Cuyamaca College CTC Subgroup – IT Prioritization
Findings and Recommendations

Subgroup Members: Brieanna Cuellar, Chris Navo, Jessica McKean and Kerry Kilber Rebman

We met via Zoom to review the IT Project list in four 1-hour sessions. Below are our initial observations and recommendations. Based on the information available to us and without IT consultation, we determined that 12 items on the list could be identified as large scale projects and 6 as mini projects. These would be items for CTC to review and make recommendations on for prioritization. The intent of CTC making recommendations for priority would be to relay information to IT about the college's preferences for priority. The intent would **not** be to run the IT department via committee. Many items on the list are not started, some are still in the discovery stage and not yet well defined and some may actually be complete and need to be moved to a maintenance list. Other items appear to be a subset of another project and could be merged with that item.

Recommendations:
1. Create four lists or one list with 4 subsets. CTC would only provide prioritization recommendations for items a. and b. below (approved projects and projects in discovery). Items categorized in c. and d. below (maintenance/upgrades and infrastructure) would be visible to the colleges for awareness of workload but not intended to be prioritized by the colleges.
    a. Approved Projects
        i. List Status:
            i. Active
            ii. Not yet started
            iii. Waiting for resource allocation or other information such as a college champion or business process analysis.
    b. Projects in Discovery
    c. Maintenance / Upgrades / Improvements / Operational
    d. Infrastructure / New buildings / Remodel

2. Identify categories for the types of projects – the first two items below would be items for the colleges to help prioritize. The last two items would be handled internally in IT:
    a. Large Scale – significant human and financial resources
    b. Mini – low to moderate human and financial resources required
    c. Service Request – requires coordination and approval of a manager or supervisor. Can be done with existing resources. (these would not appear on one of the lists above)
    d. Help Desk Ticket – assist internal users with the district's existing systems, products and services. (these would not appear on one of the lists above)

3. Choose a project management software to help manage the various types of requests and work that come into IT.

4. Re-evaluate the prioritization list quarterly.

Other considerations:

- Consider creating separate sub lists for all Colleague and Workday projects as part of Maintenance or Upgrade. Consider assessing these items separately to start.
- Does IT have an "integration person" or Subject Matter Experts to help determine workload if a new software will require integration with existing systems?
- Some projects have little IT involvement and more work at the college level. The colleges may need to consider adopting a project management mentality where college resources are allocated for projects that involve IT. (Examples: DARS, Adobe Sign, ….)
- Create a matrix of existing software and their current or potential uses. We need to avoid redundancy of systems (Example: forms).