

# **IT Strategy at Peralta CCD**

November 15, 2011

# Purpose of an IT Strategy

- Provide an internally consistent roadmap to a future state of IT that best promotes the mission and goals of an organization
- Helps define standards and common IT architecture
- Prioritizes IT investments
- Informs the budget process
- NOT an IT wish list

# Members of IT Stragy Work Group

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# Schedule of Deliverables

## ● October Deliverables

- Draft with
  - SWOTS
  - Over-the-horizon ideas
  - Major themes
  - Quick wins

## ● November Deliverables

- Draft with
  - Themes nailed down
  - Risks
  - Organizational Issues
  - Project list without costs

## ● December Deliverables

- Priority project list with
  - Costs
  - Timelines
- Funding sources
- Accountability measures

## ● January Deliverables

- Board Approval
- Budget Request

# Major Themes

- Sustainable IT infrastructure
- Mobile devices
- Squeeze cost of back-office
- Business intelligence
- Institutional ability to deliver

# sustainable IT infrastructure

- tech refresh is ad hoc and unplanned

- highly dependent on bond and other special, one-time funding sources
- highly uneven distribution of IT capacity
- no standards or economies of scale in procurement
- IT asset base at PCCD is \$10M-15M
- imperative to adopt IT strategies that reduce cost

- potential projects

- move from bond funding to leasing to smooth out budgets
- virtualization and cloud computing
- web-based e-mail
- IT asset management and end-device management
- managed print
- consolidated IT budget and standards-based procurement

# mobile learning

- with smart phones and tablets, the digital divide is dead
  - 50% of the devices attached to the Internet are non-PCs
  - but we're still building systems and delivering content only to PCs
  - assume that all students have a mobile device: what then?
- potential projects
  - mobile templates for PeopleSoft/Passport
  - streaming content from smart classrooms to mobile devices
  - PCCD content on iTunesU and AcademicEarth.org
  - increased bandwidth and improve user experience with wireless at colleges
  - bringing more faculty into the digital age

# squeeze costs out of back office

- HR, finance, procurement, IT are all necessary
  - but, trade-off is delivery of services to students
  - question is, how to get better service out of them at lower cost
  - much of the cost of the back office is transaction processing
  - the 3 main strategies for reducing back-office cost are self-service, workflow, and process improvement
  - big asset: all the PeopleSoft modules we own
- potential projects
  - eProcurement
  - document management
  - electronic PA form
  - classroom scheduling
  - field service

# business intelligence

- "Big Data"

- we are deluged with data but do not make good use of it
- traditional reporting is about control and accountability (lots of room for improvement at PCCD)
- business intelligence is about gaining insight and developing strategy
- already own a world-class BI tool - being used by Institutional Research now
- already own prebuilt PeopleSoft data warehouses

- potential projects

- student data warehouse
- financials data warehouse
- HR data warehouse
- procurement data warehouse
- reporting to the public on the bond program

# institutional ability to deliver

- limited ability to implement complex IT projects
  - nonexistent project management skills
  - weak IT governance
  - poorly defined IT processes
  - big holes in PeopleSoft skill sets
- potential projects
  - establish a project management office
  - provide project management training for staff
  - implement ITIL-lite at the colleges and the district
  - institutionalize staff training and professional development

# Quick Wins

- Document Management
- Electronic Personnel Assignment Form
- Integrated staff, faculty and student email and collaboration platform (web-based)
- Virtual PC's

**Questions?**