

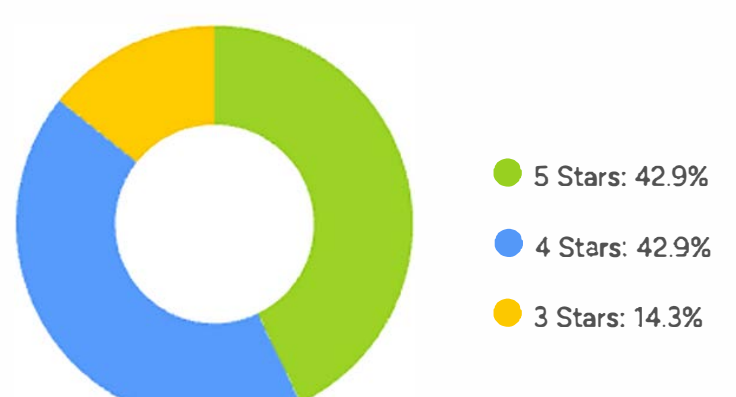
Beyond the Infrastructure: IT Project Success & Insights

The PCC IT Department continues to deliver high-impact technology projects focused on supporting teaching, learning, and the college's core IT functions. By prioritizing operational efficiency and innovation, we consistently meet client expectations and promote equitable student success across the district. The following results offer a comprehensive overview of our quarterly portfolio, detailing successfully completed initiatives alongside status updates for active projects in progress.

Total Closed Projects


9

Stakeholder Rating - 4.2 out of 5



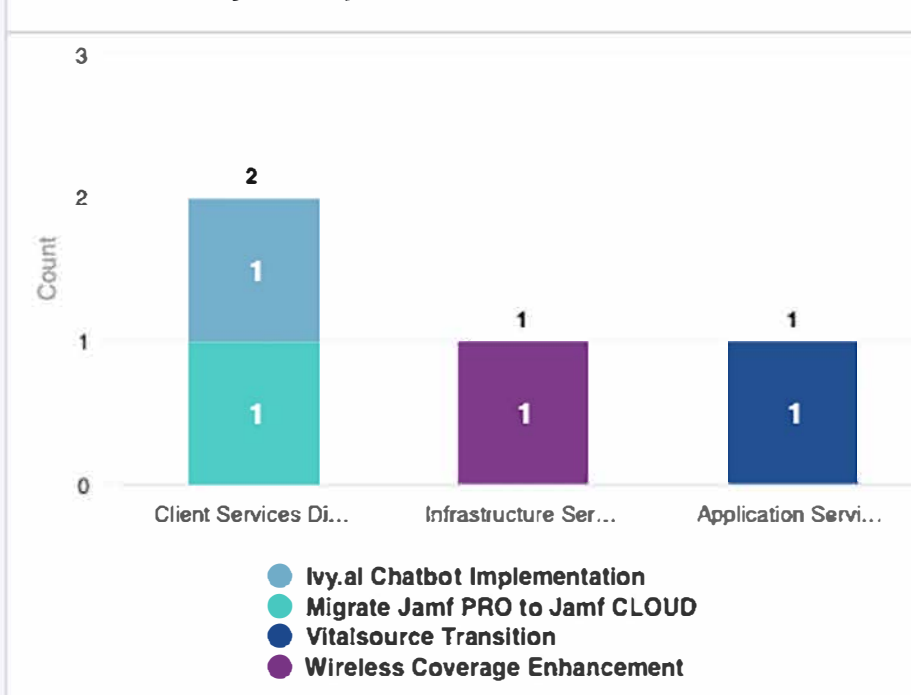
- 5 Stars: 42.9%
- 4 Stars: 42.9%
- 3 Stars: 14.3%

Closeout Performance



- Met: 44.4%
- Exceed: 55.6%

Closed Major Projects



Project	Count
Client Services Division	2
Infrastructure Services Division	1
Application Services Division	1

