

**Technology Planning Committee Minutes**

February 15, 2024

**Members present: Erik Sorenson, Courtney Sousa, Colin Trujillo, Leigh Dooley, Brian Van Pelt, Madaleine Lopez, Jessica Herrera, Stephanie Byrd, Amy Moffat, Gustavo Vasquez**

**Agenda Items:**

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| **Item** | **Facilitator** | **Time** |
| **Update on Disaster Recovery**  Erik Sorenson gave an update to TPC on the disaster recovery efforts. He had a meeting last week with Drive Savers. Drive Savers is running into the same issues that the IT Department ran into. The data is there but cannot be accessed. They will continue to work on trying to access the data a little bit longer. Erik explained that there was not a loss of data, there was a loss of connectors. The connectors give you the ability to access the data.  Tom Cossey is working hard on getting the data warehouse set back up.  Erik reported that the new array is on its way. The new array will give CR a newer system for backups. The next stage will be to set up an online, offsite storage area. | **Erik** | **9:05-9:10** |
| **Vantage Consulting**  TPC members discussed their personal experiences with the Vantage Consulting visits that took place over the previous two days. Most of the TPC members were able to participate in a focus group. | **All** | **9:10-9:35** |
| **Computer Replacement Cycle (Windows 11)**  Erik Sorenson asked TPC if they had spoken with their constituent groups about the Windows 11 update that would be taking place. He asked TPC members to please bring up any concerns. Erik is doubtful that IT will be able to get all of the computers updated in the next 2 months. They are having some issues with functionality on some computers. Courtney Sousa mentioned that she has not heard good things about Windows 11 and asked what Erik’s thoughts on it were. Erik explained that Windows 10 is at the end of its life and will not be able to be updated soon so CR will have to switch to Windows 11. IT doesn’t want to roll out Windows 11 to everyone campus wide at the same time. They want to roll it out in a very controlled environment so they can deal with any issues that arise. They plan to roll it out to staff before students so that staff will be familiar with it and be able to help students.  The firewall and phone system have been updated.  IT is looking into getting funding to get VPN licenses so they can start rolling out more VPNs. However, IT would ultimately like to start getting away from VPN use. From a security standpoint, the less users with VPNs the safer the system is. VPN gives the user access to the entire college. The concern is that a third party can hack into someone’s connection while they are using the VPN and gain access to everything. Instead, they would like to move towards using VDIs. The goal is to get people closer to the work they need to do. VDIs would be adequate for most people’s needs when working remotely. VDI is a shell that opens up on a computer that allows people to remotely access Datatel, the phone system, etc. There is also Microsoft Secured Connect that allows access to some things through single sign-on. Mark is working on preparing a document that outlines the difference between the 3 types of access. A form will be required for any type of access granted. IT will send this information out in May and will possibly hold some workshops. Leigh Dooley asked if there will be certain criteria to qualify for VPN access. Erik said Jose and Tom are probably the only people that really need full VPN access. Most access needs can be met through VDI. Leigh asked if VDI would solve the problem of access from outside the country and Erik said it would not. IT is still working on that. | **Erik** |  |
| **Department Updates, etc.**  Brian Van Pelt shared that they were getting close to completing the final high fidelity wire frames for the website. They will start circulating these into various groups in the next week or 2. The question he has come across is whether CR should continue to have an internal.redwoods.edu for managing internal meetings or whether that should go through Microsoft Teams. Erik said that in the long term it would make sense to use Teams but that will not be possible right away. Part of IT’s Program Review is to work on fleshing out Microsoft Teams and rolling that out more Districtwide over the next year. IT has set up Teams for a few groups but many of them aren’t using it. Teams is a big system and has some security issues with the pokes it has into the back-end data. One issue IT has is that they don’t have the time to train on new programs. Erik is finding it difficult to find training budgets and time for his staff to get them trained on some programs. A lot of programs that IT rolls out, they do at the request of certain departments but IT isn’t familiar with the programs and don’t know the ins and outs of the products. Leigh offered Lorraine’s services in creating a Teams training on Canvas.  Courtney asked how and why someone would want to use Teams. She hears people talk about Teams but she doesn’t know what it can do and how people use it. Erik will bring a presentation to the next meeting. TPC can get into its Teams and he can show TPC the basics and test it out a bit. Colin shared that the PRC had discussed setting up Teams for program review but ultimately decided it wasn’t the right tool . | **Open** | **9:35-9:50** |

1. **Future Agenda Items?**
   1. **Computer Replacement Cycle**
   2. **Technology Plan**

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| There being no further business, the meeting was adjourned. |