

Student and Institutional Success Division Grossmont-Cuyamaca Community College District

Title of Project: District IT Assessment

Background: There are two leadership vacancies in the Student and Institutional Success Division—the Vice Chancellor and Associate Vice Chancellor. Vacancies in these key positions provides an opportunity to assess the current Information Technology operations and consider a reorganization to better serve the needs of the colleges and district.

Goal of Project: Identify strengths and weaknesses of the District IT department and recommend processes and an organizational structure that will improve service levels to both colleges and the district overall.

Project Lead: Kerry Kilber Rebman. Kerry will also work collaboratively with Eric Klein at Grossmont College.

Deliverable: Written Assessment of District IT including specific recommendations for improvement to include recommendations from the IEPI visit.

Tasks:

1. Conduct individual and group interviews of the three IT Directors to help identify challenges with supporting the needs of the district.
2. Conduct group interviews of IT employees, based on current functional areas or assignments, to help identify challenges with supporting the needs of the district.
3. Conduct interviews of Strata Information Group (SIG) director and designated employees assigned to GCCCD.
4. Review SIG contract and current projects/activities, including the practice of assigning activities to SIG.
5. Review job descriptions for all IT employees.
6. Review IEPI results and the recommended treatments (action steps) and incorporate them into the assessment as appropriate.
7. Review 2017 BPA report from SIG and ATAC/ITAC Working Group recommendations from 2016.
8. Review IT governance structure including college and district technology committees, rubrics and tech plans. Conduct survey of TCC and TAC members.
9. Review IT Project List including process for adding items to the list and allocation of IT resources.
10. Review Campus Instructional Computing Services (ICS) structures, including the Help Desks and AV departments and how they interface with and are supported by IT.

Administration:

Provide monthly written updates via email to the Chancellor regarding progress of the assessment and recommendations. The updates should include a description of what work has occurred, such as but not limited to, meetings held, interviews and research conducted and any preliminary findings and analyses. Meet with the Chancellor monthly and as needed.

Timeline: Project to begin November 2, 2020. Target completion is April 2, 2020.