

Proposed Technology Advisory Committee (TAC) Sub-committee Formalization

February 2019

History

In 2015, at the recommendation of the IT Governance Task Force established by the COCC President, a formal technology review process was initiated to enhance COCC's ability to review, implement, and adopt technologies aligned with COCC's mission, strategy, and budget. The COCC President approved the creation of the New Project Evaluation Team (NPET) and the Technology Review Team (TRT) as informal sub-committees of the Technology Advisory Committee (TAC). The NPET and the TRT sub-committees were charged with evaluating the viability and technical feasibility of new technology project requests at COCC.

Proposal

After three years of the NPET and the TRT working as strategic TAC representatives with campus constituents, TAC is proposing these sub-committees be formally acknowledged as part of COCC's TAC committee and overall governance structure. Further information for each sub-committee is provided to justify this recommendation.

New Project Evaluation Team (NPET) Charge: The NPET sub-committee is charged with evaluating the viability of new technology project requests at COCC. The NPET provides initial review in the technology project review process which aims to: 1) enhance COCC's ability to implement, enhance, and adopt new technologies; 2) ensure that proposed technology projects fit into strategic and operational goals of the College; and 3) advocate for and guide technology project requestors seeking to implement new technologies at COCC. NPET evaluation feedback is shared with the TRT and incorporated into overall recommendations to the FIAT, President and CIO, as appropriate.

NPET Member Structure

The NPET is chaired by the Chief Information Officer and is comprised of a team of individuals from the CFOs Office, Instruction, Student Services, and ITS. Future sub-committee membership is recommended as follows:

Position	Members	Years
CIO (voting)	Dan Cecchini	Automatic/Standing
CFO (voting)	David Dona	Automatic/Standing
Student Services Administrator (voting)	Kevin Multop	2 → end in 2019
Faculty (voting)	Theresa Freihoefer	2 → end in 2020
Presidential Appointment (voting)	Jerry Schulz	2 → end in 2020

Note the NPET Student Services Administrator and Faculty members will be appointed by Student Services and Faculty Forum, respectively. Updated years of membership to account for rolling membership.

Technology Review Team (TRT) Charge: The TRT sub-committee is charged with reviewing the technical scope, resource requirements and costs for all technology project requests. The TRT determines the technical feasibility of proposed technology projects. Upon receiving a technology project request

from the NPET, the TRT reviews the project and then provides its feasibility recommendations to either the FIAT, for projects requesting budget funds, or to the CIO and President, if the project does not require budget funding.

TRT Member Structure

The TRT is chaired by the Directors of ITS Infrastructure and Web & Applications Systems and is comprised of representatives and visitors from the Technology Advisory Committee (TAC), providing a broad representation of constituents across campus, including Instruction, Student Services, Continuing Education, HR, Fiscal, and ITS. Future sub-committee membership is recommended as follows:

Position	Members	Years
ITS Infrastructure Director (voting)	Laura Boehme	Automatic/Standing
ITS Web & App Systems Director (voting)	Vacant	Automatic/Standing
ITS Project Manager (voting)	Darren McCrea	Automatic/Standing
ITS Information Security Administrator (voting)	Wesley Dymond	Automatic/Standing
Functional Representative (Student Services, Instruction, Fiscal, Library) (voting)	Chris Mills (active for 2019-20) JJ Shew Tamara Marnell Sharon Bellusci	2 year terms (rotates through each functional rep)
Faculty (voting)	Vaughan Briggs	2
ELearning (voting)	Michael Murphy (or designee)	Automatic/Standing

Note the TRT members will be either voting members of TAC or volunteer regular attendees of TAC.

Impacts to COCC

Budget: Since these sub-committees have been operating informally since 2015, there should not be any new budget impacts. The operation of the new sub-committees has minimal direct budget impact, but indirectly, the time/effort of the committee members is a cost to the college. The larger and more important budget impacts arising from a structured technology review process are: a) technology implementations are better aligned with strategy and mission; 2) technology costs and resources are known up front; and 3) COCC is better equipped to implement technologies that integrate with existing systems, reducing cost and time to production.

