2017-18 State of Technology Support Services

Mission Statement
Technology Support Services is an integral partner in creating and delivering innovative, collaborative and effective technology solutions and a proponent of collaborative working environments, providing accessibility. Committed to providing exceptional support to facilitate teaching, learning, training and campus goals within our community as it directly relates to student success. Supports superior teaching and learning, facilitates technological advancement, institutional effectiveness and student success. Opportunities to develop a sense of college community develop growth, equity and inclusion with job skills for all employees.

Alignment with College Strategic Directions
The Technology Support Services department works hard to provide support and technology infrastructure for all of BC’s sites. The department recognizes the importance of providing fast and efficient technical support so that Strategic Directions of Student Learning and Student Progression and Completion can be successful. The department is engaged in campus infrastructure upgrades, building improvements, and new building design so that the Strategic Direction focused on Facilities is successful. Each year the technology support services department works with the technology committee to complete the funded Program Review technology requests and report back on what projects money was spent on. The department also contributes to the Closing of Loop document and each of these support the Strategic Direction of Oversight and Accountability. Finally, several staff members in the department are participants or co-chairs in the various governance committees on campus to support the Strategic Direction of Leadership and Engagement.

Strengths
Blend of experienced technical staff and new staff
The Technology Support Services department has been able to recently hire one new technician and is in the process of hiring additional replacement technical staff. This has created a unique blend of talents and skill sets allowing us to creatively and uniquely support Bakersfield College staff. Some staff are new with just a few years of experience under their belt and some staff have over 20 years of experience, with a majority of those years just at BC. The department is reaping the benefits of new energy and ideas for how to improve things tempered by historical knowledge and years of experience. This combination has created a unique blend of expertise that makes the department stronger.

Technical expertise and flexibility
The department is made up of seven Systems Support Specialists, two Systems Support Specialist IIs, one Information Services Coordinator, one Media Services Coordinator, and one Media Specialist. The staff provides support for the Bakersfield College, Delano, and Weill campuses. The department works diligently to keep things running, with over 3000 total computers, 200 projectors and a plethora of network attached devices. In spite of being somewhat understaffed in providing support to all sites, the department is very flexible and agile in responding to the various technology support issues and events no matter where they are.
One strength of the department is the breadth and depth of team technical expertise. The department supports a wide array of technologies along with an array of unique proprietary technology. For example, the team supports the simulation mannequins in the nursing skills lab, 3D printing, CAD and engineering applications, automation environments, and computer virtualization software. The team also supports the design and project execution for upgrading existing buildings and specification and implementation of technology in new buildings. Finally, the team supports instructional and administrative video conferencing technology, streaming live video for events, and a host of video production projects.

Budget

Academic year 2016-2017 was a great year for technology. This is now the second consecutive year we spent approximately two million dollars on technology projects with well over 50% being from non-general fund sources. The graph below shows the year-to-year comparison over the past 4 years.

For academic year 2017-18 we are on track to continue our creative use of grants, categorical programs, and Measure J bond money to help keep our technology refreshed. The big project for this academic year is to complete wifi coverage in all of our internal building spaces on campus. There will also be a focus on back-end infrastructure to support new buildings on our sites that will be built using Measure J funding.

Accomplishments

Here is a brief overview of the technology accomplishments of the last 12-18 months: Updated the Bakersfield College Technology Plan for 2017-2020, finalized the district-wide IT governance framework with final approval from District Consultation Council, improved the ISIT program review technology request and prioritization process, worked with the facilities department to develop the technology infrastructure design for both the swing space on Mt. Vernon and the new Veterans Center building, upgraded Business 5, Fine Arts 8, Math/Science 46 from a regular classroom to new computer labs, participating in the process of updating the Strategic Directions plan for the college, working with wireless contractor to utilize Measure J funds to improve wireless infrastructure on campus, coordinated with the high schools in Delano and Arvin to design and install three distance education classrooms to be used for dual enrollment, brought in a consultant to provide BC technical staff training on a new asset management and software deployment appliance, completed the installation of IP based telephones, provided video production and streaming for several key events on campus, provided network support and design to support Condors Winterfest event in the stadium, participated in Starfish implementation team, provided technology support for the Facilities department for both the fire alarm and door lock projects, served on over 20 hiring committees for classified, management, and faculty positions at both Bakersfield College and the District Office.
Weaknesses

Coverage at remote sites
Currently a technician spends one full day a week at the Delano campus to keep up with technology work orders. Ideally, the technician would be onsite two or three days a week but with the size of the current staffing, this cannot be accomplished. This problem is becoming increasingly worse as we add a second Delano campus, the Bakersfield Adult School, BC Southwest campus and future sites in Shafter and Arvin. In order to adequately provide support there will be a need for additional technicians. If staff cannot be increased, support response time will not be ideal for success.

