State of Technology Support Services at Bakersfield College

Introduction:

The responsibility of the Technology Support Services department is to support the wide variety of technology software and equipment and other technology needs across our multiple sites. The support comes in many ways. For example, some of the ways we support the college is by resolving helpdesk tickets, keeping the back-end network infrastructure working and maintained, and providing support for the day-to-day office moves and moves related to large construction projects.

Here are some of the key outcomes we strive for in our support:

- Quickly and efficiently resolve helpdesk tickets
- Provide a solid and stable wired and wifi network infrastructure
- Be flexible and reliable in supporting new technology initiatives
- Provide technology design guidance for new construction projects.

Events and Actions Taken:

Helpdesk Tickets

The primary method for users to request support is via the IT helpdesk ticketing system. The chart below shows the number of tickets submitted for the last two years and how many of those tickets were resolved. In 2017-18, 99.7% of the tickets were closed, while 86.4% of tickets were closed in 2018-19. It is important to note that the number of tickets received by the Technology Support Services increased by 25% from the previous year.

![Number of Help Desk Tickets, by Academic Year](chart)

Network Infrastructure

For the last several years when students and employees have been surveyed, the number one complaint has been the incomplete coverage of wifi on our campuses/sites. Recognizing this need, the college set aside Measure J money to help improve the wifi services on campus. In 2018-19, we completed phase one of the wifi expansion project on the BC and Delano campus. The focus of this project was to provide...
wifi coverage and capacity in all of our internal spaces on our sites. Work has already begun to begin phase two, which will provide wifi access in outdoor spaces across campus.

**New Technology Initiatives**
There are constantly new technology projects requested but none has been as challenging as supporting the multiple iterations of the BC Southwest campus. Starting with an agreement with Fresno Pacific on how to be co-located and support the technology. Next the challenge was how to provide internet and technology in the classrooms when Fresno Pacific completed their lease agreement and left halfway through our semester. We are now working on the logistics and planning for how to provide temporary internet and classroom support for the 19 classrooms and 3 administrative buildings that will be setup in modular trailers. Finally, we are also solidifying the technology design and requirements for the final building that will be built and completed in the next two years.

**New Construction Design Guidance**
With the successful passage of the Measure J Bond the college is renovating or building several buildings. Each of these building have a myriad of IT requirements that require special attention and time so the end result when the building is completed will meet the needs of the college. Just in the last year alone, the Technology Support Services department has been involved the following design projects:

- Veterans Resource Center
- Delano HVAC Classroom
- Campus Center Buildings
- Gymnasium
- Stadium Projects
- Science and Engineering Building

In addition to the new buildings, there is also a significant amount of work put into making various swing space areas technology ready. For example, setting up the Mt. Vernon kitchen including the challenge of providing internet across the street that would still have access to campus resources. Re-wiring the technology in the Huddle and Levinson to support the departments utilizing those areas. Finally, providing technology support for the temporary long-term contractors and consultants housed on the BC campus.

**Looking Ahead:**
There are four key areas we will be focusing our efforts for the coming year(s):

**BC Southwest**
The current plan is to have a mid-semester move from the current location on Stockdale Highway to the portables on the Cal State property sometime mid-October. Because the move will be happening in the middle of the semester, it will take a significant amount of coordination between the contractors, District Office IT Infrastructure team and the BC technology team.

**Measure J Construction Projects**
The Veterans Resource Center and HVAC lab in Delano will be completed this year and we will be moving staff into that area and getting the technology setup. We have multiple ongoing buildings we will be working on design and technical requirements. Additionally, we will continue to work with M&O
on providing usable swing space for our departments as we embark on each of the various construction projects.

**Wifi Expansion Project – Phase 2**
The preliminary work is being done for phase 2 of the Wifi Expansion Project. We have a limited amount of funds but the goal is to provide coverage in as many of our green spaces and spaces between buildings as possible. This phase will focus on both the main BC campus as well as our Delano site and is expected to be complete in the next 18-24 months. Outdoor wifi is a different challenge in couple of different ways. First, there tends to be more wireless interference in an outdoor setting. Additionally, the infrastructure is more expensive because it needs to be able to hold up to the elements.

**Technology Master Plan**
The current Technology Plan will sunset June 30, 2020. In order to have a new plan ready by July 1, 2020 it is necessary to work on the plan throughout the year. Building the plan involves working with the technology committee with approval from Academic Senate and ultimately College Council.