- Ivy.ai Chatbot Implementation
- Migrate Jamf PRO to Jamf CLOUD
- Vitalsource Transition
- Wireless Coverage Enhancement

Closed Projects Overview

Quarterly Closed Projects

IT PMO - Main | work management > IT Portfolio Management

> Completed - Closed

Project	Closed Status	Requestor Department	IT Division	Closed Date	Technology Type	Mega-Gantt Proj.	President Leadership C
Google Chromebook Management Review	Closed	Information Technology	Client Services Division	Jan 5, 2026	Process Improvement	No	Brandon Gatke, /
Google Licensing and Directory Structure Refresh - AI Compliance for Underage Users	Closed	Information Technology	Application Services Divisi	Feb 16, 2026	System Implementation	No	Brandon Gatke, /
Ivy.ai Chatbot Implementation	Closed	Information Technology	Client Services Division	Feb 25, 2026	System Implementation	Yes	Brandon Gatke, /
Migrate Jamf PRO to Jamf CLOUD	Closed	Information Technology	Client Services Division	Feb 25, 2026	Update/Upgrade	Yes	Brandon Gatke, /
Migrate Remote Support/BeyondTrust to Cloud	Closed	Information Technology	Client Services Division	Jan 26, 2026	Update/Upgrade	No	Brandon Gatke, /
Rock Creek Event Center Bldg. 9 122A,B,C Upgrade by the Bond	Closed	Information Technology	Client Services Division	Feb 25, 2026	Update/Upgrade	No	Josh Peters McBride, A
Shuttle Rider App/Mobile Web/QR code	Closed	Auxiliary Services	Application Services Divisi	Jan 15, 2026	System Implementation	No	Josh Peters McBride, A
Vitalsource Transition	Closed	Auxiliary Services	Application Services Divisi	Jan 26, 2026	System Change / Replac	Yes	Josh Peters McBride, A
Wireless Coverage Enhancement	Closed	Information Technology	Infrastructure Services Divi	Jan 14, 2026	Facilities Support	Yes	Brandon Gatke, /

+ Add project

Closeout Highlights & Comments

Strengths:

- **Ivy.ai Chatbot Implementation** | Team demonstrated effective delegation of assignments for the initial site analysis, alongside significant technical proficiency in executing integrations with the Kace Service Desk APIs.
- **Shuttle Rider App/Mobile Web/QR Code Implementation** | Good communication and professional support from the IT Project Team and the vendor installation team led to a smooth and successful implementation over the weekend, ensuring students and staff could use the new Shuttle Rider App on the following Monday.
- **Google Chromebook Management Review** | Through the Project Team's research, development, and testing, reliability of student use of Chromebooks and overall Chromebook management within the PCC environment was successfully improved.