Need for an Associate Director, Information Technology
The department was just recently approved to hire an Associate Director of Information Technology. This is critical to keep the daily operations of the department running smoothly. The current Director of Information Technology is spread thin and often cannot adequately provide feedback for essential decision making which is needed for daily operations. With twenty-two direct reports (this includes student workers), it is a struggle to keep up with evaluations and the daily needs of the department.

Opportunities

New technologies to automate and manage technology infrastructure
Technology Support Services staff is always looking to work smarter and more efficient. As the adoption of technology continues to grow at a fast rate, organizations are always looking to technology tools to help manage the computer and network infrastructure. There have already been improvements made in lab management and large scale computer deployments. Staff will continue to discover, evaluate and implement new tools that can provide greater efficiency, enhanced reliability, and future automation in managing the growing technology infrastructure.

Bond monies to improve infrastructure
In 2016, the Bakersfield community passed a $500+ million bond which will allow Bakersfield College to modernize and build new buildings, improve technology infrastructure and increase student success. The immediate focus is to improve wireless coverage to 100% from an approximate 60% coverage in all internal buildings. Further bond projects will address wireless coverage in green spaces on the main campus. Older buildings scheduled to be renovated will be updated and new buildings will be built with current technology standards. New facilities at any of our sites will be designed to meet future technology infrastructure needs.

Threats

Long term human resource and financial sustainability
One of the challenges still facing the technology department is keeping enough human resource to support our many technology initiatives. BC has added a two new sites, one in the Southwest part of Bakersfield (Bakersfield Southwest) and another through the Bakersfield Adult School. In late 2017, we are being gifted a second Delano site and are now looking at new sites in both Arvin and Shafter. All of these sites require technical support and technology infrastructure. Additionally, there has been a dramatic increase in new technology being requested for labs, computers for new staff, proprietary technology for specialized programs, and continued increased requests for live streaming and video production.
General Technology Statistics

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2017</th>
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<tbody>
<tr>
<td><strong>Computers</strong></td>
<td>2,200</td>
<td>3000+</td>
</tr>
<tr>
<td><strong>Staffing</strong></td>
<td>6 Technicians</td>
<td>7 Technicians</td>
</tr>
<tr>
<td><strong>Sites</strong></td>
<td>BC, Delano, Weill</td>
<td>BC, Delano, Weill, BC Southwest, 2nd Delano site, Adult Education Office</td>
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<tr>
<td><strong>Technology on the network</strong></td>
<td>Computers, Printers, Projectors, HVAC</td>
<td>Computers, Printers, Projectors, HVAC, Phone System, Door locks, Irrigation systems</td>
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Although money is in good supply now, the community college system is notorious for cyclical budgets with upturns and downturns. There is concern that with the next down cycle of budgets that the long term sustainability of the explosion in technology may be problematic to sustain.

**Grant funded positions**
A few of the positions in the department are grant funded which is problematic. Grant funding sunsets, and when this happens, decisions will need to be made on whether those positions can get absorbed in the general fund or the feasibility of new grants picking up the position funding. In the event that neither scenario can happen, there would be a reduction in support positions, which would be devastating to the department.

**Conclusion**
Our greatest strengths include our agility and flexibility in responding to support issues considering the size and experience of current staff. Weaknesses within the department come from the explosion of technology and the constant growth of new sites requiring support. There are opportunities to improve the infrastructure with the passage of the Measure J Bond and by using new technologies to manage infrastructure. The biggest threats to the department are the long-term sustainability of providing support for the growing technology and sites and the funding for grant funded positions. Overall, the Technology Support Services department is functioning well with the human and budgetary resources available.