# IT Portfolio Annual Report

FY21 (July 2020 - June 2021)

Overview

The Information Technology department continued its operations at a steady pace in a remote status this last fiscal year as the world wrestled with the pandemic. This was also a year that the department continued to support technology operations during major efforts to update the college strategic plan and a college reorganization in order to move to a one college model to support equitable student success. IT worked with 45 non-IT requesters to introduce 73 approved projects into the portfolio and close 83 projects during the year in a portfolio that on average contained over 100 projects each month. While these numbers are slightly lower than last year, what did increase was the number of active projects being worked on in the portfolio. The project backlog decreased an average of 28% for the year and the number of healthy projects or projects with only a single issue remained the same on average, an indication that the right projects were being worked on at the right time despite the large changes in the organization. A full list of completed projects for the fiscal year can be viewed on the following pages.


IT Project Portfolio Average Health
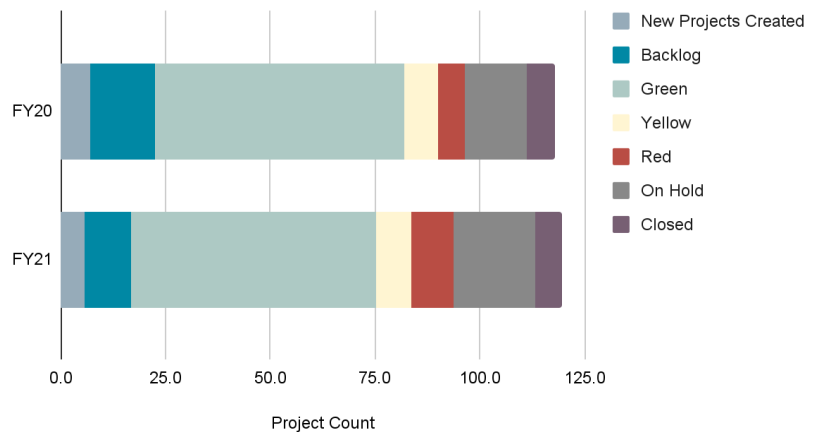
Stakeholder Engagement and Process

The IT Project Intake and Prioritization Committee met 12 times this past fiscal year with an average participation rate of 17 individuals per meeting. There was also a steady uptick in the number of people engaging with new projects indicated by the increase from 298 users in the project portfolio system to 402 users in the system.   This increase is also a result of the strategic planning group led by Sylvia Kelley to adopt the project portfolio system in an effort to track the new college strategic plan approved by the board in November of 2020. It is highly likely that, as these plans and projects are initiated, numerous other college staff and faculty will be added to the system in order to effectively implement the priorities of the college in the new one college reorganization model. The IT PMO has been ensuring that the technology can support this effort which ultimately supports the students.

People Count Over Time
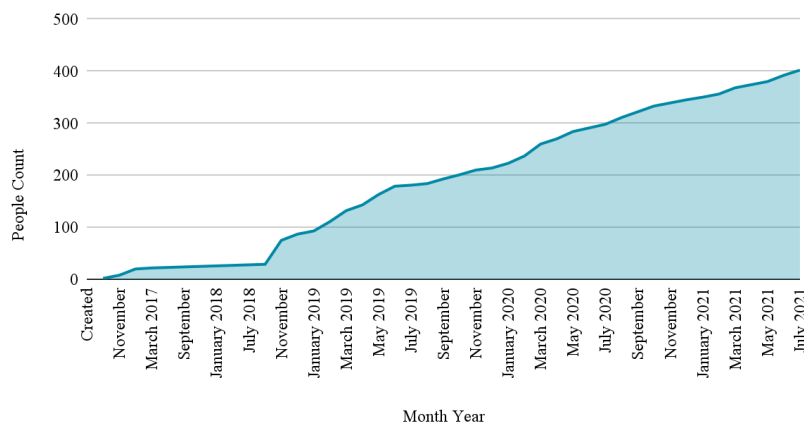
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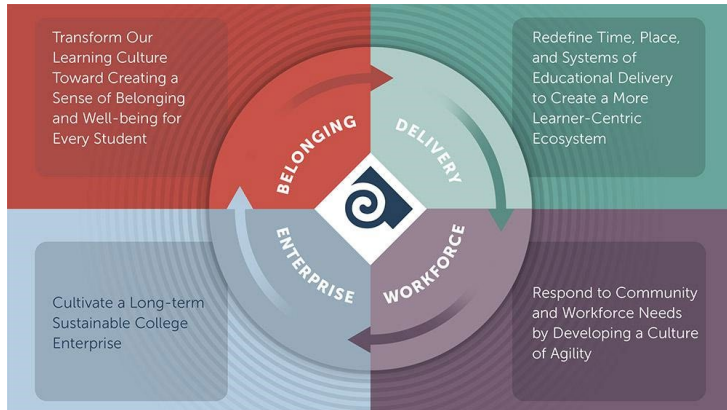
Strategic Alignment

