Accreditation Recommendation no. 9 team Evidence Exhibit
This working document is example 1 of the team’s effort to begin drafting an implementation-level plan for equipment maintenance, replacement, and upgrading cycle, based on the strategic level process represented in our progress report. Comments exist on the Google Docs version but are not included here.

**IT Equipment Framework DRAFT**
IT systems and equipment will be designated either Institutional or Program:
All IT needs will be brought to the Resource Review Committee via Program Review for prioritization.

- All proposals with IT needs should be developed in consultation with ITS
- Institutional items run supported by ITS need to have stakeholder participation
- First time items will need to include all New IT Proposal Requirements plus all requirements from the other three Resources (Human, Finance, and Facilities) as required.
- The Resource Review Committee will review all proposals. Those meeting all the minimum requirements will be scored via the Resources Scoring Criteria and posted.
- The committee will re-review proposals that were rejected previously if edited and resubmitted.
- The committee will also re-score all proposals that have been revised and resubmitted in order to improve their scores.
- The committee will review implemented IT equipment metrics. Those that fall short will need to have a plan included that will address the situation.
- The committee will ensure that all IT equipment up for replacement cycle:
  - Have historic metric data reviewed
  - Are still required (based on latest Program Review submitted)
  - Is Not targeted for de-funding
  - Is submitted to ITS for implementation
- The committee will review all the items on the Institutional list and revise as needed
- Changes to implemented IT equipment must originate from Program Review
- Ensure budget base can accommodate all items that are implemented. We **must** live within the base budget.
- Other funding source(s) may alleviate the need to expend the entire IT equipment budget.
- Saved money will be rolled over or used for emergency situations. These monies do not change the base budget and should be spent cautiously.
- In times when the base budget needs to be reduced, select items must be targeted (whether they be individual computers or whole labs). When those items reach their replacement cycle date, they will of course not be replaced.

**NOTE:**
- **All** existing IT equipment and systems must be included **this current** Program Review cycle to establish budgeting baseline
- Hard decisions must be made. A very serious review will be required to reduce the overall amount of IT equipment.
- Metrics data must be submitted annually with Program Review

**New IT Proposal Requirements:**
• Summary of equipment and its use
• Show how is it tied or how does it support the Department’s mission
• Initial funding source(s) and any additional source(s)
• What will the on-going cost be? How will they be paid for?
• How will maintenance/upgrade/replacement be budgeted?
• Expected life of project? On-going?
• Metric(s) to be used

**IT portion of the Resources Scoring Criteria** (those aspects of evaluation that relate directly to acquisition, maintenance and upgrading of equipment):

- Health and safety
- Directed requirement
- Metrics data
- Replacement or new?
- Population served?
- Hours of availability per week?
- Usage data (if not new)
- Multi-departmental use?

**Staffing levels:**

- Management/administration:
- Desktop techs: One technician for every 75 computers to 1 tech
- Computer Engineers:
- Networking techs:
- Programmers:
- Support staff:

**Definitions used:**

**Institutional:** These are the systems and equipment that are necessary to run the college or support students and employees across all programs/departments. These items will be dealt with via ITS’s program review process (in partnership with stakeholders). Items included are:

- Banner and associated systems
- Telephone system
- Network infrastructure (switches, routers, firewalls, DNS, storage, etc)
- Employee used IT equipment
- Most servers (E-mail, Web, Active Directory, etc)
- Security cameras and systems
- Library system
- Student Health system
- Learning management system (for online and tech-enhanced classes)
- Building management systems
- Key server system
- Enterprise software:
  - MS Office
- Windows operating system
- Software distributed via Key server
- Anti-Malware
  - Student time tracker (AccuTrack)
  - Research and Plannings data system

Notes:

- ITS will **not** be the deciding body for each Institutional item. ITS will continue to defer to the subject matter experts and will provide minimum specifications to ensure item will fit into the CCSF environment. (e.g. Student Health will still decide which health care system they deem most appropriate and ITS will specify/recommend hardware platform, network connectivity, system interconnectivity, etc)
- Department/programs are still required to speak to these items in their Program Review as well as being responsible to provide metrics data.
- Institutional items will not be compared to Program items directly.