Instruction: Instructional technologies that have been facilitated by the technology review process include: CourseLeaf Online Catalog, Disability Services AIM software for student tracking, and laptops or tablets that serve the student curriculum needs of Title III, Library, LMT, Social Science, Science, and Automotive. These technologies have directly impacted faculty, staff, and students by providing necessary instructional services while also closing gaps in COCC’s ability to meet compliance-related obligations to students.

Students: Student-related technologies that have been facilitated by the technology review process include: Degree Works Planner, Electronic Communications Tool, ETranscripts, Residence Hall Simplicity reservations, and FYE Online Orientation. These technologies have allowed students improved educational planning and enhanced student recruitment and retention.

Operations: Operational technologies that have been facilitated by the technology review process include: R25/Webviewer replacement, COCC Foundation Award Spring, Emergency Notification System replacement, Omni Update website upgrade, Qualtrics survey tool, Enrole Continuing Education registration software, and Tableau data reporting tool. The impacts of these technologies are broad – improvement of outdated systems, increased ability to award COCC scholarships to students in need, better emergency communications, enrichment of community members, and boosting awareness of key data points regarding student success.

In each of these areas of the college, the technology review process has streamlined the purchase, installation, and adoption of technologies that directly augment the experience of students, staff, and the community at COCC.

Current Documentation and Practices:

As the NPET and the TRT exist as part of the new technology review process and also feed into the FIAT general fund and capital budget cycle, the following practices and documentation have been developed over the past few years to facilitate not only the technology review, but to ensure transparency and communication with COCC stakeholders.

Available via the Employee Intranet:

1. College Technology Project Status: <https://intranet.ad.cocc.edu/departments/cio/project-management/technology-projects/current-tech-projects.aspx>

COLLEGE TECHNOLOGY PROJECTS

Date	Technology Project Initiatives in Process	Requestor	Project Status	Est. Project Length
05/15/18	Tableau Server	Matt McCoy	In Progress	<1 Year
09/08/17	Online Catalog Software by LeapFrog	Vickery Viles	In Progress	<1 Year
05/23/18	Online Orientation - First Year Experience	Alicia Moore	In Progress	1 - 2 Years
10/16/17	Replacement of R25 by CollegeNet	Betsy Julian	In Progress	<1 Year
10/12/17	AIM Online Case Management System	Jamie Rougeux	Executive Decision - Approved	<1 Year
11/28/17	Electronic Communications Tool	Alicia Moore	Executive Decision - Approved	1 - 2 Years
Date	Technology Project Initiatives Under Review	Requestor	Process Status	Est. Project Length
10/11/18	Library Security Gates	Tina Hovekamp	Completed TAC Review	<1 Year
10/22/18	Cascade Culinary POS replacement	Thor Erickson	Completed TAC Review	<1 Year
12/05/18	Weather Cameras	Matt McCoy	Completed TAC Review	<1 Year
01/16/19	Centralized Video Technology System	Peter Ostrovsky	With TAC	1 - 2 Years

2. Technology Project Request Process: <https://intranet.ad.cocc.edu/departments/cio/project-management/technology-projects/default.aspx>

PROJECT REQUEST PROCESS

Step 1

Review the technology project criteria described on the "[What is a Technology Project](#)" page to determine if the request qualifies as a Technology Project.

Step 2

If your request meets this definition of a Technology Project, please complete the [IT Initial Assessment Form](#) (.pdf) and submit it to a ITS director to start the project request process.

Step 3

If your request does not meet the definition of a Technology Project, please complete an [ITS help desk ticket](#) as you would for a typical technology request.

Step 4

An ITS Director or Project Manager will review your project request and work with you to submit the IT Assessment Form along with any notes to the [New Project Evaluation Team](#) (NPET).

Step 5

The NPET team reviews technology project requests and will provide feedback to the requester and, if recommended, the request will be sent to the [TAC Review Team](#) (TRT).

