

Summary of SOW #11 for IT Strategy Development and Change Management Between Peralta Community College District and RWD Technologies

Student Administration system sustainment strategy

RWD will assist Peralta senior management in developing a sustainment strategy for the newly implemented Student Administration system. The sustainment strategy addresses the following elements:

- Business – benefits, decision-making, project management
- Process – standardization, management, and continuous improvement
- People – training, support, communication and organization
- Enabling Technology – service levels, help desk, data integrity and organization

The deliverables of this effort include:

- An assessment of the current situation with the Student Administration implementation
- A strategy that identifies areas where Peralta might focus to drive success
- A timeline recommending a sequence of activities

Information Technology Strategy and Plan

RWD will assist Peralta senior management and board of trustees in developing a information technology (IT) organizational strategy and plan. This strategy will assess the current state of Peralta's IT, recommend alternative courses of action and include a high-level timeline for implementing recommendations. The goal of the strategic planning effort is to link with Peralta CCD's educational master plan and help Peralta CCD achieve parity given the competitive market and macro economic conditions. RWD recognizes that a new CIO will want to add specifics to this strategy, and therefore recommends less detail in the execution components. This strategy includes the following elements.

- Stakeholder and current state IT assessment that evaluates organization, applications, technology infrastructure, financial resources and cultural readiness
- Best practices assessment of other California community colleges
- Purpose, mission, vision of IT, including guiding principles and values
- Gap analysis and readiness assessment
- Strategic options and recommendations for
 - o CIO selection and other organizational staffing options
 - o PeopleSoft or other application deployment for improved student success
 - o Classroom and instructional technology to improve student learning
 - o Distance learning to enable greater reach of students
 - o District administration including enrollment management, counseling, financial aid, finance, payroll, HR, and other areas as identified
 - o Collaboration and email
 - o Employee training and support for changes, upgrades and new deployments
 - o Technology support, such as security, data management, disaster recovery, hardware and networks
 - o Funding and budget management
- Alignment with the Board of Trustees, the Chancellor and other Peralta CCD senior leaders
- High level time-line including communications plan for the strategy

The timeline below outlines activities necessary to develop the deliverables listed above.

Activity	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 9	Week 10	Week 11	Week 14	Week 15	Week 16	Week 17	Week 18	Week 19	Week 20	Week 21
SA Sustainment Strategy																		
Prepare & gap analysis	■																	
Interviews & information review	■	■																
Survey		■	■															
Summary report				■														
Timeline					■													
Final reviews						■												
I.T. Strategy																		
Objectives & approach							■											
Alignment with Senior Leaders								■				■						■
Board Alignment									■				■					■
Interviews										■	■	■						
Documentation review											■							
Best practice assessment												■						
Summarize findings													■	■				
Purpose, vision, mission															■			
Strategic options																■		
Timeline																	■	
Final report																		■

Also included in the SOW: Change management for Business Intelligence Project

RWD will assist Peralta project leadership to develop and execute change management for the Business Intelligence project currently underway at Peralta. Change management deliverables include:

- Change Management Plan
- Leadership Alignment – help leaders and other understand their sponsorship role
- Communications Plan, Content, and Coaching
- Key Stakeholder Management – identify key stakeholders, impacts, resistance and plans to mitigate resistance
- Business Readiness Teams – organize key stakeholders to engage them and prepare them for the change
- Organizational Alignment – review process flows and changes with key stakeholders to ensure alignment among different constituents