



GROSSMONT-CUYAMACA
COMMUNITY COLLEGE DISTRICT

Intranet Migration Project Charter JUNE 14, 2023

Project Description

Currently, we have three intranet websites, stored on multiple in-house servers, hosting Cascade's web content management system, webpages, images, and documents.

- **District Services Intranet:** <https://intranet.gcccd.edu/default.html>
- **Cuyamaca College Intranet:** <https://intra.grossmont.edu/intranet/>
- **Grossmont College Intranet:** <https://intra.cuyamaca.edu/in/>

The 2023 Project Findings Report, completed by District IT Enterprise Systems Team, identified a high risk to the three intranet websites if kept on the in-house servers. Cascade is no longer supported by the vendor and is sitting on servers that are out of date with a high risk of failure. These servers have also been identified as top security risks, because of the outdated operating systems.

In discussing the current risks with the Deans of Learning and Technology Resource at both colleges, the Enterprise Systems Team is recommending a single, new Intranet be created under the GCCCD domain. This will provide a single location for employees to more easily find the secured information they need. This also provides the website editors of the intranet content with the same cloud-based content management system, Omni CMS, which is already being used for our public websites

The new intranet site will be under the GCCCD domain: <https://www.gcccd.edu/intranet>

The new intranet site will be secured, and access restricted to only GCCCD employees, through authentication with our Active Directory system, similar to what is being utilized today.

This transition presents a great opportunity to move much of the existing content from the intranet website to the public websites where it is more appropriate.

- **District Services Public Website:** <https://www.gcccd.edu/index.php>
- **Cuyamaca College Public Website:** <https://www.cuyamaca.edu/index.php>
- **Grossmont College Public Website:** <https://www.grossmont.edu/index.php>

There is also a large amount of content on the existing Intranet that is old, outdated, and no longer being accessed. This content can be archived on a local server, and be accessible upon request.

There are numerous benefits to this cloud-based solution that enhance the experience for our employees, faculty, and students.

Benefits of New, Single Intranet

Intranet

- Fresh and professional looking employee only intranet.
- Consistent appearance with similar navigation to the district public website.
- Organized by operational area making information easier to find.
- Increased performance due to a slimmed down website holding only password protected content.
- Content editors will now use a single content management system (Omni CMS) for all web development and publishing.
- Ability to integrate the same cool features of public websites e.g., calendar and search, if desired.

College Public Websites

- Option of using new committee templates, with professional appearance, allowing visitors a consistent navigation experience across all GCCCD websites.
- Committee documents that should be made available to the public will be moved to the public websites
- Course Outlines for both Colleges will be available to the public in PDF format.

Goals

- Increase employee traffic with useful and relevant content.
- Increase uptime (time the intranet is available) with limited interruptions.
- Reduce operating costs associated with in-house and human resources.
- Provide a single, easy-to-use content management system (CMS) for website editors.
- Reduce training time, enabling website editor's faster access to file creation.
- Enhance end-user experience by providing a stable and secure network.
- Streamline services through use of existing vendors, reducing support response.

Project Scope

Most content currently on the Cuyamaca, Grossmont and District intranet sites will move to their companion public website.

Any content identified to migrate to either the newly designed intranet, or one of the three public websites, will need to be reconstructed using site specific templates. For example:

- Two new committee templates will be provided to simplify maintaining committee pages and documents.
- The curriculum course outlines, saved as PDFs, will move to the public websites so they are easily accessible by faculty, staff, and students.
- A professional looking profile template will be provided for all faculty and staff to create their own profile page for publishing to the public websites.

Budget

Quotes pending:

- Modern Campus - Template design, two new templates, custom code, cloud hosting with Databank: \$18, 900.00
- Atlanta Tech – Single Sign On (SSO) implementation using FortiWeb: \$11,000.00

Guiding Principles

- Cost Benefit.
- Continuity of Services.
- Security Compliance.
- Continuous Operation.
- Data Integrity.

Keys to Success

- Executive and Management Support.
- An understanding of the importance of the work; sense of urgency established.
- Open minded with regards to change in structure.
- Availability of resources when needed to complete the project.
- Communication.
- Change Management.

