PCC Mission Statement

Portland Community College supports student success by delivering access to quality education while advancing economic development and promoting sustainability in a collaborative culture of diversity, equity and inclusion.

Summary - 3rd Quarter Winter Term Report Overview

As the winter term concludes, the Information Technology (IT) department continues to demonstrate strong cross-district collaboration and steady progress in delivering strategic technology solutions. During FY25's winter term, the department closed 17 projects—13 of which were completed with high satisfaction ratings from both clients and key stakeholders. The remaining four projects were cancelled due to limited IT capacity and are expected to resume once resources become available and the Workday implementation is complete.

Compared to the same period last year, the number of closed projects decreased by one. During the quarter we received 5 new project requests, reflecting a notable decline in new project intakes with 13 fewer requests, a difference of 72%. This change highlights the priority of the Workday ERP migration as a substantial allocation of IT and college resources which could be contributing to the lower amount of new project submissions. (See page 3 for details on closed projects.)
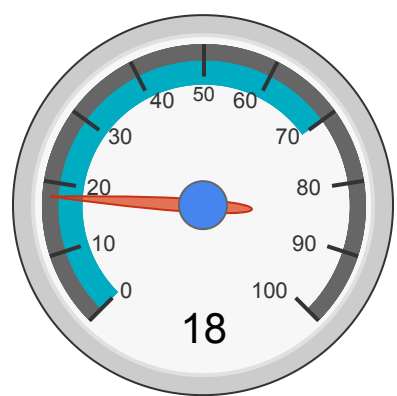
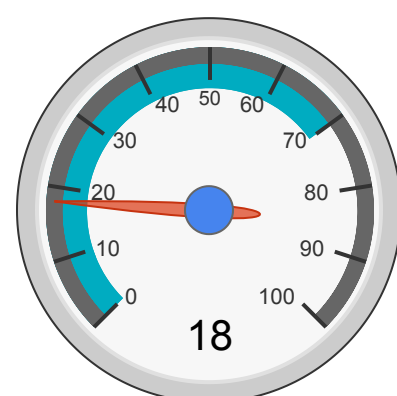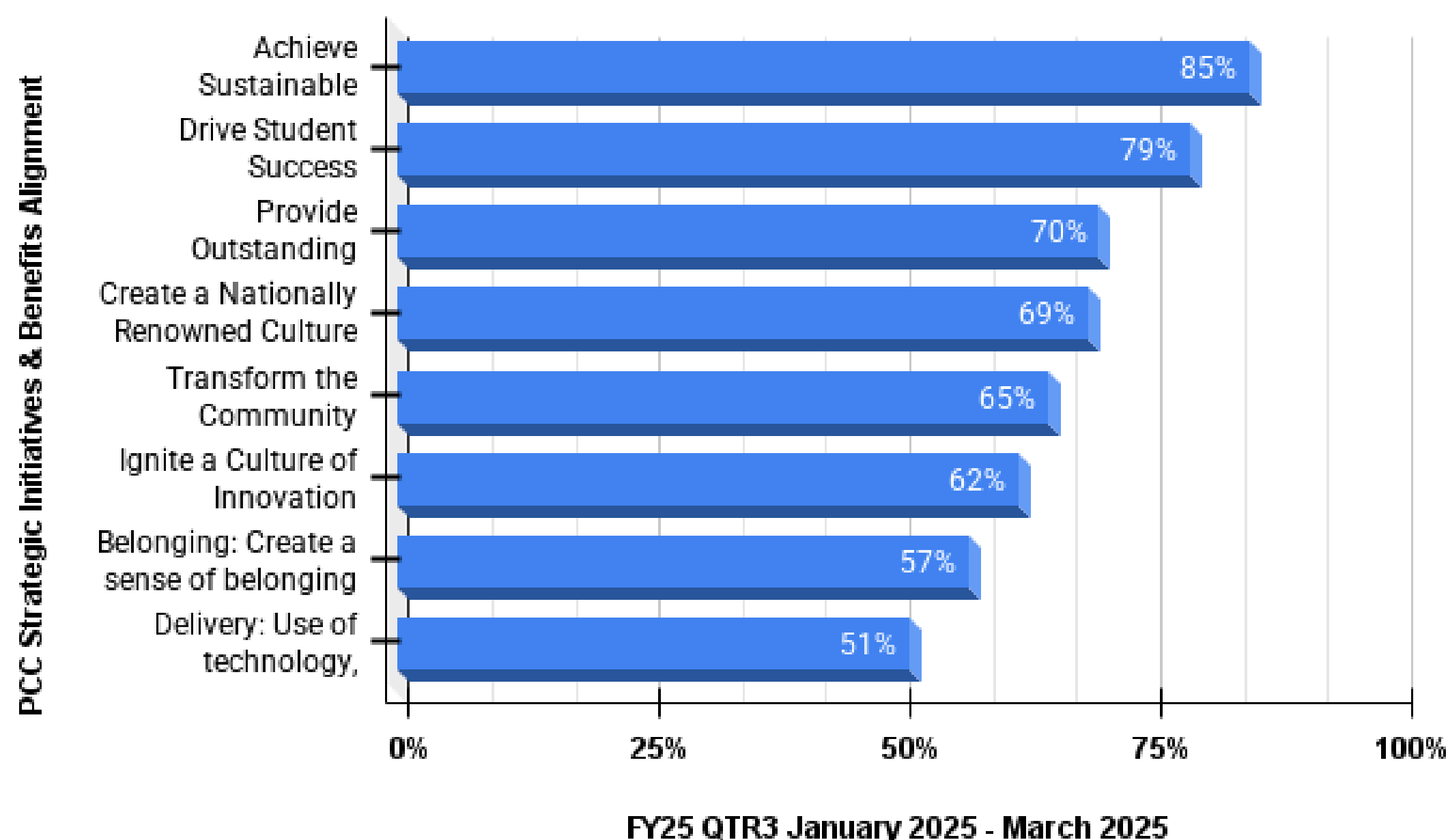| FY25 Q3 # of Projects Closed	Number of Project Intakes For Quarter
17	**5**
⬇ 1 project	⬇ 13 projects

