

Technology Committee Meeting Notes

November 21, 2023 ([agenda](#))

Attendees: Ellen Rayz, Daniel O’Leary, Cynthia Dewar, Monika Liu, David Yee, Bobbie Ford McComick, Chien “Ken” Lin, Nicholas Wang, Joseph Reyes, Dayamudra Dennehy, JR Hall, Tim Ryan, Robert Lam, Cherisa Yarkin, Micheline Pointious

Summary of Actions Taken and Follow Up items for This Meeting

Agenda Item	Action Taken
2. Previous month’s meeting notes review (action item)	DRAFTTechCommNotes-Oct2023.docx Approved for posting.
4. Monthly User Groups Reports and Work Groups Reports - Computer Lab Working Group	Revised.StudentComputerLabsRecom.docx - Technology Committee members asked to review and send feedback to Cynthia
6. InfoSec Plan	Draft for feedback CCSF Information Security Standard v2.pdf Deadline Wed 11/29
9. Employees email maintenance and retention practice directive	Email practice and retention practice directives: ITS email practice directive 04122023.docx ITS email retention practice directive 04272023.docx Members are invited to provide any additional feedback using the comment feature. We will have a meeting to finalize the document, then bring the revised document for a second read and vote on recommendation to PGC at December meeting

Meeting notes:

No	Item	Specifics
1	Welcome and housekeeping	Start meeting’s recording 😊 - need 6 voting members present to vote on initiatives’ endorsements - check for quorum - Meeting agenda and notes for 2023-2024 are in new folder
2.	Previous month’ meeting notes review (action item)	DRAFTTechCommNotes-Oct2023.docx If no more edits, post on TC website *Tabled until quorum 6 votes in favor, approved for posting

3.	Agenda review	Any additional topics?
4.	Monthly User Groups Reports and Work Groups Reports	<ul style="list-style-type: none"> • Banner User Group-Jay Robinson <p>Communication went to Banner User Group regarding 70+ mandatory upgrades to happen next month; will be coordinated with users including Payroll (5 payrolls in the upcoming month), A&R (Spring registration).</p> <ul style="list-style-type: none"> • General-Student Affairs – Monika <p>Postponed due as lead was delayed</p> <ul style="list-style-type: none"> • General IT- JR Hall (<u>incl Technology Refresh report</u>, and IT Helpdesk transition) • General Library and Learning Resources-Michele Alaniz <p>Postponed due to absence of lead</p> <ul style="list-style-type: none"> • General-Office of Online Learning and Educational Technology- (Canvas experience survey results) - Jen Kienzle <p>Refer to notes (Jen absent)</p> <ul style="list-style-type: none"> • Facilities/IT - Tim Ryan <p>Primary focus: new classroom access control, with video, working to integrate. Batmale, Bungalows 600, 700, 800. Board approved some time ago, working with system integrator. Some improvements at Chinatown. For STEAM building have put in rough outline for equipment and technology that will be installed there. Timeline is late Summer/Fall, expect to install standard equipment.</p> <ul style="list-style-type: none"> • Registration Platform RFP – Ellen <p>Currently 90% done with putting together requirements. Concurrently, interest in looking at current system and licenses. Series of presentations by Elucian, roughly 40 participants representing faculty and students. Next will be presentation for staff 11/30. We did not buy the license, there are features available to us “out of the box”. Conversation with campus users about what we have, how can we use it more effectively. Focus is on how to</p>

improve the student registration experience. Idea is that we may explore the Ellucian option instead of an RFP.

- Google Workspaces – Gerard

Workgroup has completed their function and achieved their goals. We have complied with Google’s requirements for space use, and have a good handle on Google accounts. This item need not continue on the agenda.

- Computer Lab Workgroup – Cynthia

[Revised.StudentComputerLabsRecom.docx](#) Feedback has been incorporated. Any feedback from the Technology Committee is most welcome.

- First recommendation is most important: linking budget to hardware and software upgrade cycles. Includes identifying total cost of ownership for a computer lab. There needs to be a baseline number of computers the college can support, which includes the student computer labs. We would like a revision of student computer lab structure and access. Establish tier 1 – directly tied to curriculum, tier 2 – general.
- We know that Splashtop has been successful, want to look at budget and ITS support. Connects to ITS discussion about virtualization.
- Want to establish centralized computer lab check-in. We got great information from the Student Lab questionnaire, but we need a single point of contact for each lab – ideally a classified employee who is actually working with the equipment.
- Expand maintenance schedule to include Apple. Student computer lab removal, consolidation, creation – we are not great about saying “we do not need” something any more. All have to be linked to budget. Need to bring in departments, talk with them, when considering upgrading a lab. Need to consider resources available over time. New computer labs need to be linked to budget and support – we can buy something, but can we maintain it? And it needs to be connected to the College Technology Acquisition Process.

