TSS Focus Areas
August 2015
#1 Governance Committees

- **Executive Technology Committee**
  - Instructional Technology Committee
    - Classrooms - Advanced Instr Tech
      - Standard Configs & Software
      - Upgrades
    - Labs/Student Comp Cntrs
    - Distance Education Platform
      - Integrations
      - Student Authentication
    - Libraries - Info Access
  - Administrative Systems Committee
    - Student Services Support
    - Financial Aid Support
    - Human Resources Support
    - Financial Support
    - Management Reporting
    - Web site & Portal
  - Technology Infrastructure Committee
    - Security Tools
    - Workstation Management
    - Identity Management
    - Integration
Governance Committee Membership

Executive Technology Committee
- Karin Edwards (Campus President)
- Chris Chairsell (VP Academic & Student Affairs)
- Lisa Bledsoe (AVP Human Resources)
- Gordie Herbst (VP Finance & Admin)
- Jim Langstraat (AVP Finance)
- Marc Goldberg (AVP Workforce & Comm Ed)
- Jackie Barretta (Interim CIO)

Instructional Technology Committee
- Chris Chairsell (VP Acad & Stud Affrs)
- Jessica Howard (Campus President)
- Cheryl Scott (Dean Instruction)
- Charmagne Ehrenhaus (Div Dean)
- Donna Reed (Director Library Svcs)
- Loraine Schmitt (Dean Distance Ed)
- Kendra Cawley (Dean Academic Affairs)
- Bill Luke (Supv TSS Media Svcs)
- Tonya Booker (Director Comm Ed)
- Alex Jordan (Instr/Math)
- Student Rep*

Administrative Systems Committee
- Tammy Billick (Dean Student Affairs)
- Julie Kinney (Manager HR Systems Dev)
- Samantha Hopf (Mgr Financial Systems Dev)
- Jody Potter (Mgr Student Systems Support)
- Cate Soulages (Director Communications)
- Joe Fischer (Assoc Dean/Student)
- Ryan Aiello (Assoc Dean/Student)
- Amber Cagle (Mgr/Aux Svcs)
- Hank Schottland (Division Manager TSS)
- Luis Menchu (Manager TSS Web Svcs)
- Student Rep*

Technology Infrastructure Committee
- Andy Freed (Manager DL)
- Scott Quinn (Instr/Comp Info Sys)
- Yohannes Alemu (Mgr Stud Acct Sys)
- Valerie Moreno (Manager Tech Svcs)
- Terry Nickerson (Mgr Info Security)
- Jackie Barretta (Interim CIO)

* to be recruited by Chris Chairsell in Fall
#2 Information Security Initiatives

1. **Comply with PCI Guidelines** to protect credit card data
2. **Upgrade McAfee Anti-Virus** to scan for malware on servers & workstations
3. ** Harden Workstations** to apply consistent software patches, restrict administrator rights, enforce more complex passwords, and impose browser restrictions
4. **Implement Security Policies & Awareness** to engage the PCC community in preventing cyber attacks
5. **Perform Cylance Server Scanning** to detect intrusions
6. **Implement Tenable** to continuously scan for vulnerabilities in infrastructure & provide visibility to logs to identify attacks
7. **Tune Checkpoint Intrusion Protection System** to block more intrusions & attacks
8. **Implement Checkpoint Anti-Malware & Anti-BOT Blades** to block malware as it tries to enter the network
# 3 Service Catalog

Develop list of services that TSS provides
Define how to request & service levels
Clearly define responsibilities
Define boundaries with Distance Education, Banner System Managers, etc.
Define hand-offs between Central and Campus teams
Service Catalog - Categories

Applications
Accounts & Passwords
Classrooms & labs
Desktop Services
Email & Collaboration
Infrastructure Svcs (Network, Servers, Storage, Workstations)
Media & events
Security
Training Services
Voice Communications
Web Services
#4 Workstation Management

Improve response time to requests
Ability to manage more workstations
Better tools (e.g., Active Directory)
Remote management
Consistency across the College District
#5 Network Redesign Deployments

Edge Firewalls
  Complete

Wireless
  Complete

Southeast Campus
  Complete

PCI Compliance
  Complete

Cascade Campus
  Complete

Data Center
  8/21 - 8/23

Sylvania Campus
  October

Rock Creek
#6 Help Desk Enhancements

- Single Number to Call for Support
- Improved Prioritization of Tickets
- Higher Resolution on First Call
- Streamlined Processes for Handling Calls
- Management Metrics