



**Technology Planning Committee
Minutes
Thursday, June 9, 2011
1:30 – 3:00 P.M.
Administration Building Board Room**

MEMBERSHIP

Todd Finnell, Co-Chair - Administrative Representative
Gaylla Finnell - Faculty Representative
Jeff Cantwell - Chair of B.U.G.
Angie Gallo - CMCA Representative

Members Absent:

Jim Fisher, Co-Chair – Faculty Representative
Kathy Berry - Administrative Representative
Taylor Ruhl - Administrative Representative
Edward Cecena - Classified Representative
Martha Olea - Classified Representative
Larry Valenzuela - Classified Representative
Josafat Trejo - ASG Representative

Visitors Present:

Omar Ramos - Webmaster
Jeff Enz – Director of Enterprise Systems

Recording Secretary: Adriana Sano

I. VISITOR COMMENTS

a. Welcome and Sharing

- Todd Finnell presented Jeff Cantwell with the Presidential Award which was announced at the Retirement Celebration on May 26th. He thanked him for being a champion on campus and working behind the scenes with Banner.

II. ACTION ITEMS

a. Approval of the May 12, 2011 Minutes

- The approval of the May 12, 2011 Minutes were postponed to the next meeting.

III. DISCUSSION ITEMS

a. Web Help Desk – Omar Ramos/Larry Valenzuela

- Omar Ramos gave a web demonstration of the new Web Help Desk which is being implemented and explained it will be a one stop service desk for Technology, Media Services, Maintenance and Facilities.
- The benefit is all requests and status will be visible to the end-user by logging into the Help Desk.
- Provides accountability on the management site.
- Techs will have the ability to help remotely from their computers thereby saving time.
- Techs will have the ability to generate reports of all tickets.
- Todd Finnell passed out a handout entitled “IVC Service Desk – Continual Performance Improvement” and gave an overview of what the approach will be to increase the quality of service provided by the IVC Service Desk.

b. PaperCut Demonstration– Todd Finnell

- Todd Finnell gave a web demonstration on PaperCut.
- PaperCut will be used to manage and monitor print jobs on campus through a print server.
- PaperCut has the capability to collect data and charge print jobs; will keep track of all IVC print jobs costs by department and staff; and will help the College’s carbon footprint.
- Print quotas can be set by Dean or VP of each department.
- All employees will be able to log into any system on campus and use their own identity.
- Students will have the ability to charge print job to their student account once the student accounts are in Active Directory.

c. Summer Project Review – Todd Finnell

- Todd Finnell passed out a spreadsheet outlining the IT Department Summer 2011 Projects. These projects are tied to the Strategic Technology Plan. Todd gave a brief overview of the summer projects which consists of 23 projects.

IV. ADJOURNMENT

The meeting was adjourned at 3:00 p.m.

Handouts:

IVC Service Desk – Continual Performance Improvement
Summer 2011 Projects List