Antoine Mehouelley, Chief Technology & Information System – Chair
Matthew Goldstein, President of Senate COA – Co-Chair

COUNCIL MEMBERSHIP

Balamurali Sampathraj *College of Alameda IT Rep (COA)*	**Rupinder Bhatia** *Director of College IT Services (Laney)*
Nathan Pellegrin *Director of Research and Planning (Merritt)*	**Mark Swiencicki** *PFT Rep*
Didem Ekici *Distance Ed Rep (District)*	**Vincent Koo** *Berkeley City College IT Rep (BCC)*
Patricia Rom *IT Rep (Merritt)*	**Natalia Fedorova** *PCS Rep*
Joseph Bay *Classified SEIU 1021 Rep (District)*	**Mazin Saeed and Jiawen Wu** *ASBCC Rep*
Adil Ahmed *Finance Rep (District)*	**Violeta de Leon** *Note-taker **NON-VOTING MEMBER** (District)*

Total Number of Members: 14
Amount Needed for Quorum: 8

In attendance:

1. Antoine Mehouelley
2. Rupinder Bhatia
3. Matthew Goldstein
4. Natalia Fedorova
5. Nathan Pellegrin
6. Vincent Koo
7. Balamurali Sampathraj
8. Joseph Bay
9. Patricia Rom
10. Mark Swiencicki
11. Jiawen Wu
     Violeta de Leon – Note-taker NON-VOTING MEMBER (District)

Absent: Adil Ahmed,
　　　　　Mazin Saeed

Guest:　Brendan Aldrich - Founder of Invoke Learning

Agenda Item	Committee Goal	Strategic Plan Goal	Outcome	Action Items	Follow Up on Action Items
I.　Standing Items					
A.　Call to Order			*10:32 a.m.*	A quorum was recognized	
B.　Adoption of the Agenda			The agenda was adopted as presented.	Motion 1st by Wu, 2nd. by Bay Motion passed unanimously	Approved agenda will be posted on the PBIM website
C.　Approval of Minutes			The minutes for December 3rd, 2021 were reviewed.	Motion 1st by Wu, 2nd by Bay 1 abstain	Approved minutes will be posted on the PBIM website
D. Public Comment			N/A		
E.　Committee/Council Reports (2 minutes each)			**Berkeley City College** No report.		
			College of Alameda No report.		

Agenda Item	Committee Goal	Strategic Plan Goal	Outcome	Action Items	Follow Up on Action Items
I. Standing Items					
			Laney College No report.		
			Merritt College No Report		
			Distance Education No report.		
			Department of Marketing, Communication & Public Relations Mark Johnson informed: 1. New Peralta Website a. Soft launched November 15 at https://explore.peralta.edu following extensive community input. Thanks for continued input since the soft launch - Aaron Harbour's email is on every page of the website for people looking to provide feedback and suggestions. b. Since we met in December, Mark Johnson & Aaron Harbour hosted flex day session Jan 20 to demo the new site		

Agenda Item	Committee Goal	Strategic Plan Goal	Outcome	Action Items	Follow Up on Action Items
I. Standing Items					
			c. MJ presented new site launch plan at the Board of Trustees meeting on Jan 25 d. New site will launch on February 15, 2022. Will change the URL from explore.peralta.edu to www.peralta.edu. Current site will remain available at web.peralta.edu with note that it is no longer being supported e. Next steps after launch are to work to clean up links with other systems / websites (college site links to the Peralta site, links from Canvas, etc.) followed by foreign language support and chatbot service 2.Safe Peralta website update a. Thanks to Bill Trego and others from Laney College for input which resulted in recent changes b. Added button on the home page for Campus Access, Vaccines and Testing, What to do if you get COVID, and Questions 3. HubSpot Renewal a. Hubspot is used by district office and colleges for student communication via email and SMS b. Feedback from college users have been uniformly positive		

Agenda Item	Committee Goal	Strategic Plan Goal	Outcome	Action Items	Follow Up on Action Items
I. Standing Items					
			c. Also provides the content management system used for Peralta Gems and the new website currently at https://explore.peralta.edu d. Paid by district marketing budget on behalf of the colleges and is being renewed for 2022-23.		
			Office of Institutional Research - Department of Academic Affairs and Student Success Herrera presented Brendan Aldrich, Invoke Learning - Founder, to make an Introduction presentation.		
I. Carried-Over and New Items					
Introduction to Invoke Learning			Brendan Aldrich, Founder, made a presentation regarding Invoke Learning Introduction (attached)		