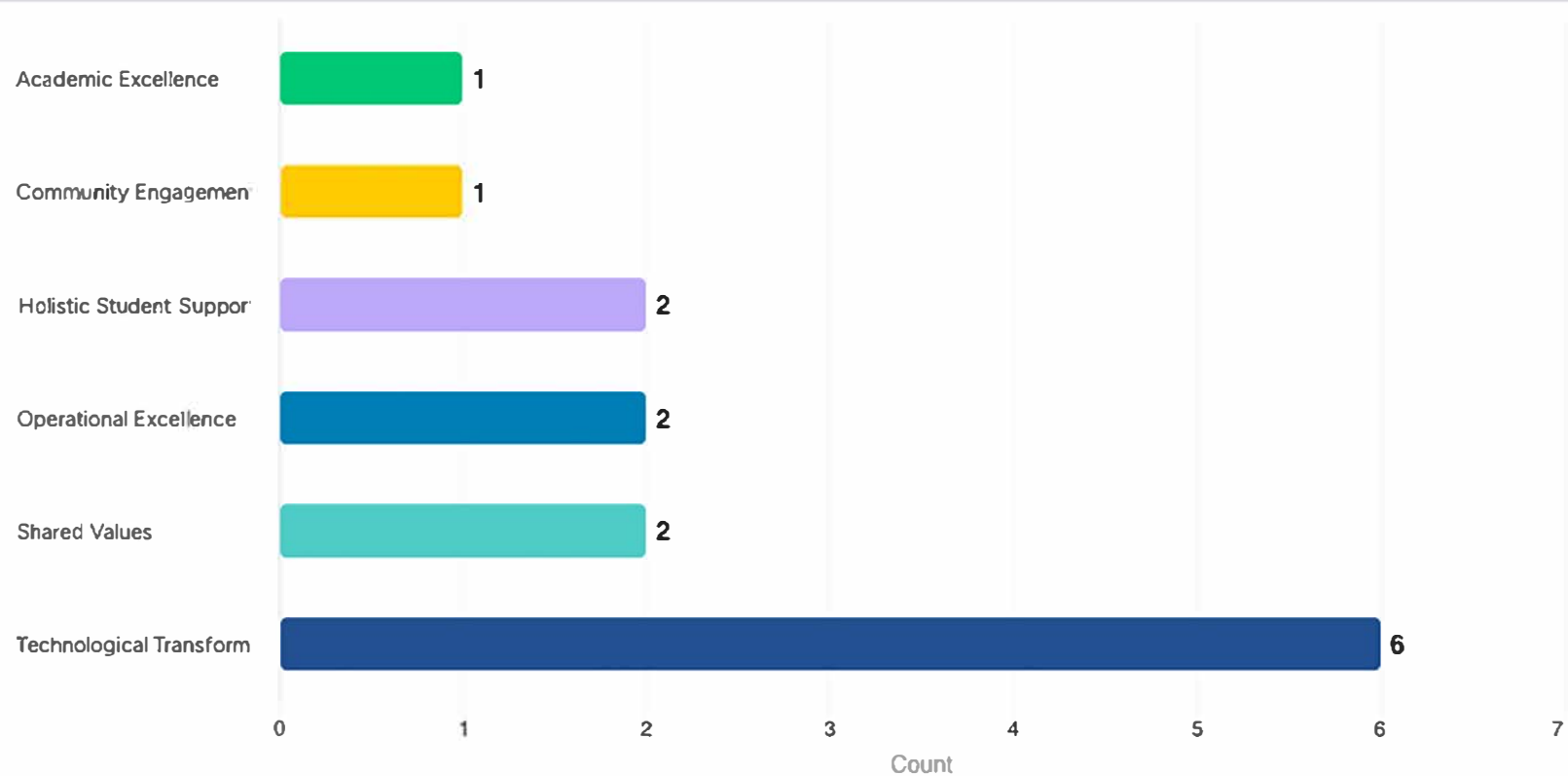
Collaboration:

- **Rock Creek Event Center A/V Upgrade** | The Project Manager for OPC exhibited exceptional leadership during the Event Center renovation, maintaining strong oversight of integrators and delivering consistent, transparent project communications.
- **Google Licensing & Directory Structure Refresh - AI Compliance for Underage Users** | Kudos to the Project Team for their work in enabling Gemini, to Learning Technology & Innovation for their partnership in navigating the educational space, and to IT leadership for their advocacy for this project.
- **Wireless Coverage Enhancement** | Through cross-functional collaboration, Network Services, Wireless Services, and the Office of Planning and Construction successfully deployed 400 additional wireless access points to create a consistent experience for students, faculty, and staff.

