LAHC Information Technology Operational Plan
2014/2015

One Year Goals:

With the current lull in the construction program this is a good time to catch up on some general system maintenance and improve management. The campus website is also in need of an overhaul, and in addition we are looking to stop the payment for the campus license for Omni Update (website content management system). Finally the AV systems on campus are becoming a serious issue as there is too much proprietary technology used in those systems which IT simply does not have the skills for maintain (nor the resources to develop those skills).

1. Update the campus website – replace Omni Update with open source CMS (Joomla).
2. Implement comprehensive network management system (IMC)
3. Set up enterprise security server. Begin transfer of access control and security systems to new server.
4. Add resiliency/redundancy to key server systems
5. Evaluate AV standards – is there a path to more sustainable AV system without loss of capabilities
6. Implement better imaging and updating system (SCCM)
7. Implement Pay for Print system in Library
8. Improve video capabilities for library systems
9. Update/Replace remaining digital phone handsets with VoIP handsets
10. Review digital signage software and determine a standard for the campus
11. Create proposal for systematic updates for campus computers
12. Prepare for accreditation visit

Two Year Goals:

Next year IT tasks will largely revolve around the opening of the renovated Old Admin building. The Old Admin renovation will include an expansion and update of the existing campus data center. In addition the district will be implementing the new Peoplesoft system and there will likely be much support (training and possible software setup).

1. Move IT offices to new location
2. Move and setup other systems in renovated Old Admin building
3. Update Data Center (with minimum of down time or disruption to the campus)
4. Update campus phone system
5. Move remaining security systems to enterprise server
6. Provide Peoplesoft training (software installation possibly needed)
7. Expand pay for print system to existing campus labs
8. Provide pathway to update AV systems to new standard

9. Implement independent second path for campus external network connection
10. Implement digital signage standard
11. Budget for ongoing IT training

Three Year Goals:

In two years the district ConnectLACCD system should be rolling out, which will allow for substantial opportunities to partner with other campuses on systems like backups as well as partnering on some services. In addition, the student union should be opening and with it Data Center West will be created.

1. Implement districtwide point to point network
2. Implement remote backups to another campus (Mission?)
3. Move systems to new student union building
4. Build second data center and implement resilient routing
5. Implement lecture capture and streaming system
6. Ensure all critical systems can fail over to either data center

APPENDIX A.

LAHC Computer labs

Loc	Number	Div/Dept
NEA 124	45	Social Sci
NEA 126	45	Social Sci
NEA 218	32	Communications
TECH 105	38	Math
TECH 106	30	Humanities
TECH 104	25	Humanities
TECH 114	20	Humanities
TECH 116	20	Humanities
TECH 202	30	Comm. Serv
TECH 205	30	Business
TECH 206	30	Business
TECH 210	50	Business
TECH 212	22	Business
TECH 214	50	Business
SCI 203	50	Biology Sci
NUR 140	12	Health Sci
LLRCLAB	120	LRC/LAC/Library
Thin Clients	100	LRC/LAC/Library
LLRCHITECH	24	Special Programs
LLRC2NDF	50	Library
LLRCMATH	10	Math
Thin Clients	10	Math
LLRCWRITING	10	Communications
LLRCLITERACY	10	Communications
LLRCKIOSK	20	Library
SSA 206	6	Student Services
SSA 105	6	Student Services
SSAEOPS	4	Student Services
SSAFA	4	Financial Aid
SSAASMT	40	Assessmt Center
MU141	20	Music
MU135	30	Music
SPS	12	Special Programs
SPS	6	Special Programs Podium
TEACHERW	80	Computers

LAHC IT Assignments

I.	Manager CIS (I Clarke)

Entire Network
1. Strategic Planning
2. Personnel Management
3. Network structure and security
4. Rollouts
5. Interface with campus/district committees

II.	Data Communication Specialist (T Lew)

1. Core Switch Functions
2. Wireless
3. Email
4. Streaming media (StarBak)
5. Document addition/Deletions/Changes and file.
6. Sched3/4, Protocol
7. Process old administrative equipment for disposal
8. SARS Servers

III.	Computer and Network Support Specialist 1 (H Kotelyan)

Academic Network
1. Network Applications (e.g. AltirisVision, HM Testing, Glenco, Share space)
2. Altiris deploy (lab software images)
3. Labs DHCP
    A. (IP Addess, MAC, device name, device location, end user … tracking)
4. Lab setup & monitoring
    A. PC OS
    B. Patching
    C. AntiVirus (other preventive measures)
5. Network Printing
    A. Setup, Access, Troubleshoot
    B. Document models, locations, and access for each printer.
6. PC OS/Patching/AntiVirus
7. Faculty academic accounts
8. Student accounts
9. ATS – Attendance hours
10. Maintain academic lab contacts
11. Academic support

12. Process old academic equipment for disposal
13. Document addition/Deletions/Changes and file.

IV.　Computer and Network Support Specialist 2 (M Nguyen)

Administrative Network
1. Backups
   A. Maintenance (server, tape library, backup software)
   B. Daily backup tasks
2. AV Systems support
3. EZProxy Server configuration
4. Updates on SAP and PCR issues
5. Functions: Setup, Maintenance, Removal, Documentation
   A. Current Accounts: Microsoft, e-mail, help desk, DEC, SAP, BW, Protocol.
   B. E-Mail System (MTAs, POAs, Internet Access, AntiVirus, Gateways)
   C. Administrative PCs and network printers accounts

V.　Computer and Network Support Specialist 3 (H Nguyen)

Administrative Network
1. New equipment
   A. Standard system configuration
   B. Setup/rollout
2. Administrative systems software images
3. AntiVirus (consoles, servers, and upgrades)
4. Patch management (OS and Application)
5. Network Applications (Setup, Maintenance, Documentation)
   A. EDExpress
   B. EDConnect
6. Network Printing
   A. Setup, Access, Troubleshoot
   B. Document models, locations, and access for each printer.
7. Document addition/Deletions/Changes and file.

VI.　Electronics Tech (J Chau)

1. Electronics item repairs
2. Maintain phone system
3. Handle cable issues
   A. Add new connections
   B. Repair existing connections
   C. Document cable plant
4. Assist with audio setup at events

VII. Web Designer (J McClellan)

1. Update web server
2. Maintain web pages
3. User training for web services
4. Digital Signage updates

Note: All IT personnel share in general assistance and basic troubleshooting tasks as they come into the help desk.