Step 6

The TRT will evaluate the technology project request and provide its feedback to the [FIAT](#) (during the budget cycle) or directly to the CIO and President (outside of budget cycle) who will then make a final determination.

[How to Request an ITS Project](#)

3. Technology Project Checklist and Workflows:
https://intranet.ad.cocc.edu/departments/cio/project-management/technology-projects/files/how-to-request-a-technology-project_web.pdf



CHECKLIST – TECHNOLOGY PROJECT REQUEST

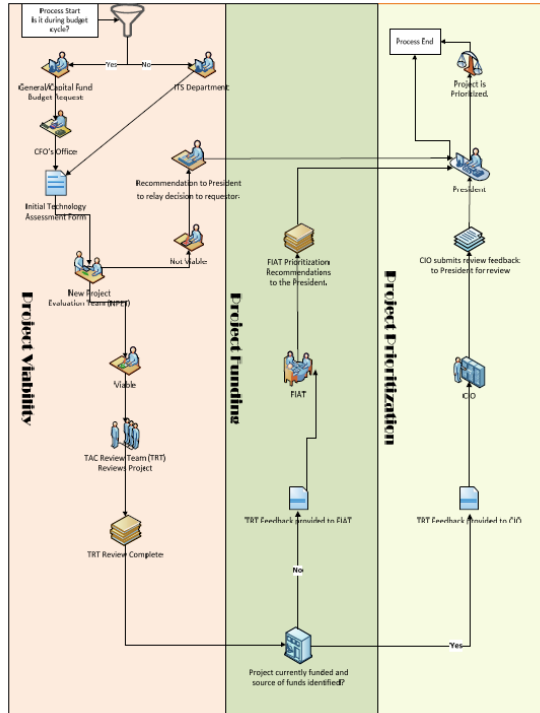
1. Process Steps

- Review the [technology project criteria](#)
- Yes, this is a project – [complete the Initial IT Assessment Form](#). Email complete form to ITS Director.
- No, this is not a project – complete an [ITS helpdesk ticket](#) – end of project request process.
- ITS Director reviews all project requests and submits assessment forms to NPET with any notes.
- NPET team reviews project request and provides feedback to requestor; recommendations and comments sent to TAC Review Team (TRT)
- TRT reviews project request and provides feedback to requestor, FIAT (if new funding is required), and CIO and President (if funding is accounted for)

2. Final Project Approval

- FIAT (if new funding is required) or TRT/NPET member sends all review information to President for final project review and communication about outcome.
- Approved, requestor to create helpdesk ticket for "kickoff" meeting via [ITS helpdesk ticket](#) – include ITS and functional reps.
- Not approved – end of process

** Optional: see below for additional process details, definitions and workflow **



4. Online Budget Request Form (this process generates technology review documents as part of the annual general/capital fund process): <https://intranet.ad.cocc.edu/departments/cfo/budget/budget-request.aspx>

BUDGET REQUEST FORM

This form is for General Fund requests, Capital requests, and Non-General Fund requests. Any information entered is not saved until the submit button is clicked (submitted). Once the form is submitted the information cannot be changed. Any incomplete or missing information could result in your request either being rejected or delayed.

Requested By*
Please Select

Reviewed By RPT Member or Dean*
Please Select

Approving RPT Member*
Please Select

Initiative Name*

Budget Request Description (provide a brief description of budget request). For multiple requests, complete a separate budget request form for each request*
Maximum 3000 characters

What opportunities or issues are you trying to address with this budget request?*

Maximum 3000 characters

Have you investigated other options that can address this issue? If so, please specify*

Maximum 3000 characters

Request Type
 General Fund request
 Capital request

General Fund request = "Typically a recurring expenditure and an increase to current funding or budget levels."
 Capital request = "Typically a one-time purchase of at least \$1,000 dollars and a lifespan of greater than 1 year."

Check if all information is complete
 Yes

Submit Clear