FY24 Q3 Closed Projects
January 2024 - March 2024

18

FY24 Q3 Newly Submitted Projects
January 2024 - March 2024

18

% Projects Alignment with IT & PCC Strategic Initiatives Benefits & Goals

Achieve Sustainable — 85%
Drive Student Success — 79%
Provide Outstanding — 70%
Create a Nationally Renowned Culture — 69%
Transform the Community — 65%
Ignite a Culture of Innovation — 62%
Belonging: Create a sense of belonging — 57%
Delivery: Use of technology, — 51%

PCC Strategic Initiatives & Benefits Alignment

FY25 QTR3 January 2025 - March 2025

High Impact Project Closures at a Glance

- Moving the PCC Needle through the TouchNet One Card
- Einstein Web Portal and CLAS client replacement
- Extension of PCC's Digital Advertising Capacities
- Cascade Gym - Athletics
- HoF Digital Signage
- Math Department Technology Upgrades
- Chatbot SSO, website and Banner integration
- Rock Creek Media Service Vlan Change
- FitnessTrac migration to TracCloud
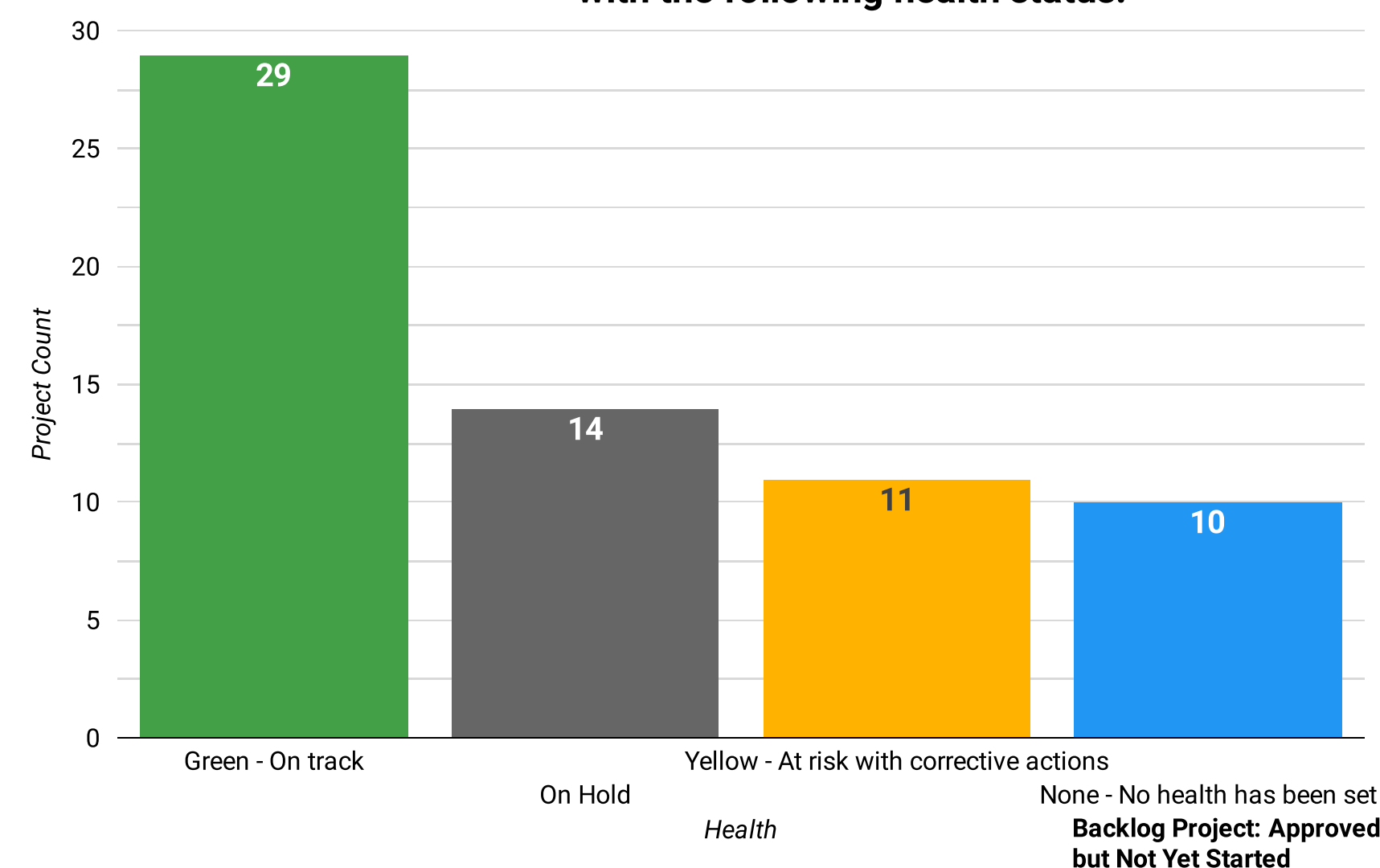- Network Video Recorder Server Replacements

Each project initiative reflects our commitment to delivering secure, accessible, and forward-thinking technology project solutions. By adhering to standardized intake procedures, leveraging our Project Portfolio Management (PPM) framework, and applying industry best practices, we ensure that projects are executed with transparency, consistency, and alignment with institutional priorities. Through these efforts, we continue to make meaningful progress toward PCC's strategic vision of creating a responsive, student-centered technology environment that fosters equitable success and innovation across the district.

Current IT Portfolio Assessment

The IT portfolio remains strategically aligned with institutional goals as we progress through the current fiscal year. The majority of active projects are advancing as scheduled, reflecting effective project oversight and a continued focus on delivering value. This sustained momentum supports our commitment to meeting client/stakeholder expectations and fostering equitable student success through technology-driven innovation.