Agenda Item	Committee Goal	Strategic Plan Goal	Outcome	Action Items	Follow Up on Action Items
I. Standing Items					
Matrix – Prioritization of Technology Master Plan					Mehouelley encouraged colleges to work on the Matrix- Prioritization (enclosed) and present the draft at the next DTC meeting. The due date will be on Friday, April 8, 2022.
PeopleSoft Updates Phase II and Phase III	*In concert with college Technology Planning Committees, create a comprehensive technology plan*	Strengthen Accountability, Innovation, and Collaboration	Mehouelley informed: The PeopleSoft upgrade will go live on April 16th. IT is pushing forward to get the RFP done for mandatory training starting March 7 for 11 weeks. The PeopleSoft Update Phase 2 restarted in December. The Chancellor requested an assessment before we go alive on April 16 with Huron, the Business Managers, HR and Finance to evaluate and improve the business processes. As a result, the District bought additional services with Oracle. IT is planning to do testing on February 28th. IT will have a meeting next week with the participatory governance groups and stakeholders to discuss		

Agenda Item	Committee Goal	Strategic Plan Goal	Outcome	Action Items	Follow Up on Action Items
I. Standing Items					
			how to deploy this Zoom training Districtwide. Mehouelley mentioned that there are Steering Committee meetings by weekly. IT reviewed the student vaccination data, and realized that some of the students have not uploaded two doses of the vaccine, but that the vaccination report appears complete.		
IT Services updates			Daniel Park, District Telecommunication System, informed: • Security Camera Refresh: District-Wide Upgrade of Security Cameras. • Network Infrastructure Refresh: District-Wide Upgrade of networking equipment and Wi-Fi. • Disaster Recovery System Testing for all three pillars (CS, HCM, & FM). • New Integration for Cornerstone OnDemand (Vision Resource Center).		

Agenda Item	Committee Goal	Strategic Plan Goal	Outcome	Action Items	Follow Up on Action Items
I. Standing Items					
			• Wireless Blue Phones Installation.		
II. Adjournment			12:00 p.m.		
III. Next meeting			March 4, 2022		

PERALTA COMMUNITY COLLEGE DISTRICT TECHNOLOGY MASTER PLAN MATRIX 2021-2026

Strategic Goal Theme: A. Advance Student Access, Equity, and Success

Technology Plan Theme: A.1 Innovation and Automation

Objective	Initiative	Responsible Party	How to Measure Result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
A.1.a Streamline processes to improve efficiency and expand system usage	**A.1.a.1** Complete the full (phase I and II) upgrade of the PeopleSoft system.	• Chief Technology Officer (CTO) • District Technology Committee	Phase I and II as outlined in agreement with Oracle are complete	**Target Completion:** Fall 2021/Oracle Consulting Services **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	A.1.a.2 Perform process mapping in the following areas - student journey: • Onboarding • Admissions • Registration • Financial Aid • Online graduation petition Add employee: • Payroll • Scheduling • Purchasing • Human Resource Employee Reporting/Leave Balances, etc.	• CTO • Lead Manager for each designated area • Functional Lead for each designated area • VP Academic Affairs and Student Services	Number of mappings completed	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		

Strategic Goal Theme: A. Advance Student Access, Equity, and Success						
Technology Plan Theme: A.1 Innovation and Automation						
Objective	Initiative	Responsible Party	How to Measure Result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
A.1.a Streamline processes to improve efficiency and expand system usage *(continued)*	**A.1.a.3** Based on process mapping outcomes, implement process improvements which leverage current system capabilities and reduce or eliminate: • Paper processes • Manual processes • Duplicate data entry and storage	• CTO • Lead Manager for each designated area • Functional Lead for each designated area	Number of paper process, manual processes minimized and/or eliminated; duplicate data entry eliminated	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	A.1.a.4 Compile a list of all system customizations and work to reduce or eliminate them as systems are upgraded and provide new features in preparation for cloud migrations	• CTO • Lead Manager • Functional Leads for each designated area	Customizations list completed	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		

Strategic Goal Theme: A. Advance Student Access, Equity, and Success						
Technology Plan Theme: A.1. Innovation and Automation						
Objective	**Initiative**	**Responsible Party**	**How to Measure Result or Evaluation**	**Target Completion/ Needed Resources**	**Outcome Assessment**	**Implications to Existing/Future Plans**
A.1.a Streamline processes to improve efficiency and expand system usage *(continued)*	**A.1.a.5** Develop criteria for assessing customization requests for PeopleSoft, balancing user functional needs with capacity to manage updates and remain current.	• CTO • Chancellor's Cabinet	Minimized customizations and full utilization of upgraded Peoplesoft modules as delivered	**Target Completion** **Staffing Needs** **Budget Resources** **(One-time/Ongoing/neutral)**		
	A.1.a.6* Implement a Single Sign On user authentication platform for all student and employee-facing applications.	• CTO • District Technology Committee	Only one set of credentials (user name + password) is required for students and staff.	**Target Completion** **Staffing Needs** **Budget Resources** **(One-time/Ongoing/neutral)** $400,000		

