



# Los Angeles Community College District

## I ESS

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### LACCD Innovation and Technology Plan

March, 2022

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Vice Chancellor and Chief Information Officer  
TPPC Co-Chair

**Josh Miller**

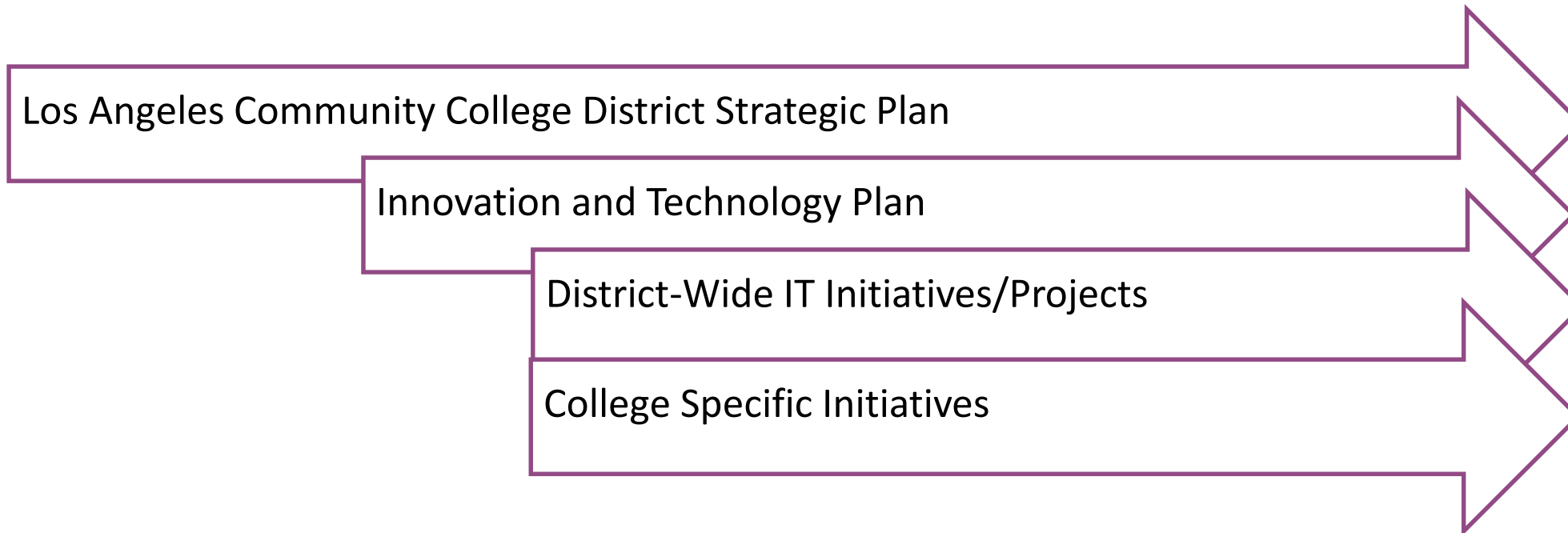
LAVC Faculty, District Guided Pathway Coordinator, DAS Representative  
TPPC Co-Chair



# Technology Planning Process

The Technology Plan describes the organization's current context and environment (where we are), articulates the mission, goals, and strategies (where we're going), and summarizes key upcoming initiatives that continue to drive us in the direction of LACCDs vision for technology.

The Plan is influenced by internal factors and drivers within the institution as well as by technology trends. It reflects feedback from staff, stakeholders, and end users.



# District Strategic Plan Goals



<b>Goal 1:</b> <b>Access to Educational Opportunities</b>	We will increase the college going rate for the Los Angeles region through enhanced outreach to community and educational partners and expanded access to educational programs that meet community and student needs.
<b>Goal 2:</b> <b>Premier Learning Environments</b>	We will develop a premier learning environment that places students as the first priority in the institution and effectively supports students in attaining educational goals.
<b>Goal 3:</b> <b>Student Success and Equity</b>	We will increase student completion to exceed the statewide performance measures and increase attainment of milestones indicative of academic success.
<b>Goal 4:</b> <b>Organizational Effectiveness</b>	We will improve organizational effectiveness at the ESC and among the colleges through streamlined processes, minimized duplication of efforts, and enhanced communication and training.
<b>Goal 5:</b> <b>Fiscal Integrity</b>	We will improve fiscal integrity through enhanced resource development, institutional advancement, and effective use of existing resources.