		<p>Discussion: Like the idea of point of contact in ITS for a given lab, and also have the departments have a single point of contact. Will adjust: Single point of contact on each side. (and work out keys for labs).</p> <p>Regarding STEAM, one new lab will be coming online. But also a lot of technology. As we add more technology, are we going to be able to service and maintain? Covered by limiting total number of computers and linking to budget?</p> <p>Smart classroom support is where we are struggling, staffing has decreased, we have one person doing AV work; tend to be high maintenance at times.</p> <p>Appreciate the workgroup, a lot of baseline items included.</p> <p>Send feedback to Cynthia. We will review it at the next Technology Committee meeting.</p> <ul style="list-style-type: none"> • ChatGPT - Dayamudra & other faculty <p>Quick update on AI Working Group, idea of PD with faculty in Spring 2024. Daya organizing a panel for January Flex. Spoke with Bakersfield, their model involves teacher-student pacts which will be explored. Anyone interested in joining the workgroup reach out. Currently library, OLET, faculty and staff,</p> <p>Cornell slides</p> <p>Workgroups membership</p> <p>Workgroups for 2022-23</p>
5.	MFA rollout (multi-factor authentication)	<p>Current status, timeline, strategic direction going forward</p> <p>Developing plan to roll out MFA to Office365 users (all employees). Beginning Spring semester, everyone to register and start using. In</p>

		<p>December, pilot with ~60 people, examine the process, get feedback to finalize. E.g., number of times one needs to MFA, time interval, relative to home/school (3 days away, 5 days at college). Slows down a bit, helps become more conscious of security. In Spring, users will be allowed to self-select timing. Groups of 250, registration and activation over a rolling week-by-week period, hope to complete by the end of May. Will allow for providing extra help to those who need it. Planning College-wide communication at the end of the month.</p> <p>Discussion: This will only affect employees.</p> <p>How is this different from the MFA we are doing now with O365 and Adobe? already subject to MFA due to extent of rights granted on his laptop. Totally different from Adobe, unfortunately. Adobe wants a higher level of security although Adobe areas don't generally include PII. Adobe requires daily logins; session times out after 8 hours. Get the app, and use the app to sign in. Recommend people record password in an encrypted app on their phone. Email needs to be secure.</p> <p>Authenticators are different from e.g., RamID uses DUO. Recommend push notification. RamID time-out is 4 hours. Separate process for Office365, MS Office authenticator, password-less login; requires user type in 2-digit number from their phone. Only need to authenticate once every 5 days.</p> <p>There are a lot of changes underway in authentication, there will likely be costly options available. Generally, we should all be using MFA. Banks use texting options, accessing medical records may involve waiting for email, type codes into interface. A lot of companies are moving to apps. Not a straight forward way to implement a unified single login for O365 & RamID-linked apps. It takes a lot of ITS resources to support, and is subject to breakage. In the long run, we can explore a single sign-on, determine a strategic approach to picking what that will be.</p> <p>Currently, working with MS on implementing MFA, will help address email hacking, this will add safety to the information we have.</p>
6.	InfoSec Plan	Revised InfoSec Plan to be included in AP8.18 First read.