Strategic Goal Theme: A. Advance Student Access, Equity, and Success						
Technology Plan Theme: A.1 Innovation and Automation						
Objective	**Initiative**	**Responsible Party**	**How to Measure Result or Evaluation**	**Target Completion/ Needed Resources**	**Outcome Assessment**	**Implications to Existing/Future Plans**
A.1.a Streamline processes to improve efficiency and expand system usage *(continued)*	**A.1.a.7** Adopt a "mobile first" strategy to ensure equitable access for students and the community; mobile access to conduct student services actions: -Apply to the college -Review schedule of classes -Register/enroll for classes -Add/Drop a class -Pay fees -Address account holds -Check grades -Request transcripts -Text messaging	• CTO • District Technology Committee • VP Academic Affairs and Student Services	Applications are mobile friendly and function across devices and browsers	**Target Completion** **Staffing Needs** **Budget Resources** **(One-time/Ongoing/neutral)**		

Strategic Goal Theme: A. Advance Student Access, Equity, and Success						
Technology Plan Theme: A.1 Innovation and Automation						
Objective	**Initiative**	**Responsible Party**	**How to Measure Result or Evaluation**	**Target Completion/ Needed Resources**	**Outcome Assessment**	**Implications to Existing/Future Plans**
A.1.b Assess website strategy as Peralta's virtual front door	**A.1.b.1** Conduct a full assessment of each college website and the district website focusing on content and navigation	• Director of Marketing and Communications	Assessment is complete	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	A.1.b.2 Develop a strategy to update the websites, including the possible use of a content management system	• Director of Marketing and Communications • College Management Lead	New websites are live	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
A.1.c Use data to make informed decision	**A.1.c.1 Implement** a business intelligence reporting solution focused on student equity and achievement, as well as enrollment management measures (e.g. PowerBI, Tableau, etc.)	• Institutional Effectiveness Office with relevant user groups • VP Academic Affairs and Student Services	Reporting tool is implemented with an agreed upon number of data gauges and visualizations	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		

Strategic Goal Theme: B. Engage and Leverage Partners						
Technology Plan Theme: B.1 Communication and Transfer of Information						
Objective	**Initiative**	**Responsible Party**	**How to measure result or Evaluation**	**Target Completion/ Needed Resources**	**Outcome Assessment**	**Implications to Existing/Future Plans**
B.1.a Use technology to leverage partnerships and share allowable student information	**B.1.a.1** Develop a Districtwide database of current strategic partnerships; expand partnerships to include K-12 institutions, four-year colleges and universities, community-based organizations, local government and regional businesses and industries	• Vice Chancellor of Academic Affairs • Director of Marketing and Communications • College Vice Presidents	Districtwide database of the of strategic partnerships developed and shared with the Peralta Colleges	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	B.1.a.2 Leverage and use statewide systems to share student information, as policies and procedures allow, with four-year institutions to expedite information sharing services (e.g. transcript exchange with transfer institutions, for concurrent enrollment; workforce apprenticeships, etc.)	• Vice Chancellor of Academic Affairs • CTO	Evidence that as opportunities are available and agreements between institutions are reached, that students will be able to transmit documents electronically by following all "release of information" policies, procedures and practices consistently across the district	**Target Completion** Spring 2021 **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		

Strategic Goal Theme: B. Engage and Leverage Partners						
Technology Plan Theme: B.1 Communication and Transfer of Information						
Objective	**Initiative**	**Responsible Party**	**How to measure result or Evaluation**	**Target Completion/ Needed Resources**	**Outcome Assessment**	**Implications to Existing/Future Plans**
B.1.b Leverage IT academic programs at the colleges to supplement and grow IT staffing	**B.1.b.1** Assess partnerships with IT programs across the colleges to build in-house internship opportunities in Cyber Security, Networking, Mobile App Development, and others that may be relevant.	• CTO • District Technology Committee • Academic Senate	Number of student interns in IT	**Target Completion** **Staffing Needs** **Budget Resources** **(One-time/Ongoing/neutral)**		

Strategic Goal Theme: C. Build Programs of Distinction								
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Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization								

Objective	Initiative	Responsible Party	How to measure result or Evaluation		Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
C.1.a Engage in comprehensive technology acquisition decision-making practices	**C.1.a.1** Develop a clear technology acquisition process based on identified business needs and total cost of ownership including: •business requirements •level of effort •required customizations for the system to meet user needs •benefits •impact on students •impact on staffing •training plan •ability to integrate with existing systems •one-time and on-going costs •justification for not using existing systems/technology •an evaluation rubric which includes	•CTO •District Technology Committee •Lead Manager •Functional Leads	Written technology acquisition process developed		**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		