Key portfolio indicators reveal a significant change in project volume, with the number of active projects decreasing from 88 in Winter 2024 to 64 in Spring 2025. This reduction is attributed to a higher number of project closures and receiving a low number of new project requests.

At the start of spring term, the IT Portfolio has 64 projects with the following health status:

Green - On track: 29
On Hold: 14
Yellow - At risk with corrective actions: 11
None - No health has been set / **Backlog Project: Approved but Not Yet Started**: 10

Project Count

Health

As always, the success of the IT portfolio is built and driven on the collaboration and dedication of our partners, clients, key stakeholders, and IT staff. We appreciate your ongoing contributions to these successes and look forward to working with you on the next project involving technology.

For any questions regarding the IT Portfolio or the IT Project Management Office, please email itpmo@pcc.edu or visit the TeamDynamix Client Portal. You can submit a project request or view active projects via the TeamDynamix (TDX) Client Portal using your MyPCC login credentials.

FY25 Winter 2025 Closed Project January 2025 - March 2025

A detailed status report showcasing the closed projects within the quarter and the current active project status categorized by department.

|	Cabinet Project Sponsor	Acct/Dept ▲	Name	Status Name
1.	Katy Ho	Academic Foundations, Essentials, & Gateways	Math Department Technology Upgrades	Completed - Exceeded Expectations
2.	Dina Farrell	Administration and Finance	Moving the PCC Needle through the TouchNet One Card	Completed - Met Expectations
3.	Katy Ho	College Operations	Cascade Gym - Athletics - HoF Digital Signage	Completed - Exceeded Expectations
4.	Josh Peters McBride	Facilities Management	FMS Access to Microsoft Power BI Report Development	Completed - Met Expectations
5.	Brandon Gatke	Information Technology	Linux 7 Migration to 8 or 9	Completed - Met Expectations
6.	Brandon Gatke	Information Technology	Employee Computer Replacement Planning - One Time	Completed - Exceeded Expectations
7.	Brandon Gatke	Information Technology	FitnessTrac migration to TracCloud	Completed - Exceeded Expectations
8.	Brandon Gatke	Information Technology	AWS Landing Zone	Cancelled by IT
9.	Brandon Gatke	Information Technology	Assist PSEC with New Employee Onboarding Improvements	Cancelled by IT
10.	Brandon Gatke	Information Technology	Upgrade and migrate the F5 environment from physical to virtual	Completed - Exceeded Expectations
11.	Brandon Gatke	Information Technology	Einstein Web Portal and CLAS client replacement	Completed - Exceeded Expectations
12.	Brandon Gatke	Information Technology	Academic Software by Pathway Analysis	Cancelled by IT
13.	Brandon Gatke	Information Technology	Rock Creek Media Service Vlan Change	Completed - Exceeded Expectations
14.	Katy Ho	Innovation & Technology	Chatbot SSO, website and Banner integration	Completed - Exceeded Expectations
15.	Adrien Bennings	Marketing and Communications	Extension of PCC's Digital Advertising Capacities	Completed - Met Expectations
16.	Brandon Gatke	Planning and Capital Construction	Network Video Recorder Server Replacements	Completed - Met Expectations
17.	Josh Peters McBride	Planning and Capital Construction	Public Safety Dispatch System Upgrade and Redundancy	Cancelled by IT

