Executive Summary

Overall Description and Assessment of Program
The MIS Department at Gavilan provides support for the technology and information system needs of the District. This includes daily operations and technical and user support for all campus computing sites, networking, telephones, voice mail, email, general use software, and networked student labs. We are also responsible for system security, virus protection, web site administration, upgrading of all sites hardware and software, providing standard and specialized reporting, and providing the data files for the Chancellor’s Office MIS Reporting requirements.

MIS services have been provided at the college for well over 30 years. During this time, extensive changes have occurred as technologies have changed and new ones have emerged. Gavilan’s computing environment has grown from 24 terminal users on a system containing only student records and scheduling information to a completely networked multi-campus environment with over 1000 personal computers serving all aspects of administration and instruction. Software systems now include all of student records, scheduling, financial aid and financial fund accounting. We have developed our website and now provide internet and intranet access and email access for all faculty, staff, managers and administrators. Staffing has ranged from 1 to 7 full and part-time employees and contracted individuals. Current staff consists of 7 full time employees and several part time contract persons. We are in the process of adding a Banner/Oracle Data Base Administrator.

As a result of Measure E funding, significant resources have been allocated to MIS over the past four years for the support of existing services and the expansion of offerings to the District.

Our current and most extensive project is Enterprise Resource Planning (ERP) Project Management for the implementation of the SunGard software products including Banner, Luminis, Extender and Operational Data Store (ODS). This project began in 2004 with a needs assessment, subsequent creation of an RFP, vendor demos and the selection of Banner as the successful vendor. We began the training and implementation phases in December, 2006 and will be going live with individual departments at various times during 2008. This system will eventually integrate all departments and provide for a more streamlined workflow and reporting processes. The implementation has created the realization that positions and functions in all departments will change. This is especially true in MIS, where additional support will be required of a limited number of staff. We will also need to create, purchase and implement a new backup and recovery strategy for our new Banner servers.

As we are going live with portions of Banner, we will also be relocating the data center to the remodeled old Occupational Education building as a part of the Measure E campus renovation. Along with this relocation will be the purchase, implementation of and conversion to a new PBX and voice mail system during the summer of 2008.

Measure E has also provided the funding for the first three years of our 3 year computer replacement plan. Once these funds are expended, the continued replacement and support will need to be included in the General Fund. This will be true for the support of all the expanded...
capabilities funded by Measure E. The effect on MIS will be an increased need for support staff and services.

Recommendations for the short and long term include preparing a disaster recovery strategy for the network and the new ERP servers, continuing with the 3 year computer replacement plan, providing appropriate technology support services for our ERP system, continuing the implementation of the remaining Banner modules, investigating wireless access and voice over IP (VoIP) and the implementation and support of new technologies. These recommendations will need to be incorporated into our existing services.

Our overall assessment of the MIS department is that we provide exceptionally good service with our limited resources. With all the new projects and future campus expansions to Coyote Valley and San Benito County, additional staff will be a major requirement to provide the support services that are necessary for the District.