Strategic Goal Theme: C. Build Programs of Distinction						
Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization						
Objective	**Initiative**	**Responsible Party**	**How to measure result or Evaluation**	**Target Completion/ Needed Resources**	**Outcome Assessment**	**Implications to Existing/Future Plans**
	student/staff input, flexibility, accessibility, user interface, adaptability of the solution, need for customization, ease of maintenance and specific user needs criteria •other considerations determined by Peralta Colleges					
	C.1.a.2 Ensure that the technology acquisition process is vetted through the District governance mechanisms and then fully communicated districtwide	•CTO •District Technology Committee •Constituent Groups	Written technology acquisition process vetted and approved	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	C.1.a.3 Assess impact of new technology on teaching and learning to ensure quality control and proper change management	• CTO •District Technology Committee •Faculty Advisory Group	Feedback sought and received 3 to 6 months after implementation and ongoing as needed	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		

Strategic Goal Theme: C. Build Programs of Distinction
Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization

Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
C.1.b Develop and implement a hardware acquisition plan and refresh (replacement) policy based on equipment lifecycle standards	**C.1.b.1*** Bring to current and develop a comprehensive replacement cycle for employee and lab computers using a 5-year lifecycle resulting in 20% annual replacements.	•CTO •Campus IT •District Technology Committee	Replacement cycle documented and list of users and labs requiring updates for upcoming five years identified	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral) $705,000 to bring existing desktop, laptops, and printers to current		
	C.1.b.2* Develop and implement a comprehensive replacement cycle for servers, network devices (including wi-fi), Uninterruptible Power Supplies, and A/C units in MDF (Main Distribution Frame) and IDF (Intermediate Distribution Frame) rooms across all Peralta College sites.	• CTO • Campus IT	Replacement cycle documents by type of device, lifecycle, and upcoming replacement year identified Hardware refreshed across all Peralta sites on schedule	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral) $7,450,698		
C.1.c. Develop and Implement	**C.1.c.1** Develop and implement written smart		Written standards developed	**Target Completion**		

Strategic Goal Theme: C. Build Programs of Distinction						
Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization						
Objective	**Initiative**	**Responsible Party**	**How to measure result or Evaluation**	**Target Completion/ Needed Resources**	**Outcome Assessment**	**Implications to Existing/Future Plans**
Classroom Technology Standards for all classrooms to include, lecture, CTE, CTE demo labs and all labs classrooms	classroom standards that meet the current and future educational delivery needs of the Peralta Colleges.	• District Technology Committee		**Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	C.1.c.2 Develop inventory of existing classrooms identifying current technologies in place along with gap of items needs to meet the standards.	• Campus IT	List developed for every college site, including current technology within the space and what is still needed Smart classrooms delivered across all Peralta College sites	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	C.1.c.3 Maintain faculty technology resources spaces to allow for the recording of lectures and demonstrations	• Campus IT	Surveys indicate that faculty are satisfied with resources provided	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
C.1.d Develop and Implement Technology-	**C.1.d.1*** Install classroom emergency phones at necessary	• CTO • Campus IT	Installation is complete	**Target Completion** **Staffing Needs**		

Strategic Goal Theme: C. Build Programs of Distinction						
Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization						
Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
enabled Measures Focused on Health and Safety	location (Aviation, 860 Atlantic, COA and Merritt)			**Budget Resources** **(One-time/Ongoing/neutral)** $102,144 5-year software subscription and SMARTnet		
	C.1.d.2* Provide integrated emergency message broadcast/notification across all communication platforms (phone, sms, digital signage, etc.)	• CTO • Campus IT	Unified digital messaging in place and tested at least quarterly	**Target Completion** **Staffing Needs** **Budget Resources** **(One-time/Ongoing/neutral)** $133,750 Includes licensing, configuration, and 5-year support		
	C.1.d.3* Improve cell phone coverage across locations identified (Laney, Merritt, BCC)	• CTO • District Technology Committee	Cell signal boosters are in place and result in improved cell coverage	**Target Completion** **Staffing Needs** **Budget Resources** **(One-time/Ongoing/neutral)** $700,000		
	C.1.d.4* Refresh the security camera infrastructure currently in place, ensure	• CTO	73 identified security camera network switches in place and process	**Target Completion** **Staffing Needs**		

Strategic Goal Theme: C. Build Programs of Distinction						
Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization						
Objective	**Initiative**	**Responsible Party**	**How to measure result or Evaluation**	**Target Completion/ Needed Resources**	**Outcome Assessment**	**Implications to Existing/Future Plans**
	continued refresh cycle, and upgrade to 10G Cenic circuits		for continued refresh documented	**Budget Resources** **(One-time/Ongoing/neutral)** $1,976,112 Includes 5-year hardware support and upgrade to faster WAN		
C.1.e Centralize and Institutionalize Software Licenses	**C.1.e.1** Provide consistent and ongoing funding for software, such as office-productivity suite, library system platform, distance education delivery platform, antivirus protection, website development and content management, and other agreed upon districtwide platforms.	• Chancellor's Cabinet	Automatic annual renewals in place with pre-designated ongoing centralized funding	**Target Completion** **Staffing Needs** **Budget Resources** **(One-time/Ongoing/neutral)** Ongoing software licenses are automatically renewed without major vetting by Cabinet and Board		