As the college strategic plan begins it's implementation, this provides an opportunity for the IT department to revisit the IT Strategic plan developed in 2017 and ensure it is aligned with the new initiatives of the college. Over this next fiscal year we will be looking at each area of the IT strategy, evaluating what has been accomplished, what is in the process of getting done, and what may still need to occur. The four primary areas that IT has focused on these past four years are *Deliver Operational Excellence, Secure the Institution, Enable Student Success, and Optimize the Enterprise Architecture*. This report will focus on the first and most prevalent area of Deliver Operational Excellence. Over **200 projects** in the IT portfolio were aligned with this IT Strategy. The key initiatives identified for this area were Portfolio Management, Service Catalog & Knowledge Base, and Task Automation & Remote Support. As indicated in the roadmap below, Portfolio Management took about 18 months to be fully implemented and the IT Service Catalog was implemented by the summer of 2018. Other initiatives that are ongoing in this strategic area of focus are the Network Optimization Program in collaboration with Planning & Capital Construction and the continued efforts to support task automation and remote support through the use of various technologies like AODocs document workflows, Bomgar remote support and Splashtop for remote access. The next quarterly report will review the IT Strategy of Secure the Institution.
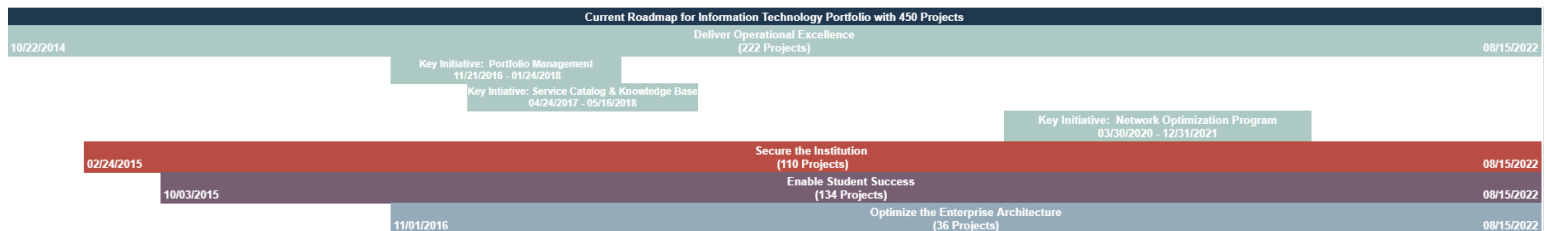
Goals for FY22

FY21 was definitely a year like no other year we have seen for the world, PCC, and the IT Department. What we can look forward to is continuously improving in a new one college model and a college strategic plan portfolio to prioritize our efforts in closing the gap for our students. Focusing on the Deliver Operational Excellence strategy, some areas IT could revisit in the IT Strategic Plan are being a data informed operation through reporting and creating a culture of sustainability with the use of technology both in the classroom and remotely. An additional focus for IT this year will be to collaborate with the new Instructional and Student Affairs Innovation and Technology Division to align our technology support for the college in the new one college model. For the IT PMO, we will be continuing to support the strategic planning portfolio and any other project portfolios that emerge at the college through the effective use of technology and reporting. If you haven't already done so, be sure to share kudos with at least one person at the college as we continually respond to our ever changing world both in technology but especially in social change. We look forward to sharing some time with you and your teams in FY22 to serve our students and community.

For any questions regarding the IT portfolio please contact the IT Portfolio Manager,

Kathleen Freitag itpmo@pcc.edu or visit the IT PMO spaces page.