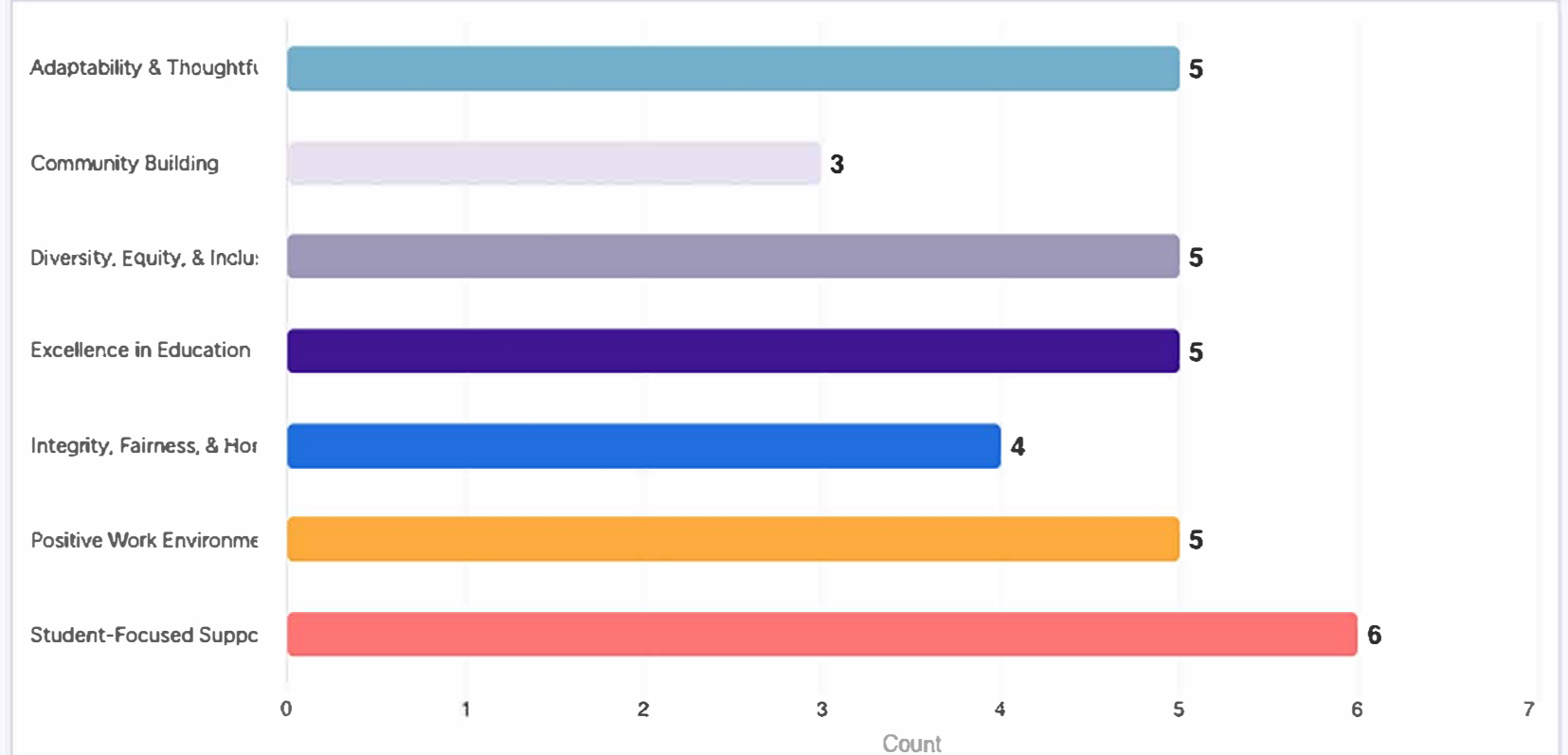
Opportunities:

- **Shuttle Rider App/Mobile Web/QR code** | This project highlighted an opportunity to improve the procurement and contracting process by establishing more proactive follow-ups and clearer communication channels to avoid initial project denials.
- **Build out IT PMO Workflows in Monday.com** | An opportunity exists to deepen partnerships with the Accessible Education & Disability Resources (AEDR) team during the initial assessment phase of new software.