Strategic Goal Theme: C. Build Programs of Distinction							
Technology Plan Theme: C.2 Infrastructure and Cloud Computing							
Objective	**Initiative**	**Responsible Party**	**How to measure result or Evaluation**		**Target Completion/ Needed Resources**	**Outcome Assessment**	**Implications to Existing/Future Plans**
C.2.a Prepare for sustainable technology investments	**C.2.a.1** Assess feasibility and Return on Investment for Virtual Desktop Infrastructure, including considerations for: business continuity; impact to software licensing; and security/isolation of the network for instructional purposes	• CTO • District Technology Committee • Campus IT	Feasibility assessment complete		**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	C.2.a.2 Develop an implementation schedule, if cloud strategy deems feasible	• CTO • District Technology Committee • Campus IT	Timeline and detailed schedule developed and approved through governance groups		**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	C.2.a.3* Consider moving to a cloud-based telephone/voice backup system to better address the needs of students and staff and ensure business continuity.	• CTO • District Technology Committee	Survey indicates improved delivery of telephone services		**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		

Strategic Goal Theme: C. Build Programs of Distinction							
Technology Plan Theme: C.2 Infrastructure and Cloud Computing							
Objective	**Initiative**	**Responsible Party**	**How to measure result or Evaluation**		**Target Completion/ Needed Resources**	**Outcome Assessment**	**Implications to Existing/Future Plans**
					$40,000 inclusive of 5-year support agreement		
C.2.b Develop and Implement Strong Network Security Protocols	**C.2.b.1*** Implement security and redundancy for local and remote services and access across all Peralta sites	• CTO • District Technology Committee • College IT	Participate in and receive clean audit results from State Chancellor's Office Cyber Security Unit		**Target Completion**		
					Staffing Needs		
					Budget Resources **(One-time/Ongoing/neutral)** $866,736		

Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration						
Technology Plan Theme: D.1 Clearly Define IT Governance and Implementation Protocols						
Objective	**Initiative**	**Responsible Party**	**How to measure result or Evaluation**	**Target Completion/Needed Resources**	**Outcome Assessment**	**Implications to Existing/Future Plans**
D.1.a Conduct technology Governance practices that include all constituent groups	**D.1.a.1** Evaluate the effectiveness of strategic and operational decision-making groups and implement needed committee improvements	• District Technology Committee	Revised structure in place Satisfaction survey	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	D.1.a.2 Streamline and document the District and College IT collaboration and support models.	• CTO • District Technology Committee • Chancellor's Cabinet	Update functional map focusing on Standard IIIC	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	D.1.a.3 Develop a process to communicate technology decisions across the District on a regular basis.	• District Technology Committee	Process in place	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		

Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration						
Technology Plan Theme: D.1 Clearly Define IT Governance and Implementation Protocols						
Objective	**Initiative**	**Responsible Party**	**How to measure result or Evaluation**	**Target Completion/Needed Resources**	**Outcome Assessment**	**Implications to Existing/Future Plans**
D.1.b Institutionalize Technology Planning and Prioritization	**D.1.b.1** Annually evaluate the Peralta Technology Strategic Plan and update as needed.	• District Technology Committee	Plan updated yearly, with accomplishments identified along with implications and reprioritization for the following year	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	D.1.b.2 Create a project prioritization process that is widely communicated for all IT project requests	• District Technology Committee and approval from Chancellor's Cabinet	Prioritization process complete	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	D.1.b.3 Based on the developed prioritization process re-evaluate all in-progress and identified projects and prioritize them for completion	• District Technology Committee	Priority list developed	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		

				Target Completion/Needed Resources	Outcome Assessment	Implications to Existing/Future Plans

Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration

Technology Plan Theme: D.1 Clearly Define IT Governance and Implementation Protocols

Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
D.1.c Use Project Management tools for project tracking and completion	**D.1.c.1** Identify a project manager/coordinator for every technology project and select a project management tool for use in planning and tracking progress	• CTO	Individual identified to lead major project Project management tool identified and use to monitor progress	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	D.1.c.2 Conduct project management training for District and College staff	• CTO	Number of Project managers/staff trained	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	D.1.c.3 Modification to existing and development of new applications, must be done in tandem with a user groups, and include a functional champion to ensure specifications meet user needs and requirement	• Director of Institutional Technology • Functional Lead	User group and functional champion identified per major project	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	D.1.c.4 Communicate project status to the District Technology Committee on a regular basis	• Project Manager	Satisfaction survey	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		

Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration						
Technology Plan Theme: D.2 Employee Professional Development, Training and Support						
Objective	**Initiative**	**Responsible Party**	**How to measure result or Evaluation**	**Target Completion/ Needed Resources**	**Outcome Assessment**	**Implications to Existing/Future Plans**
D.2.a Provide employee professional development and training encompassing all pertinent technology usage and information	**D.2.a.1** Clearly define who is responsible for training initiatives	• Chancellor's Cabinet	Responsible persons identified	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	D.2.a.2 Develop in-house training expertise; cross-train important functions	• Staff identified by Chancellor's Cabinet	Trainers and training sessions identified	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	D.2.a.3 Solicit user feedback on training needs and emerging issues regularly and tailor offerings to identified needs	• Staff identified by Chancellor's Cabinet	Satisfaction surveys	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	D.2.a.4 Document a list of available software resources and the related function	• CTO	List of software resources developed	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		

Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration						
Technology Plan Theme: D.2 Employee Professional Development, Training and Support						
Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
D.2.a Provide employee professional development and training encompassing all pertinent technology usage and information *(continued)*	**D.2.a.5** Provide training opportunities for IT staff that are needed to complete the current project list, initiatives in this technology plan and potential new technologies	• CTO • Lead Manager	Number of training opportunities provided	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	D.2.a.6 As part of any project include a training plan as part of the proposal	• CTO • Lead manager in impacted area(s)	Integration of training plan with acquisition process	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
	D.2.a.7 With each new release of PeopleSoft and other major systems, provide training opportunities for staff to leverage the new features and functions	• CTO • All Vice Chancellors	Number of training opportunities provided	**Target Completion** Ongoing software contractual service agreement **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral) Requires annual budgeting and dedicated funding		

Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration						
Technology Plan Theme: D.2 Employee Professional Development, Training and Support						
Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
	D.2.a.8 Conduct cyber-security, privacy and security training for all employees on a regular and on-going basis including topics such as endpoint security, email security, common threats and other current topics	• CTO • HR	Number of training opportunities provided	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		
D.2.b Support and promote innovation and experimentation with new technologies in order to remain agile, creative, and current	**D.2.b.1** Develop incubation opportunities promoting experimentation with new technologies that deliver creative instructional and support services to students	• CTO • District Technology Committee • Academic Senate	Number of incubation opportunities provided	**Target Completion** **Staffing Needs** **Budget Resources** (One-time/Ongoing/neutral)		

* See *PCCD Information Technology Prioritized Request List* in Appendix E

Providing actionable results with education-focused analytics

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►

January 18, 2021

Invoke founders

Lige Hensley

Lige is Founder and CEO of **Invoke Learning**. A 25-year technology veteran, Lige has repeatedly created transformational opportunities through the innovative use of technology across multiple industry sectors.

Brendan is Founder of **Invoke Learning** and former Chief Data Officer in the Office of the Chancellor for the California State University system. A cross-industry data innovations specialist, Brendan's data modernization and innovation initiatives have transformed several city and statewide systems.

Brendan Aldrich

Over the last decade, Brendan and Lige have received numerous national and international awards for their groundbreaking work in data for education including Gartner's Data & Analytics Excellence Award.

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Recognitions

2021 Snowflake Startup Challenge

Finalist

Invoke Learning

2018 AWS City-on-a-Cloud Innovation Challenge

- California State University, Office of the Chancellor

2017 Gartner Data & Analytics Excellence Award

- Ivy Tech Community College of Indiana

2017 Hitachi-Vantara Excellence Award, Social Impact

- Ivy Tech Community College of Indiana

2014 Campus Technology Magazine Innovators Award

- City Colleges of Chicago

Commitment, Drive, Grit
Student Sentiment
Learning Management System
Health & Wellness
Connectedness
Academic Behaviors