# The Accreditation Technology Standards

## STANDARD III.C Technology Resources

- III.C.1 Technology services, professional support, facilities, hardware, and software are appropriate and adequate to support the institution's management and operations functions, academic programs, teaching and learning, and support services.
- III.C.2 The institution continuously plans for, updates and replaces technology to ensure its technological infrastructure; quality and capacity are adequate to support its mission, operations, programs, and services.
- III.C.3 The institution assures that technology resources at all locations where it offers courses, programs, and services are implemented and maintained to assure reliable access, safety, and security.
- III.C.4 The institution provides appropriate instruction and support for faculty, staff, students, and administrators, in effective use of technology and technology systems related to its programs, services, and institutional operations.
- III.C.5 The institution has policies and procedures that guide the appropriate use of technology in the teaching and learning process.



# Vetting Process

- Technology Policy & Planning Committee (TPPC) began by reviewing all old College technology plans and master plans ( Feb. 2020 – Aug. 2020)
- First Draft Innovation and Technology Plan – June 2020 – August 2020
  - Incorporated items from previous plans that were still relevant
  - Incorporated recommendations from Huron and Burwood reports
- College Technology Committees (CTC) Review and Feedback – September 2020 –February 2021
- Incorporating Feedback from CTC
- District Planning Committee Review and Feedback – March 2021
- TPPC review and revision – May 2021, June 2021
- District Academic Senate Review and Feedback July 2021
- TPPC review and revision – Aug 2021
- College Technology Committees (CTC) 2<sup>nd</sup> Review Round – Sept 2021- Nov 2021
- December 2021 – Chancellor first review and feedback
- January 2022 Chancellor Feedback incorporated and second review
- IESS Review – March 2022

## Technology Policy and Planning Committee Membership:

Carmen Lidz, VC/CIO – Cochair  
Joshua Miller, DAS Designee – Cochair  
Ryan Cornner, VC for Institutional Effectiveness  
Jessica Drawbond, Chair of District DE Committee  
Mike Reid, 1521 Representative  
VictorHugo Ortiz, 1521A Representative  
Anis Kochlef, 1521A Representative (alternate)  
Katrina VanderWoude, College President Representative  
Barry Gribbons, College President Representative (alternate)  
Lawrence Bradford, VP Instructional Services Representative  
Florentino Manzano, VP Student Services Representative  
Rolf Schleicher, VP Administrative Services Representative  
Wendy Bass Keer, Faculty Representative  
Vacant, Faculty Representative  
Nathasha Alvarez, Faculty Representative  
Parisa Samaie, Faculty Representative (alternate)  
Huy Huynh, Faculty Representative (alternate)  
Vacant, Faculty Representative (alternate)  
College Technology Committee Representatives:  
- ELAC: David Hale (Faculty)  
- LACC: Dylan Shields (Faculty)  
- LAHC: Rhea Estoya (Faculty)  
- LAMC: John Huynh (Faculty)  
- LAPC: Sheri Lehavi (Faculty)  
- LASC: Parisa Samaie (Faculty)  
- LATTC: Virgil Shields (Faculty)  
- LAVC: Wilson Chu (Faculty)  
- WLAC: Corey Flournoy-Williams (Faculty)



# LACCD Tech Plan At-A-Glance

Created a District-Wide unified, holistic technology plan with focus on:

1. Foster student centric investments
2. Increase technology modernization and innovation
3. Providing effective administrative operations through technology
4. Modernize technology infrastructure through upgrades, platform simplification and standardization, and data center environment collocation for LACCD.
5. Introduce a disciplined high caliber technology support
6. Comprehensive technology adoption through continuous training
7. Improve coordination, communication, and governance related to technology planning
8. Strengthen the information security posture of the District