PCC Strategic Themes Tied to Closed Projects



PCC Core Values Tied to Closed Projects

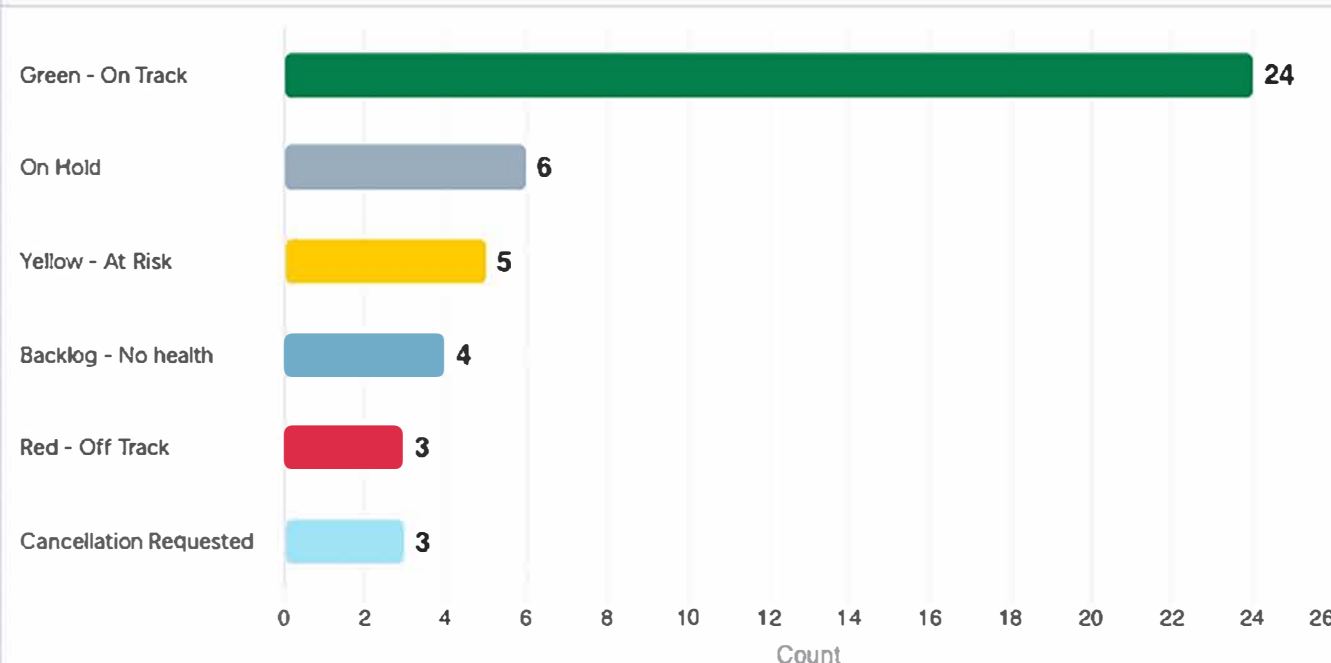


Active Projects Overview

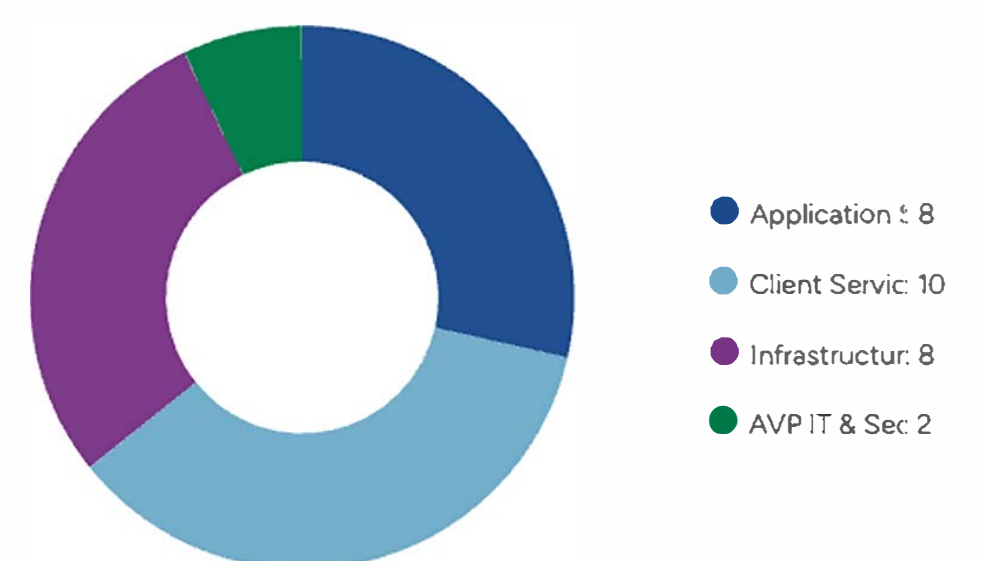
Total Active & Requested Projec

47

Active Projects by Health Status



In Process Projects by IT Division



Active Major Projects

IT PMO - Main | work management | IT Portfolio Management

> In Process Projects

Project	Status	Health	% Complete	Requestor Department	IT Division	Technology Type	President Leadership Call
2025 Firewall Replacement	In Process	Green - On Track	87%	Information Technology	Infrastructure Services Division	Update/Upgrade	Brandon Gatke, AVP
Academic Non-Credit (ANC) Cedars & Slate Transitions	In Process	Green - On Track	95%	Academic & Career Path	Application Services Division	Solution Development	Jennifer Ernst, VP
Data Warehouse	In Process	Yellow - At Risk	5%	Information Technology	Infrastructure Services Division	Solution Development	Brandon Gatke, AVP
District-Wide Distech Controller Replacement	In Process	Green - On Track	50%	Facilities Management	Infrastructure Services Division	Facilities Support	Josh Peters McBride, AVP
Eaglesoft to Dentrix Ascend Academic Cloud Migration	In Process	Green - On Track	10%	Academic Affairs	Client Services Division	System Change / Replacement	Jennifer Ernst, VP
Foundation Website Update	In Process	Yellow - At Risk	0%	Foundation	Application Services Division	Update/Upgrade	Adrien Benning
Implement new Telephony Solution (Related to Zoom)	In Process	Red - Off Track	94%	Information Technology	Infrastructure Services Division	System Change / Replacement	Brandon Gatke, AVP