**Program**: These technology needs respond directly to academic or program needs. These needs will be addressed in Department’s Program Review. Items included:
  - Student labs [definition? vs Instructional?] - My way of thinking would have CCSF include “Institutional” [maybe non departmental] computer labs
  - Instructional labs
  - Program/department-specific labs/centers
  - LCD projectors
  - Non enterprise software

Assumptions:

- ITS will take on the responsibility of purchasing, distributing, maintaining, upgrading, and replacing, all Institutional IT equipment and related items and consumables.
- IT equipment consumables will be charged to departments. Cost recovery is the department’s responsibility.
- Finance will allocate ITS an annual budget for IT needs
- Budget process will allow rollover of unused funds
- IT equipment cost stay about the same year after year
- IT Equipment and Replacement Cycle:
  - Computers: 5 years
  - Laptops: 4 years
  - Servers: 5 years
  - Printers: 8 years
  - LCD projectors: 5 years
  - Network infrastructure: 7 years
  - Wifi system: 6 years
  - Document cameras: 7 years
  - Smart boards: 5 years
- Security cameras and system: 6 years [Personally think Campus Security should own the cameras. IT should provide input on minimum standards and/or requirements.]
- Telephone system and equipment: 10 years
- Scanners: 7 years

- Replace most department computer labs/centers with Institutionalized computer labs/centers. Exceptions will be made on a case by case basis (e.g. Library, open labs, and specialized lab like DSPS’s High Tech Center)
- Resource Review Committee created. At a minimum, committee will include representatives from the four Resources. Committee will meet at a minimum in the February time frame for the Resource Requests Ranked by School then Division of the Annual Planning and Budgeting Timeline.
- Budget baseline:
  - Employee computers: 1,750
  - Student computers: 3,500 in 130 labs/centers
This working document is a second example, a narrative based on the Equipment Framework content, of the team’s effort to begin drafting an implementation-level plan for equipment maintenance, replacement, and upgrading cycle, based on the strategic level process represented in our progress report. Comments exist on the Google Docs version but are not included here.

**DRAFT CCSF IT Equipment Replace/Maintain/Upgrade Plan**

**Section I - Introduction**

This document defines and describes processes for ongoing maintenance, replacement and upgrading of IT equipment at CCSF. It includes a plan for a regular cycle for equipment replacement, maintenance and upgrading of IT equipment District-wide. A second “bridge” plan is essentially a timeline for getting to an acceptable baseline level of equipment from which the regular cycle can be implemented.

**Definitions**

*Equipment* includes [Tim’s text here] Basic software such as operating systems are included, but this does not include functional software and systems such as Banner, only the equipment that supports it. The District’s Technology Plan, program review and other planning processes also inform cycles for the replacement/maintenance/upgrading of larger systems and software.

*Institutional equipment* is that required by systems that are necessary to run the college such as the phone system. Other institutional systems support students and employees in all programs/departments, such as Banner, the Student Health System and the Learning Management System. See Appendix A for a complete list of systems.

*Program equipment* includes technology needs that respond directly to academic or program needs. Examples include Instructional labs, program/department-specific labs/centers, LCD projectors, non-enterprise software.

**Assumptions**

- All proposals with IT needs should be developed in consultation with ITS.
- ITS will have the responsibility of purchasing, distributing, maintaining, upgrading, and replacing, all Institutional IT equipment and related items and consumables.
- IT equipment consumables will be charged to departments. Cost recovery is the department’s responsibility.
- Program equipment will be acquired through department budgets or grants. Budget and staffing support for ongoing maintenance and replacement of program equipment will be specified at the time of acquisition.
- Finance will allocate ITS an annual budget for IT needs.
- Budget process will allow rollover of unused funds.
- IT equipment cost stays about the same year after year.
- IT equipment replacement cycles stay about the same. See Appendix B for replacement cycle for specific equipment.