Current Project Status by Departments
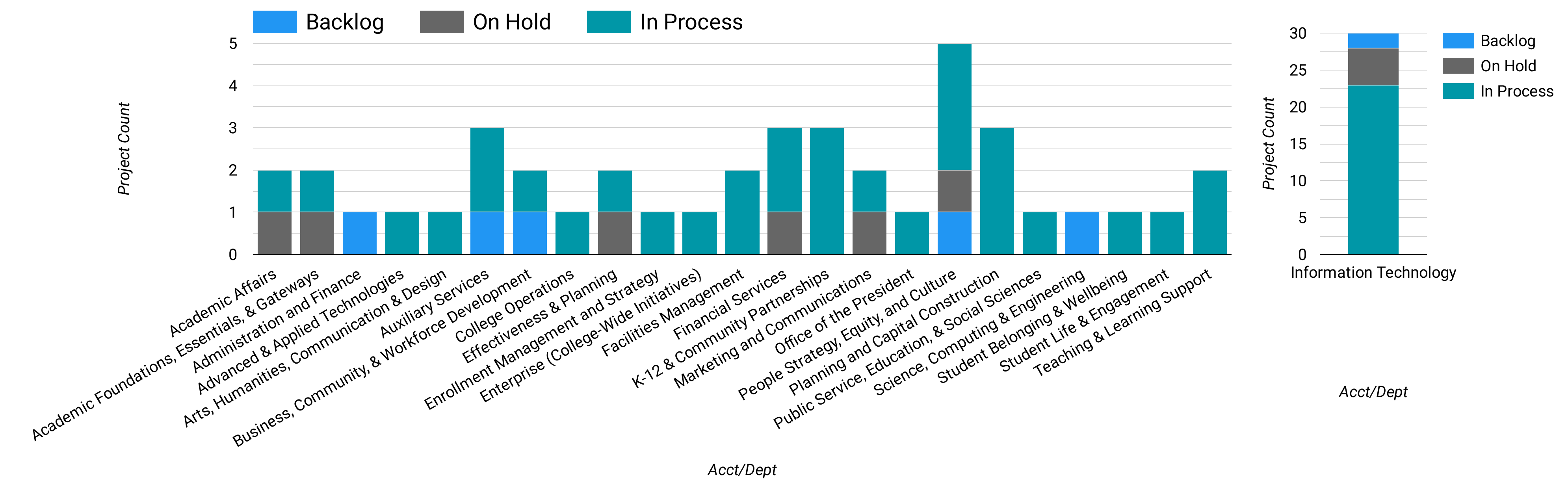
Projects with Identified Issues by Category - Overview

Out of 62 active projects, 31 projects reported at least one documented issue FY25 Q3. Overall, the most frequently reported challenge continues to be IT resource constraints, which have emerged as the primary factor contributing to delays in project delivery. This highlights the ongoing need to assess resource capacity.
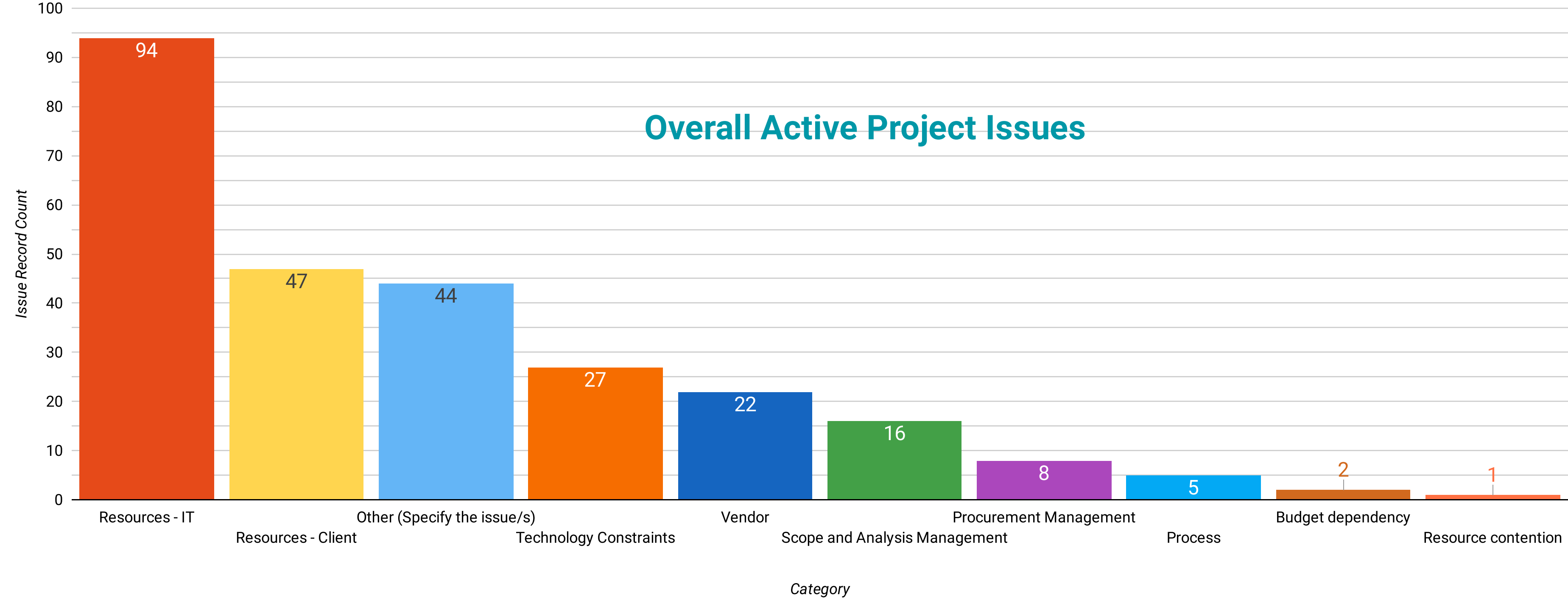
Highlights from Clients and Stakeholders - Feedback Regarding Project Closures
FY25 Q3 (January 2025 - March 2025)