		<p>Information security is constantly evolving. We answer to SF, Chancellor's Office, Dept of Ed, UC transfer process.</p> <p>One of our policies is out of date: BP 8.18 The AP 8.18 is straightforward, adopted in 2020. At that time, not an investment to create a standard document. We referenced a link at the CCC) Tech Center, which will be decommissioned at the end of 2023. We hoped to continue to leverage the statewide security standard. Working with the ITS team, created Information Security Standard.</p> <p>Need to expedite, request from UCOP that they need to be informed of CCSF new information security standard. Uses template used by other CCCs. Members requested to review over the upcoming week.</p> <p>It's a standard that describes policies and procedures around Info Security. We are doing all the things, not a new concept, but now the whole area of information technology is being scrutinized. Multiple organizations require us to provide information – CCCCO- 60 questions, for City of San Francisco, 25 questions. We need to adapt to these new requirements.</p> <p>Will require Board approval to finalize. Need to complete by next week to meet the UCOP deadline of 12/1/23.</p> <p>Tim Ryan will collect input in upcoming days.</p> <p>Once the document has been updated, it will be presented for second read at the December Technology Committee meeting, with vote for recommendation to PGC.</p> <p>Discussion: any funding to support this work? This is a set of requirements that have continued to increase in necessity. Nationwide issue. Coming from all different directions. Ideally there would be 2 new positions in ITS, some colleges have already done so.</p> <p>CCSF Transfer Center was notified by UCOP that they need our Information Security Standard.</p> <p>For UCOP, to meet their deadline, we can share a draft, letting them know it's our initial draft that is currently going through the shared governance process. We can put it on the Technology Committee web page, provide a link to UCOP.</p> <p>Can we say the Committee has seen it, we have approved version 1, it will go through the shared governance process. Shows not just an ITS draft.</p> <p>Suggestion: vote by email once the document is in the Technology Committee shared folder, Tim to distribute link and collect feedback.</p> <p>Deadline of Wed 11/29, incorporate feedback and put out for vote.</p> <p>So we will be able to share link to UCOP of version 1, approved by Technology Committee, and being put through participatory governance. Process.</p> <p>Suggest we have only the CCSF seal on the cover, not the CCCCO seal. Duly noted.</p>
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7.	MAC support	<p>Several departments require MAC support, what is being done and how it could be improved</p> <p>JR – met with several departments to address their support needs, went over issues and requests. Can revisit some items discussed, but in general all agree that MAC software including OS to be updated once a year in the summer. Continue to document requests for what people want on the machines. Regarding departments wanting administrator rights, then that would include responsibility for managing the machine (not ITS). Departments usually don't need basic MAC help, rather they need specialized set of skills to help out, we have only one person in ITS with those skills. Need to work on support documents.</p> <p>Discussion: Is there a way to centrally deploy updates for Macs? Yes, tool called Jamf(?) similar to software portal for PCs. We have implemented to Macs, so people can see it, click it to install, but not everything is available there. We need to review practices to put as much as we can on that platform so if there is a change needed on short notice, if another lab has already done it it will be somewhat easier to do.</p> <p>A couple years ago, Apple invited CCCs, asked if CCSF could access Apple experts to help with accessing expertise to make our systems more efficient. Apple committed to support CCCs, Apple supplies equipment, may be able to provide expertise via contacts (David Yee, Zach Lam). E.g. college that deployed iPads to nursing students, Apple supported. But Apple does not provide free tech support, there is some initial training on Jamp(?) we are invited to support. We are looking for formal training, classes.</p> <p>It's a 2-way conversation, when departments put together needs for software packages, ITS needs to have those requirements with ample lead time prior to the semester of use.</p>
8.	Fog Server Update	<p><i>PRIOR REPORTS: OIP will help with the survey (inquiring about the need for their websites) to content managers (approximately 500, 1/3 are retirees, 80% of which are retired faculty). September communication to content managers.</i></p> <p>Lead not in attendance – deferred.</p>
9.	Employees email maintenance and retention practice directive (second read)	<p>Email practice and retention practice directives: ITS email practice directive 04122023.docx ITS email retention practice directive 04272023.docx</p> <p>Members were asked to bring the proposed practice directives to their constituency groups for feedback and suggestions for discussion at the November meeting</p> <p>Discussion: many comments reviewed and resolved, other comments will need further consideration.</p> <p>Acceptable Community Use policy to be linked</p>

		<p>Currently soliciting feedback from risk management. Should we consult District legal counsel to make sure we a meeting all our obligations?</p> <p>Members are invited to provide any additional feedback using the comment feature.</p> <p>We will have a meeting to finalize the document, then bring the revised document for a second read and vote on recommendation to PGC at December meeting.</p>
10.	Schedule of critical campus events	<p>Change Management component to avoid change induced outages of critical campus services.</p> <p>Identifying weeks when services cannot be interrupted. Initial discussions with Academic Affairs, will reach out to A&R, to get the specific weeks that are absolutely necessary not to be disrupted.</p> <p>Will be bringing the schedule back once finish consultations.</p>
11.	Lab/Conference rooms reservation tool(s) (discussion)	<p>Consider recommendation to campus to adopt MS Outlook Scheduler for booking these resources as a standard practice</p> <p>Currently working with Facilities to extract list of conference rooms, capacity, who has keys, who is primary user. Idea is to upload the resource into Outlook, provide link to departments responsible for managing the resources.</p> <p>Discussion: We need a central system, but hesitate to take any action without including Office of Instruction, and someone from Facilities. If Office of Instruction agrees, ITS can implement.</p> <p>Access needs to be worked out, particularly with regard to keys, how/where to pick up/drop off keys.</p> <p>If it's a computer lab, would ITS review? How does this integrate with those overseeing the resource? The lab manager would need to review and approve. Request would be an Outlook meeting invitation, the person managing the resource would respond just like with any other Outlook invitation.</p> <p>What happens if the lab manager does not respond? Worried about non-responsive situations.</p> <p>Requestor could select something different, change the time.</p> <p>System could be set up so requires approval, or automatic booking, but still requires a means to provide access/keys.</p> <p>Reach out to Office of Instruction, Facilities joint conversation prior to piloting..</p>
12.	Social Media branding	<p>Twitter to X branding on CCSF site change? Also recent news that "X" may be subscription based leads to possible future equity issue. X continues to work</p>