**Section II – Long Term Maintenance, Replacement and Upgrading of equipment**

This section is divided into three parts: processes for documenting and submitting requests for maintenance and replacement; upgrading equipment; and setting of priorities among all requests.
Maintenance and Replacement

Institutional equipment

These items will be dealt with via ITS’s program review process (in partnership with stakeholders). ITS will not be the deciding body for all aspects of each Institutional item. ITS will continue to defer to the subject matter experts and will provide minimum specifications to ensure that systems will fit into the CCSF technology environment. For example, Student Health and associated stakeholders will have primary decision-making authority about the healthcare system deemed most appropriate and ITS will review/specify/recommend hardware platform, network connectivity, system interconnectivity, etc.

ITS will maintain inventories of institutional equipment with maintenance schedules and estimated dates of replacement. ITS will keep records of maintenance activities to justify ITS staffing levels, and to identify equipment that may need to be replaced outside the regular replacement cycle (exclusive of warranty replacements). Metrics on equipment usage will be submitted annually with program review. ITS will work with stakeholder units on methods of regular data acquisition for this reporting. Maintenance and replacement costs will be described in ITS program review for the forthcoming budget year.

Program Equipment

Departments/programs will be responsible to provide metrics data to IT staff to support ongoing maintenance and retention of existing equipment. IT will keep a replacement schedule for department equipment that has been identified as an ongoing need. IT will communicate with each department in the year before replacement is scheduled to verify the ongoing need and ensure that the replacement request is included in the department’s program review in the appropriate year.

In the case that the need for certain department equipment is reduced, ITS will work with the department to investigate consolidation with existing equipment, either institutional or belonging to another department.

Upgrades

In general, acquiring new equipment for new functions is not part of this plan. However, upgrading equipment for existing functions generally will require planning and justification similar to that for new equipment.

All Upgrades

Upgrades will need to include all New IT Proposal Requirements (See Appendix C) plus all requirements from the other three Resources (Human, Finance, and Facilities). If an upgrade request replaces equipment already in an existing maintenance replacement cycle, savings and costs incurred by the switch to new equipment must be accounted for. For example, the same number of staff hours may be required to maintain the upgraded equipment as was needed previously, but the qualifications for staff handling the maintenance may be different, which could be either a savings or a cost increase.

Institutional equipment

Proposals to upgrade institutional items supported by ITS will have stakeholder participation, as discussed in the maintenance/replacement section previously. Upgrades may originate in either a
stakeholder department or ITS, but the decision about which program review document to place them in should be agreed to jointly by ITS and the department. Upgrades in this area will often be linked to the ITS department mission. In some cases, the college mission and institutional learning outcomes may the appropriate level of justification, and in some cases these requests may be tied to specific program or department missions and outcomes, as in the case of the library system.

Upgrades that result in an increased cost of institutional equipment alter the budget baseline and may therefore require a longer planning cycle than one year. The District’s Technology Plan and associated implementation documents should provide guidance on anticipated upgrade needs when possible. Unanticipated upgrades ??

Program equipment

Requests for upgrades will come through program review with the appropriate level of justification. Departments must notify ITS of the anticipated need for upgraded equipment before or early in the program review process for advice on the New IT Proposal requirements and to verify that upgrades are needed, as opposed to replacements.

Prioritization Process

After maintenance, replacement, and upgraded equipment requests are submitted, they must be prioritized. It is assumed that within the baseline budget established for IT equipment, the prioritization process will function as a routine checklist to ensure needs continue to exist and are being evaluated regularly. When upgrades are requested, budgets shrink, or needs assessments show significant changes to equipment usage, the prioritization process will facilitate the necessary adaptations and inform future planning efforts.

Resource Review Committee

A Committee made up of representatives from the four Resources (Technology, Finance, Human Resources, and Facilities) and [shared governance] shall be formed to review requests coming through program review. This committee will ensure that the budget base can accommodate all items that are implemented.

Replacement Cycle

The committee will ensure that all IT equipment up for replacement cycle have historic metric data reviewed; are still required (based on latest Program Review submitted); are not targeted for de-funding; are submitted to ITS for implementation. The committee will review implemented IT equipment metrics. Those that fall short will need to have a plan included that will address the situation. The committee will review all the items on the Institutional list and revise as needed.

For upgrades and new requests: Once a minimum level of justification for serving academic needs… is met, this committee will prioritize requests based on the Technology Plan, usage metrics, and the following criteria:

- Health and safety
- Directed requirement
- Metrics data
• Replacement or new?
• Population served?
• Hours of availability per week?
• Usage data (if not new)
• Multi-departmental use?