Student Information System
Societal Influences
Clubs and Activities
Social Media
Time Spent in Applications
Family
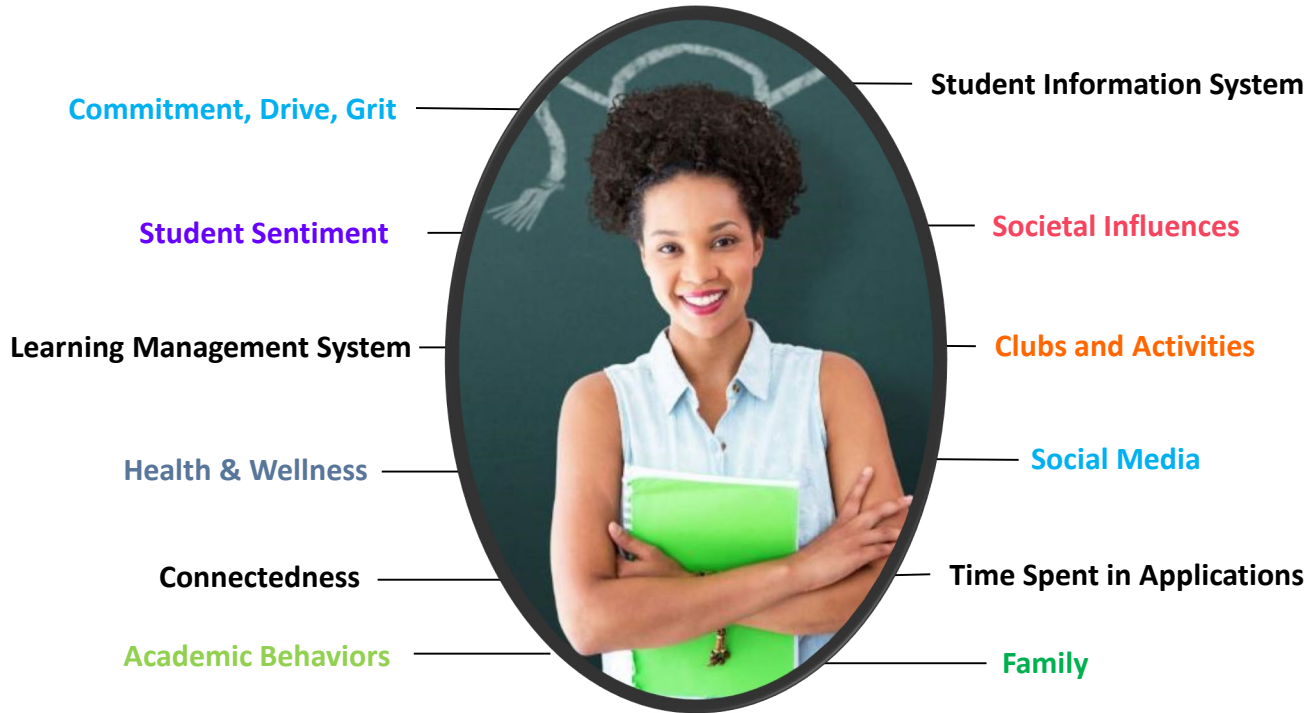
Invoke Learning

Knowing the whole student

- Students are complicated and engage with the college in lots of different ways

- Most solutions try to infer engagement by looking at very few interactions

- This approach misses many influences contributing to success or failure

- Knowing **the whole student** is critical to the processes and practices of recruitment, enrollment, education, and graduation.
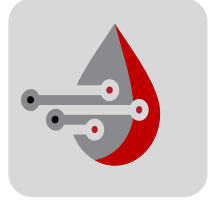
Invoke Learning

Education-focused AI

- Includes **hundreds** of education behavior features

- Easy integration with **dozens of education systems**

- **Curated data** allows instant access to **thousands** of relevant data elements

- Analyzes traditional data as well as **written text, images, audio, and video**

- **Meaningful insights in weeks**, not months or years

Invoke Learning

Invoke Learning suite
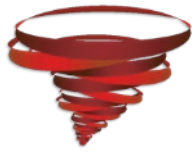
InvokeEnrollment™

InvokeEngagement™

InvokeDEI™

InvokeDataLake™

InvokeEnrollmentTracking™

InvokeStudentSuccess™

InvokeRetention™
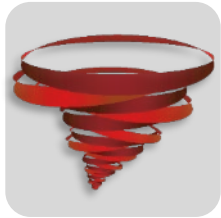
invoke Learning

Invoke Learning
AI enhanced dashboards

InvokeEngagement™

**Understand "whole student" engagement like never before**

- Identify who's struggling in virtual learning
- Learn how to re-engage students early
- Monitor campus stress & anxiety levels
- Discover "top of mind" topics in real time

InvokeEnrollmentTracking™
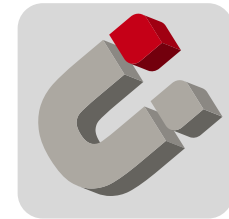
Which students are likely to stop-out or drop-out and why