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Completed Projects

Cabinet Sponsor	Completed Project	Acct/Dept	IT Team
Eric Blumenthal	Replace current Public Safety Voice Logger	Public Safety	Server Administration
Heather Lang	Student Complaints & Appeals Process	Student Affairs	Enterprise Applications
	Placement Enhancements - Phase 3	Student Affairs	Web Services
	Request to add mapping functionality to business tools	Student Affairs	Enterprise Applications
	Implement a new Banner role for students who have never enrolled	Student Services	Banner
	Evaluation of AO Docs for DS Workflow management	Student Services	Enterprise Applications
	Virtual Commencement	Student Services	Web Services
Jen Piper	Mail Merge functionality for GMail	Academic Affairs	Enterprise Applications
Katy Ho	Dual Credit Data Management and Approval Tracking	Academic Affairs	Enterprise Applications
	COVID 19 Program Accreditation Update and Plans	Academic Affairs	Enterprise Applications
	DCI202103 Review and Integrate Digital Courseware (MyOpenMath)	Academic Affairs	IT PMO
	Centralized Email & File Storage for Dist. Facilities Scheduling	Academic Affairs	Enterprise Applications
	DCI202004 Integrate myLab Math for MTH 70/111/112/261	Academic Affairs	IT PMO
	DCI202003 Review Primal/Anatomy TV for BIO 121&231/2/3	ALL Dean of Instruction	IT PMO
	DCI202004 Review Electude Software for AM199	ALL Dean of Instruction	IT PMO
	DCI202101 Integrate Simtics Simulation at course level	CA Dean of Instruction	IT PMO
	Upgrade Library Gate Software, documentation	Libraries	Campus Technology Services - District Wide
	Library Security review and authentication for Overdrive	Libraries	Enterprise Applications
	Improve Center Authentication System (CAS) integration with Zoom	Online Learning	Enterprise Applications
	Add CAS authentication to Voicethread	Online Learning	Enterprise Applications
	Update D2L and Banner integration	Online Learning	Banner
	Enable SSO for eTutoring platform	Online Learning	Enterprise Applications
	Pilot Integrity Advocate as proctoring solution	Online Learning	IT PMO - Purchasing
	DCI202003 Simtics Online Simulation Software - Med Assist	Perkins Title 1	IT PMO
	DCI202004 Review Soundtrap for music student recordings	RC Dean of Instruction	IT PMO
	DCI202003 - Review Mental Health First Aid LMS	SY Dean of Instruction	IT PMO
	SY - Patient, Staff & Student COVID-19 Screening for PCC Dental	SY Dean of Instruction	Campus Technology Services SY
Mark Mitsui	Online Voter Registration	Student Affairs	Web Services
Sylvia Kelley	Program website updates	College Advancement	Web Services
	COVID-19 compliance student tracking systems	College President	Web Services

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Cabinet Sponsor	Completed Project	Acct/Dept	IT Team
Michael Northover	OMIC Network Circuits (WAN)	Information Technology	Network Services
	Upgrade Windows 10 computers to build 1909	Information Technology	Campus Technology Services - District Wide
	Implement Endpoint Screensaver / Device Lock Policy	Information Technology	Campus Technology Services - District Wide
	Upgrade Lanschool Server and Application Version	Information Technology	Campus Technology Services SE
	FY21 Telephone System Maintenance and License renewal	Information Technology	Infrastructure Services
	Configure Perceptive Content to support Chrome and replace IE	Information Technology	Enterprise Applications
	IS - G Suite Enterprise for Education (GSEFE) Phase 2	Information Technology	Enterprise Applications
	Review and Update Device Delivery Service	Information Technology	IT PMO
	Update district computer imaging to UEFI for PXE network boot	Information Technology	Campus Technology Services - District Wide
	Preparation for 2020 IT General Controls Audit	Information Technology	CIO Administration
	GLBA Audit Compliance Preparation FY20FY21	Information Technology	Information Security
	Automic Upgrade	Information Technology	Enterprise Applications
	D@R Document Management System Consolidation Assessment	Information Technology	Enterprise Applications
	Upgrade password management enterprise application	Information Technology	Campus Technology Services - District Wide
	Audit, Clean up and Resolve PCC Public IP Addresses and DNS	Information Technology	Data Center Operations
	IS - Implement Enterprise Application Monitoring Solarwinds	Information Technology	Data Center Operations
	MS - Conference Room Technology standards	Information Technology	Media Services
	KACE - Purge old assets/history and add buy data to computers	Information Technology	Campus Technology Services - District Wide
	UNIX/Linux accounts Cleaning and off-boarding Process	Information Technology	Server Administration
	Mapcom M4	Information Technology	Network Services
	D@R - GSuite Cloud to Cloud Backup	Information Technology	Enterprise Architect
	Identity Management Short-Term Replacement	Information Technology	Enterprise Applications
	IS - McAfee ePolicy Orchestrator Revamp and Upgrade	Information Technology	Information Security
	Wifi - Change PCC-Wifi user authentication to Active Directory	Information Technology	Network Services
	Banner 9 Self-Service Roadmap	Information Technology	Banner