# 1. Foster student centric investments

ID	
1.1	Enhance student success and readiness by providing Anytime, Anywhere access to technology (distance learning, blended learning, interactive learning, social networking, virtual learning communities)
1.2	Ensure all instructional spaces (classrooms and labs) have baseline level of technology standards and optimize per College programmatic need with direct input from students, faculty, and staff
1.3	Implement robust district-wide solutions that are easily deployable, reusable, and scalable. Ensure timely delivery of high-quality IT solutions that meet business needs in a cost-effective manner while providing convenience for users and efficiency of operations. Core services for LACCD students or potential students should be available online.
1.4	Implement instructional space technology asset inventory and sustainable refresh/replacement plan.
1.5	Ensure assistive technology needs of our students and staff are met and expand support beyond addressing regulatory and ADA compliance requirements 1.5.1 Raise disability awareness and basic knowledge by providing assistive technology workshops 1.5.2 Increase availability of assistive technology software to students that need it 1.5.3 Monitor and validate all web pages for compliance with applicable standards



# 1. Foster student centric investments

ID	
1.6	Build new student focused website with common platform for all Colleges whilst allowing for uniqueness of individual College Spirit to be reflected on their pages
1.7	Develop and standardize district-wide instructional software bundle available to all students to increase institutional equity, efficiency, and support for computing needs. This will be supplemented with college level solutions for local program needs
1.8	Provide technological capabilities to enable Guided Pathways district-wide.
1.9	Support and enhance DE program to ensure full coordination between academic and administrative departments.
1.10	Expand and enhance online education and instructional technologies
1.11	Build district-wide platform to provide access to library subscription databases for all our students; students from every college have access to same foundational library resources
1.12	Expand and enhance online education and instructional technologies
1.13	Determine, develop, and implement technology-based solutions that can strengthen the effectiveness of career and technical programs





## 2. Increase technology modernization and innovation

ID	
2.1	Provide a multi-tier and multi-use data platform that breaks down the barriers between legacy systems and allows for advanced analytics
2.2	Foster a culture of innovation and empowerment within OIT, attract and maintain top talent by growing OIT reputation as technology innovation center of excellence
2.3	Explore and implement new green campus initiatives
2.4	Embrace new technology options for enhanced learning such as Simulation Technology, Artificial Intelligence, Virtual Reality
2.5	Reduce paper footprint through replacing individual printers and enabling Multi Function Devices (MFDs) that provide higher efficiencies and cost savings
2.6	Migrate to a cloud-based environment where proven subscription-based application solutions are available



### 3. Provide effective administration operations through technology

ID	
3.1	Continually improve processes through simplification, automation, and innovation.
3.2	Enable a shared service model for technology for all commodity services and allow for differentiating solutions only where unique programmatic need exists
3.3	Seek process commonalities across departments and replace departments' overlapping process with simplified district-wide solutions resulting in increase in productivity.
3.4	Further leverage our expertise in software licensing, actively coordinate shared hardware purchases and evaluate and broker services from cloud and other off-premise solutions
3.5	Streamline and standardize procurement procedures for technology



## 4. Modernize technology infrastructure through upgrades, platform simplification and standardization, and data center environment collocation for LACCD

ID	
4.1	Reduce college owned technology-infrastructure; actively coordinate shared hardware across district, evaluate other cost-effective services; and consolidate support and applications to LACCD.
4.2	Data Center Consolidation
4.3	District-wide Network Redesign – create a resilient core network infrastructure
4.4	Expand wireless network capabilities to best serve all college campus areas – ensure Wi-Fi is reliable in all instructional areas
4.5	Develop shared standards for LACCD whilst ensuring that all campus needs are met including collaborative tools, computer and laptops, printers, AV, cabling, etc., while maintaining flexibility based on the needs of individual programs
4.6	Deploy network security and monitoring solution.
4.7	Support growing physical security capabilities including: expansion of surveillance cameras and video storage; emergency announcements; building/door access control standardization; way-finding solutions
4.8	Enhance Business Continuity capabilities and Disaster Recovery. Develop, test and update disaster recovery procedure and mitigation plans.