Strength:
- "Well defined from the beginning allowed quickly addressing the need.... Support from the project team as well as PMO team... Team work and staff expertise... Collaboration and teamwork was effective, communication with all consistently via email, in person, and chat."
- "All of my questions were answered promptly, things were ordered seamlessly, I was provided with a spreadsheet that contained all of the peripherals that were ordered so I could view the progress every step of the way."
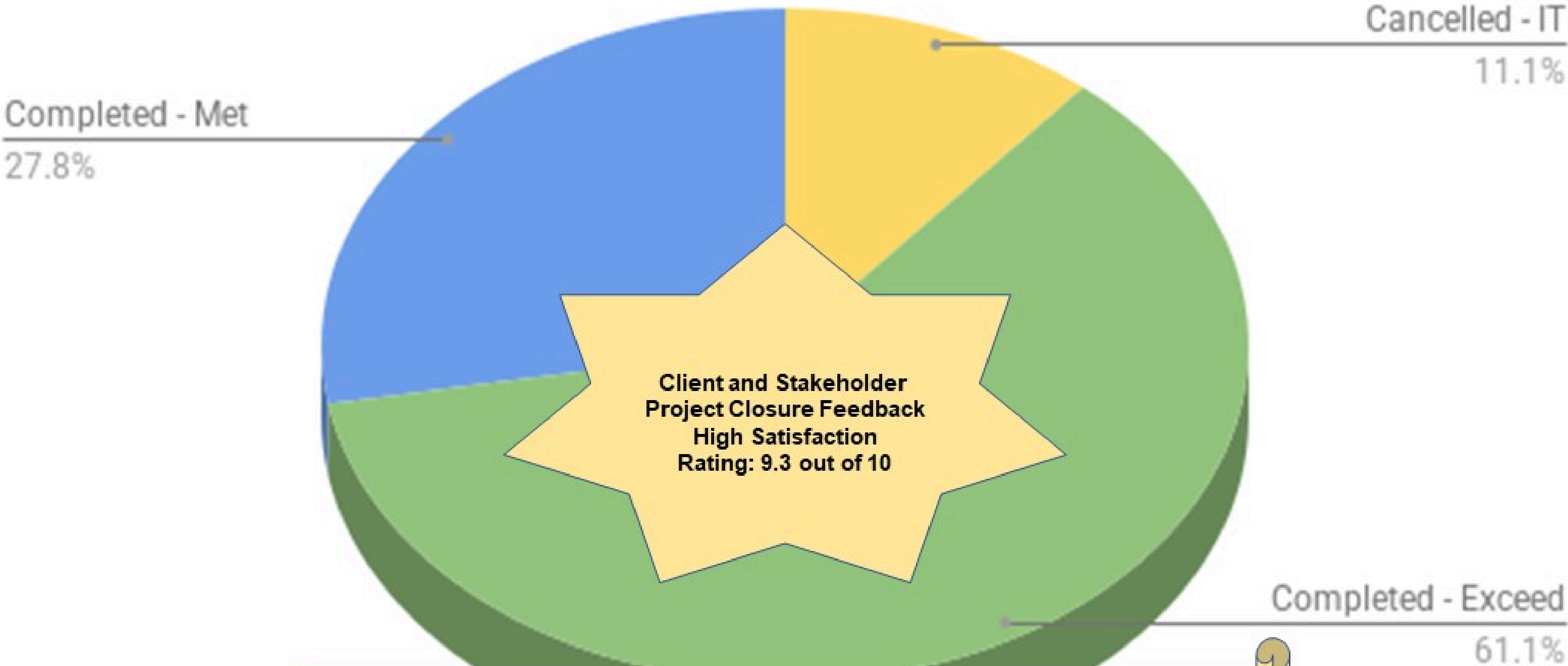
Collaboration:
- "Good support from IT staff on their tasks. Functional area showed patience and understanding when decisions beyond our control happened."
- "Continuous collaboration and data sharing were excellent...Collaboration was effective; information was shared on time, and everyone involved contributed to the project work."
- "We had a great team that was always flexible and available. Everyone adjusted accordingly as needs changed. There was a lot of trust among the team members."