- Identify progress to goals every day
- Learn where you are underperforming
- Improve enrollment before census
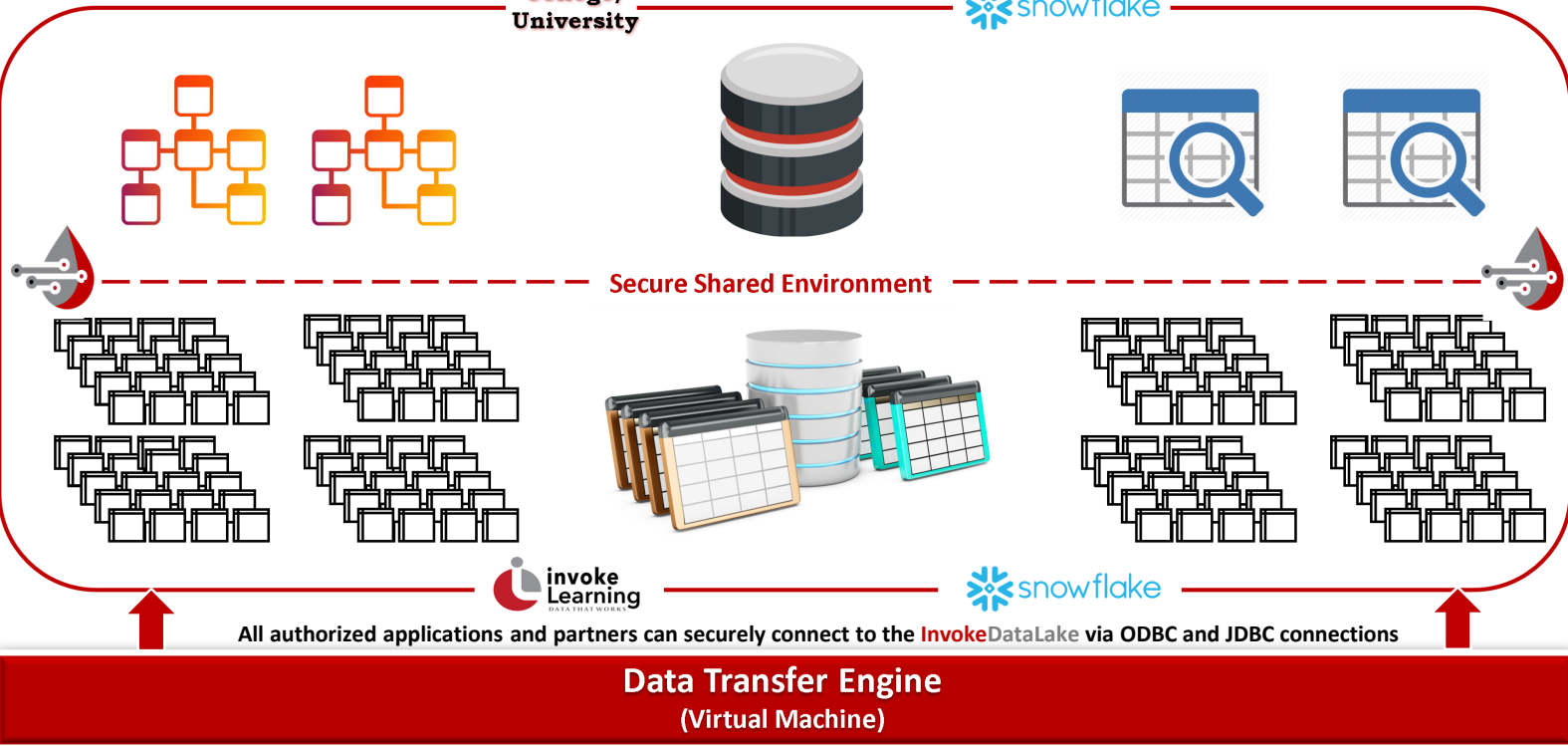- Discover your ideal enrollment path
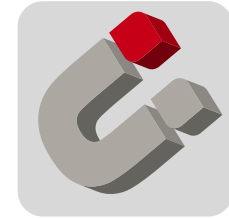
InvokeDEI™

Enhance student equity and access across the institution

- Find diversity, equity, & inclusion issues
- Learn what's important to your students
- Improve educational opportunities
- Discover academic and societal benefits

Key Benefits

Comprehensive: Invoke Learning solutions focus on key momentum points across the entire student journey

Personalized: Highly advanced technologies dynamically create custom models for each institution

Tables & Views: Design, deploy, and manage custom data sets

Additional Sources: Onboard your own new data sources as desired
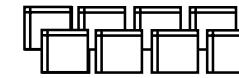
Historical Stability: Complete copies of all source tables are available as fully queryable data sets for each and every day!

Conjoined Data: Data from all sources are brought together in a few simple, easy-to-use tables per domain

Integrated Views: Integrated data from public and private sources provide a more complete picture of student needs

Secure Transfer: All data securely transferred from all sources to Invoke Learning

InvokeEnrollment™
InvokeStudentSuccess™
InvokeEngagement™
InvokeEnrollmentTracking™
InvokeRetention™
InvokeDEI™

College/University

snowflake

Secure Shared Environment

invoke Learning DATA THAT WORKS

snowflake

All authorized applications and partners can securely connect to the InvokeDataLake via ODBC and JDBC connections

Data Transfer Engine
(Virtual Machine)

Campus Systems

Banner® Colleague®
STARFISH
salesforce
EAB
ORACLE PeopleSoft Campus Solutions
slate
Bb Blackboard

Other Campus Systems

Hosted Systems

CANVAS
GoToMeeting by LogMeIn
Microsoft Teams
zoom

Other Hosted Systems

Public Systems

BLS
NIH
OU LAD Learning Analytics Dataset
FCC
USDA
United States Census Bureau
NOAA

Other Public Systems

Invoke Learning

Demonstration

Invoke Learning

Thank You!

DTC Update: District Information Technology

Security Camera Refresh: District-Wide Upgrade of Security Cameras

Network Infrastructure Refresh: District-Wide Upgrade of networking equipment and WiFi

Disaster Recovery System Testing for all three pillars (CS, HCM, & FM)

New Integration for Cornerstone OnDemand (Vision Resource Center)

Wireless Blue Phones Installation