A/V Multi-Media Techs
   d. Costs
      - Initial costs to provide front-end equipment to classrooms for video distribution $80,000
      - If TTP/TCO is eliminated, the college will need to assume a minimum $30,000 annual upgrade replacement plan for infrastructure services
   e. Timeline
      - Dependent on funding of $80,000

19. **DeltaOnline Support**
   a. Description
      - DeltaOnline classes have continued to grow at an incredible rate over the last two years. As the student enrollment increases, so does the burden of support on the Webmaster who acts as coordinator among eCollege, faculty and students.
   b. Customers
      - Faculty, students and eCollege
   c. Estimated Resources
      - People: Manager, Webmaster, Computer Support Techs, Faculty Development Center
   d. Costs
      - eCollege contract
      - If TTP and/or TCO is eliminated, the cost of Intern to assist in support of eCollege classes and related Web related duties $24,000
   e. Timeline
      - Dependent on funding

20. **DocuShare Training and Support**
   a. Description
      - DocuShare is a Web-based document management system that provides storage, access, and shared information in a secure and collaborative work environment.
   b. Customers
      - Management, faculty, staff and student workers
   c. Resources
      - CST approximately 20 hours a week
      - We currently need more support and could use someone such as an Intern as we move to full campus support
   d. Ongoing Support
      - Hands-on classroom training
      - One-on-one training (done on as needed basis)
      - Phone support (done on as needed basis)
      - Software installation
        • DocuShare (needed one time for Windows client)
        • Document conversion programs for both the Macintosh and the Windows platform
        • IFS for storage of all DocuShare files
        • Timeline for conversion of MS Works, etc. files to Office to enable DocuShare compatibility and cross platform compatibility. Completion of conversion estimated August 2002 assuming college announces by March.
   e. Cost
      - $4,000 for Intern support to assist with conversion and ongoing support
      - Timeline
      - February 2003
Library Services

21. **Library Program Review**
   a. **Description**
      - Review the various aspects of the library program to provide reflections and recommendations for future library services
   b. **Customers**
      - Students, faculty, staff, administration, librarians, community
   c. **Resources**
      - Librarians and the Library Director
   d. **Timeline**
      - Completion by December 2002

22. **Strategic Plan Update – Integrated Library System (ILS) only**
   a. **Description**
      - Integrated Library System (ILS) migration
   b. **Customers**
      - Library staff
      - Delta campus community
      - General public
   c. **Resources**
      - Migration costs, software licensing, hardware
   d. **Timeline**
      - 2002 Spring:
        - Evaluate our ILS needs
        - Evaluate Sirsi migration proposal
      - 2003 Spring:
        - Consider writing an RFP
        - Request funding for ILS migration project
        - Evaluate proposals from other vendors if we complete an RFP
        - Sign contract
        - Plan for migration
        - Staff training
      - 2003 Fall:
        - Go live with new system
   e. **Extend LAN in Reference area and Book stacks**
      - Customers
        - Library staff
        - Delta campus community
        - General public
      - Estimated Resources
        - Upgrade of electrical infrastructure in Goleman
      - **Timeline**
        - Dependent on bond for new building
   f. **Electronic Reserves Implementation**
      - Customers
        - Delta campus community
        - Library staff
      - Estimated Resources
        - Only personnel time needed to implement this project
      - **Timeline**
        - Spring 2002
        - Hardware/Software (Scanner and Web server to be installed)
   g. **Collection Development Policy**
      - Description
        - Update of policy to effect new library technologies
      - Customers
        - Students, faculty, staff administration, librarians and community
- Resources
  - Collection Development Librarian
- Timeline
  - Completion by Spring 2002

23. **Collection Development Plan**
   a. Description
      - Update of plan for 2002/03 – 2007/08
   b. Customers
      - Students, faculty, staff, administration, librarians and community
   c. Resources
      - Librarians and Director
   d. Timeline
      - Completion by the end of Spring 2003 semester

24. **New Library Planning**
   a. Description
      - Planning the design, funding, and creation of a modern multi-story community college library
   b. Customers
      - Students, faculty, staff and community
   c. Resources
      - Library Planning consultant $4,000.00
      - Library staff – Director, Librarians, Library Technicians $
      - Business staff $
      - Bond for building library $
      - Library Building consultant $
   d. Timeline
      - Initial analysis of building needs - Fall 2001
      - Refine analysis for Business Office - January 2002
      - Meet with library planning consultant - Fall 2002
      - Review comparable community college libraries - Spring 2002
      - Final draft from Library to Business Office - May 2002
      - Send proposal for Bond Issue to Board - August 2002
      - Bond campaign - September – October 2002
      - Bond initiative election - November 2002
      - Start architectural and building design - January 2003
      - Completed library building - 2006/2008
25. **Program Review**
   a. **Description:**
      - This project involves the Program Review process and report for the I/S department including Audio Visual and Academic Computing. The Program Review was due in Fall 01. It is our desire to complete the necessary analysis and utilize this information for the update of the Strategic Plan for Technology.
   b. **Customer(s)**
      - Program Review Committee Chair, Kathryn Campbell
   c. **Estimated Resources**
      - I/S Management
   d. **Tasks/Timelines**
      - Fall 2002

26. **Update Strategic Five-Year Technology Plan**
   a. **Description**
   b. **Customer(s)**
      - Delta College Leadership
   c. **Estimated Resources**
      - People: Lee (lead), Ann and I/S Managers
   d. **Tasks/Timelines**
      - September 2002

27. **Training**
   a. **Java Training**
      - **Description**
        • Training will consist of Java fundamentals, developing J2EE standard applications, using EJB components, and advanced classes such as Swing user interface or Web user interface. With the Java training, the developers will be developing the next generation of System 2000, using the state-of-the-art tools.
      - **Customer(s)**
        • Delta College campus staff and current and potential students
      - **Estimated Resources**
        • People: Chris, Ralph, Alan, Aubrey, Neil, and three new Programmer/Analyst I
      - **Costs**
        • Unknown
      - **Tasks/Timelines**
   b. **Database Optimization**
   c. **System Performance Tuning**

28. **Personnel**
   a. **Organizational Moves**
      - Computer Support Technician Retention
      - Secretary I
      - Senior Computer Support Technician to Academic Computing Services Coordinator
      - Computer Support Technician – move from TTIP funding to District
      - Two Library Technicians
        • The library technician performs all paraprofessional duties of library public and technical services. Technology has shifted away from manual systems, requiring greater support of the detailed and technical tasks for maintaining efficient library services.
        • Customers
          - Students, faculty, staff and community
        • Estimated Resources
          - $60,000 plus benefits
        • Tasks/Timelines
          - Fall 2002
   b. **Evaluations**