Executive Stakeholders

- Chancellor
- VC – Human Resources
- VC – Business Services
- AVC – Human Resources
- AVC – Technology
- AVC – Educational Support Services
- AVC – District Business Services
- President, Grossmont College
- President, Cuyamaca College
- Dean, Learning and Technology Resources, Grossmont College
- Dean, Learning and Technology Resources, Cuyamaca College
- Director, Enterprise Services
- Director, Instructional Technology, Grossmont College
- Director, Instructional Technology, Cuyamaca College

Key Staff Who Will Need to be Available during the Project

- District Networking Technology Services
- District Director, Enterprise Systems
- Web Specialists (all 3 sites)

- Helpdesk (all 3 sites)
- Content Owners (as needed)

Assumptions

1. Intranet Migration Team will meet on a regular basis.
2. Testing will continuously occur for system and files e.g., SSO authentication, webserver files via browser.
3. Functional staff will be made available as needed to meet deliverable timeline.
4. Dedicated support from District Web Applications Specialist will be available.

Timeline Overview

Ideally, the new Intranet will be built and up and running by Spring 2024.

Project Roles

Program Manager – Director of Enterprise Systems: Pam Wright

1. Develop initial scope and project charter.
2. Govern change management and escalation processes. Guide the project to completion.
3. Make strategic decisions regarding the project in consultation with Executive Stakeholders
4. Ensure that resources are available when needed to complete the project.
5. Provide feedback on the effectiveness of the project to Executive Stakeholders
6. Act as an advocate for the project and report to others in the institution regarding the project.
7. Participate in stakeholder management; consult with stakeholders to gain consensus when differences of opinion take place.
8. Monitor Budget and Billing: matching invoices, raise concerns/impacts to the Executive Sponsors.
9. Provide status reports to the Executive Stakeholders and escalate any issues as needed.
10. Serve as the interface between the District and the Implementation Partner, Ellucian.
11. Evaluate the project's success on completion.

Project Manager - District IT: Daryl Johnson

1. Work with Networking Services Team and external vendor, Atlanta Tech, to operationalize SSO authentication utilizing FortiWeb and Microsoft Azure.
2. Work with vendors to create a password protected section on the district public website (gcccd.edu/intranet). Work with cloud-based content management system provider Modern Campus to develop quote for professional services, integrating services provided by SSO vendor (Atlanta Tech).
3. Compile list of pages, and assets, which will need to be: archived, deleted, recreated on public district website, recreated on new intranet.
4. Coordinate and collaborate with district content owners to review and identify location(s) for all current pages on the intranet.
5. Provide support to the college Web Specialists, as requested, to assist with final location of web pages.

Grossmont College Web Specialists: Deanna Thompson

Cuyamaca College Web Specialist: Rocky Rose

1. Compile list of pages, and assets, which will need to be: archived, deleted, recreated on public college website, and recreated on new intranet e.g., curriculum files.
2. Assist and support, as appropriate, with content recreation to incorporate into current design.
3. Participate in new template design review.

District IT – Manager, Technology Services: Eugene Davis

1. Work with vendor to implement SSO authentication in Microsoft Azure.
2. Test to insure authentication works as expected for all district employees and faculty.

Intranet Migration Project Team Role & Composition:

- District IT Project Manager – Daryl Johnson
- Functional Leads (College Web Specialists & Web Applications Specialist) – Deanna Thompson, Rocky Rose, & Gabe Neri
- Modern Campus Partner – Michael Monina
- Databank Partner – Shane Kelly
- Atlanta Tech – Ricky Harrison
- District IT Networking Services Manage – Eugene Davis
- District IT Enterprise Systems Director – Pam Wright

1. Make recommendations to the Project Manager on specific tasks to be completed in support of the project.
2. Make recommendations on the prioritization of these tasks and timelines for completion.
3. Perform the work of the project.
4. Make operational decisions regarding the project.
5. Elevate issues and practice decisions, specifically those that could potentially impact budget and timeline, to the Project Manager.
6. Identify any additional resources to the Project Manager needed to complete the project.
7. Provide feedback to the Project Manager throughout the project with any significant issues.

Next Steps

- Secure contracts for all vendors (Atlanta Tech, Modern Campus, and Databank).
- Develop communications plan.
- Continue building out documentation (technical requirements, checklists, forms, etc.).
- Meet with identified content owners to review and decide location of pages.
- Rebuild committee pages on the district public site – provide support as needed to assist with college sites if requested.