Multi-factor Authentication (MFA) Implementation for Students	In Process	Green - On Track	80%	Information Technology	Office of the AVP IT & Security	Policy Development	Brandon Gatke, AVP
PaperCut OneCard Integration & Staff rollout for Xerox MFPs	In Process	Green - On Track	50%	Information Technology	Client Services Division	Integration	Brandon Gatke, AVP
PCC CTE Perkins Equipment 25-26 Academic Year	In Process	On Hold	57%	Academic Affairs	Client Services Division	Solution Development	Jennifer Ernst, VP
PDF remediation on the PCC website	In Process	Red - Off Track	15%	Information Technology	Application Services Division	Audit	Brandon Gatke, AVP
RC and SE VMware Hardware Replacement	In Process	Red - Off Track	85%	Information Technology	Infrastructure Services Division	System Change / Replacement	Brandon Gatke, AVP
Student Computer Replacement Project - Bond Funds	In Process	Green - On Track	75%	Information Technology	Client Services Division	Update/Upgrade	Brandon Gatke, AVP
UIAG - Consolidate PCC SSO Services to Microsoft Entra	In Process	Green - On Track	70%	Information Technology	Application Services Division	Update/Upgrade	Brandon Gatke, AVP
WAN and Voice Redesign	In Process	Green - On Track	40%	Information Technology	Infrastructure Services Division	System Change / Replacement	Brandon Gatke, AVP
Workday Project	In Process	Yellow - At Risk	60%	Information Technology	Office of the AVP IT & Security	System Change / Replacement	Brandon Gatke, AVP
+ Add project							

Get Help

Contact itpmo@pcc.edu for assistance | More Information can be found on the PCC IT Website ~ <https://pcc.edu/technology> | Submit new projects using the [Project Request ~ https://wkf.ms/3VGBDJP](https://wkf.ms/3VGBDJP)