## 5. Introduce a Disciplined High Caliber Technology Support

ID	
5.1	Adopt district-wide technology support and service request system district-wide (centralized IT-based work order request system)
5.2	Roll-out Information Technology Infrastructure Library (ITIL) based IT Service Delivery Model
5.3	Develop Service Catalog (list of IT services) and expectations of service delivery (which services are given priority over others when conflict exists)
5.4	Administer periodic Technology Survey for students, faculty, and staff to better assess technology needs and conduct focus groups with students, faculty and staff to discuss technology
5.5	Implement a process for the adoption of new technologies including administrative support and training to ensure timely adoption of those new technologies
5.6	Ensure clear points of accountability for consistent and timely service and support
5.7	Regular review of staffing levels to ensure appropriate levels of support for existing technologies and services



## 6. Comprehensive technology adoption through continuous training

ID	
6.1	Increase awareness and utilization of existing IT resources on each campus and throughout the district. Encourage utilization of existing resources.
6.2	Support faculty and staff by providing training in enterprise software and use of existing technology. There needs to be training materials available as well as periodic training sessions
6.3	Promote deepening of information literacy and technology competency; enhance the college professional development program, to improve faculty and staff skill in the use of technology by leveraging CCCTech Learning resources
6.4	Develop orientation training for new employees which deals with technology issues (either use of smart classroom technology or use of enterprise and administrative tools (this could be how-to videos or instructor led training)
6.5	Establish Technology Resource Center shared by all faculty and staff. The center will provide ongoing workshops, self-paced instructions, and respond to technology training needs of our district community. Integrate with the Vision Resource Center as feasible
6.6	Develop Smart Classroom Certification training to ensure proper and comprehensive utilization of instructional equipment.



## 7. Improve Coordination, Communication, and Governance related to Technology Planning

ID	
7.1	Ensure closer coordination and communication between College Technology Committees and Technology Planning and Policy Committee, our district technology shared-governance body
7.2	Build partnership and collaboration with all departments and with our technology community
7.3	Develop and support creative ways to best meet user base needs while maintaining focus on each department's unique objectives
7.4	Facilitate outreach and communication between OIT, departments, and the technology community with a robust communication strategy
7.5	Promote ways in which OIT may enable to extend partnerships beyond customary boundaries through technology and innovation
7.6	Engage vendors and challenge them to provide solutions that would address LACCD education issues



## 8. Strengthen the Information Security Posture of the District

*Protecting the assets of an institution – intellectual property, infrastructure, network, and computer resources – are becoming more important and more difficult with the rise in the number and sophistication of cyber threats and as the network evolves to accommodate remote learning and distance education, on-demand courses, social networking, and global collaboration.*

ID	
8.1	Implement sound IT policies and standards to protect the LACCD and its assets.
8.2	Better quantify, measure, and communicate risk; ensure risk profiles are optimally developed; and assure compliance and security through application developments, implementations, enhancements and system upgrades.
8.3	Ensure information security: maintain software and systems patching, regular back-ups with testing to ensure integrity
8.4	Assess, monitor, and improve student and personnel data security online and on campus technology resources including authentication, data storage, and collaboration tools
8.5	Information security awareness and training session for all constituencies

# Alignment with District Strategic Plan Goals



		District Strategic Plan Goals				
ID	IT Strategic Priorities	Access to Educational Opportunities	Premier Learning Environments Community	Student Success and Equity	Organizational Effectiveness	Fiscal Integrity
1	Foster Student Centered Investments	X	X	X	X	
2	Increase Technology Modernization and Innovation		X		X	X
3	Provide Effective Administrative Operations through Technology				X	X
4	Modernize Technology Infrastructure through Upgrades, Platform Simplification and Standardization, and Data Center Environment Collocation for LACCD		X		X	X
5	Introduce a Disciplined High Caliber Technology Support				X	X
6	Comprehensive Technology Adoption through Continuous Training		X		X	X
7	Improve Coordination, Communication, and Governance related to Technology Planning		X		X	X
8	Strengthen the Information Security Posture of the District		X		X	



# Questions