Improvement Recommendation:
- "This project was a valuable learning experience. I'm encouraged that with continued collaboration, we'll become more proficient in managing this type of work. To improve engagement and process alignment, it's important that training and leadership support consistent participation and reinforce expectations across teams..."
- "Additionally, better inclusion can be achieved by sharing asynchronous updates at least once a week and during key milestones or shifts. This will help ensure everyone remains informed and aligned throughout the process."

Stakeholder Engagement Matrix: Engage & Consult--> Influence → Impact → Monitor → Keep Satisfied

Cancelled - IT
11.1%

Completed - Met
27.8%

Client and Stakeholder
Project Closure Feedback
High Satisfaction
Rating: 9.3 out of 10

Completed - Exceed
61.1%

Kudos to the IT project teams for their outstanding work!
They successfully completed 13 high-impact projects in collaboration with clients and stakeholders, and closed a total of 17 projects—demonstrating excellence in delivering diverse technology solutions.
Great work, everyone!

IT Portfolio Management Office (IT PMO) Information

Contact IT PMO:

For any questions regarding the IT Portfolio or the IT Project Management Office:
- IT PMO Group Email: itpmo@pcc.edu
- To make a technology project request: contact itpmo@pcc.edu or book a project appointment here
- More help can also be found on the IT PMO spaces page

More Helpful Information:

- Minutes for meetings can be found on spaces.pcc.edu at IT Portfolio Review
- IT PMO Portfolio Quarterly and Annual Reports visit IT PMO PCC Website
- You can submit a project request or view active projects via the TeamDynamix (TDX) Client Portal using your MyPCC login credentials

Join US Quarterly PMO Group Discussion: Please join us if you can.
- Community of Practice Portfolio and Project Management: April 24th, 2025 @1pm
- Project Management Framework Next Meeting: June 11th, 2025 @1pm

Buy technology:
Visit https://www.pcc.edu/technology/buy/ or contact IT Purchasing @ itbuy@pcc.edu

Accommodations:
If you require accommodations, contact the **Access Tech Team** at access-tech-group@pcc.edu or call 971-722-TECH (971-722-8324)