	(information)	<p>towards subscription model. Some accounts now require that you be a subscribed user to do a reply. Also, some groups continue to drop support of X due to surges in racism, misogyny, anti-Semitism, trans and queer hostility and other misanthropic content on the platform.</p> <p>Updates for 10/17/2023: JC O'Connell, webmaster, shared CCSF site data about Twitter usage: twitter link on MyCCSF page has had no clicks in last month. Twitter link on home page had 11 clicks over last month. Nobody covering marketing/public info role, so no input or requests for changes.</p> <p>Update 11/21/23 Insights from conversation with Associated Students Executive Council 11/3 to see what their main social media platform is for social media messages to have clearer pathway to transfer to another platform</p> <p>Micheline: Students listed everything we do as the ways they get information.</p> <p>Listed social media because they use Instagram, will use the social media used by the programs they are associated with. ASC students find out the majority of information from ASC meetings.</p> <p>Deadlines – email, student portal, instructors. Mentioned how hard it is to find out information, often find out day of, or too late.</p> <p>Students often don't check email – issues with CCSF gmail, not enough storage. Have to use personal email accounts, not the student email. How can this work for students. Also email fatigue. Spam filters not working, clearly important CCSF email goes to Spam.</p> <p>Discussion: Google forced CCSF to reduce the amount of storage or else loose access to Google. Curious – what do they use the space for? Presentations, Word, other items.</p>
13.	Enterprise Printing for employees	<p><i>PRIOR REPORTS: Campus standardization and consolidation to use Konica Minolta platform to reduce costs:</i></p> <ul style="list-style-type: none"> • <i>Smaller HP and Cannon printers need to be decommissioned</i> • <i>KM printers need to be consolidated (1-2 per floor) across all campuses</i> • <i>Seeking exceptions cases (I.e., special format/toner used for payroll to print checks)</i>

		<ul style="list-style-type: none"> • <i>Staples are part of the supplies as per contract, not all MFC's have it, will need to determine the replacements needs</i> • <i>Inventory update is in-progress</i> • <i>MFC (multi-function copiers) locations to map out migration from smaller individual printers. May need to move MFC's around to accommodate needs</i> • <i>Solution demonstration: instructions for use of ID card, how to discard old cartridges and legacy printers, basic troubleshooting</i> <p>(will be presented in December)</p>
14.	Virtual Campus Tour	Preview (will be presented in December)
15.	ITS and OneStop Service Request Web Forms	Demo – slow to load. Tim is investigating campus wifi in case that is causing issues. New page has link to new helpdesk form. If users have problem accessing, let Ellen know.
16.	Zoom AI companion	Overview (delayed until December TC meeting)
17.	DE Handbook	DE Handbook for online instructors (for November, 2023 meeting) (will be presented in December)
18.	Campus Directory	Can we maintain two directories Internal and External? What's the best way to collect and correct current information (survey? Webform?) (will be presented in December)
19.	AdobeSign work flow implementation	Per the Technology Plan , a priority programmatic project is “Standardize online forms workflow and processes”. We have templates, shared workflows, and personal workflows. Would the Committee like to discuss what remains to be done, how this work can be supported to completion? (will be presented in December)
	Other items?	New technology initiatives to report to PGC?

Items for future meetings:

1. Following AP 2.07 update (Fall 2023 /Spring 2024) awaiting Planning Committee's input:
 - (a) Committee Description review and update [TC Purpose and Description.pdf](#)
Draft: [TC Purpose and Description](#)

Action: Recommend updated Committee description to PGC)
 - (b) Develop recommendations for improving effectiveness of Technology Committee updates. IDEA: written reports along the lines of [General-Office of Online Learning and Educational Technology](#)- or PPT slides