In addition, The committee will re-review proposals that were rejected previously if edited and resubmitted; also re-score all proposals that have been revised and resubmitted in order to improve their scores.

Note: Institutional items will not be compared to Program items directly.

Section III - Bridge Plan

Beginning Fall 2012, steps will be taken to bring the District to a baseline level of equipment from which a regular replacement cycle can be implemented for equipment. The timeline is as follows:

August-October 2012: complete inventory of equipment, identify what needs to be replaced, and provide cost estimate to planning and budget groups. Determine what might be replaced within the 2012-13 budget. Incorporate other known items into ITS program review.

November- ??: Add new items identified through ITS and departmental program reviews to budget estimates for 2013-14.

Appendices

Appendix A – Categories of Systems

Institutional

- Banner and associated systems
- Telephone system
- Network infrastructure (switches, routers, firewalls, DNS, storage, etc)
- Employee used IT equipment
- Most servers (E-mail, Web, Active Directory, etc)
- Security cameras and systems
- Library system
- Student Health system
- Learning management system (for online and tech-enhanced classes)
- Building management systems
- Key server system
- Enterprise software:
- MS Office
- Windows operating system
- Software distributed via Key server
- Anti-Malware
- Student time tracker (AccuTrack)
- Research and Planning data system
- General purpose student computer labs

- Appendix B - IT Equipment Standard Replacement Cycle
- Computers: 5 years
- Laptops: 4 years
- Servers: 5 years
- Printers: 8 years
- LCD projectors: 5 years
- Network infrastructure: 7 years
- Wifi system: 6 years
- Document cameras: 7 years
- Smart boards: 5 years
- Security cameras and system: 6 years [Campus Security should own the cameras. IT should provide input on minimum standards and/or requirements.]
- Telephone system and equipment: 10 years
- Scanners: 7 years

Appendix C - New IT Proposal Requirements:

Summary of equipment and its use
Show how it is tied or how does it support the Department’s mission
Initial funding source(s) and any additional source(s)
What will the on-going cost be? How will they be paid for?
How will maintenance/upgrade/replacement be budgeted?
Expected life of project? On-going?
Metric(s) to be used

Perkins Eligible Academic Departments
Administration of Justice and Fire Science
Aircraft Maintenance Technology and Aeronautics
Architecture
Automotive/Motorcycle Technology
Broadcast Electronic Media Arts
Business Programs
Child Development and Family Studies
Cinema
Computer Networking and Information Technology
Computer Science
Construction & Building Maintenance
Culinary Arts and Hospitality Studies
Engineering, Technology & Related Occupations
English as a Second Language
Environmental Horticulture and Floristry
Fashion
Sample Computer Lab Replacement and Consolidation Process

1. **Review Lab Equipment Age**
   - Age > 4 Years?
     - Yes
     - No
       - Add to ITS Program Review Request
       - Consolidate w/ Other Lab?
         - No
         - Gen Fund Or Bond
         - Original Funding Source?
           - Yes
           - Notify Lab Owner
           - Implement Consolidation
         - No
           - Add To Dept. Program Review Request
           - Inform ITS
           - Order & Install New Equipment
           - Implement Consolidation
     - No
       - Implement Consolidation
       - Funding Available For Replacement?
         - Yes
         - Consolidate w/ Other Lab or Department?
           - Yes
           - Add To Dept. Program Review Request
           - Implement Consolidation
           - Inform ITS
           - Order & Install New Equipment
           - Implement Consolidation
         - No
           - Consolidate w/ Other Lab or Department?
             - Yes
             - Add To Dept. Program Review Request
             - Implement Consolidation
             - Inform ITS
             - Order & Install New Equipment
             - Implement Consolidation
           - No
             - Recycle Equipment
             - Repurpose Room

2. **Notify Lab Owner**
   - Yes
   - No

3. **Inform ITS**
   - Yes
   - No

4. **Order & Install New Equipment**
   - Yes
   - No

5. **Implement Consolidation**
   - Yes
   - No

6. **Recycle Equipment**
   - Yes
   - No

7. **Repurpose Room**
   - Yes
   - No