

Administrative Services Annual Program Review Report - 2006

Computing Services

I. Computing Services Mission and Functions

A. See attached (last page) for Mission and Functional Statements.

B. The Computing Services Mission and Goals are in keeping with the Maui Community College Strategic Plan as referenced below. Also, Computing Services is actively involved in the College Strategic Plan Commitments and Core Values stated in the Strategic Plan, and these, such as *"Hawaiian Islands advantage"* often take considerable time. For example, one of our staff participated in the planning meetings for the World Hula Conference 2005 (*Ka `Ahaula `O Halauaola*), and most of the Computing Services staff installed computing equipment in special meeting rooms, loaded software for training and supported workshop leaders and participants who had computing difficulties before and during the actual conference which took place in July 2005. This service was for *Goal 3 – A Model Local, Regional and Global College. Transform the profile of the College, positioning it as one of the world's foremost multicultural centers for island and indigenous studies, Objective 2 – Strengthen the role that the College performs for the indigenous people and general population of Maui County by actively preserving and perpetuating Hawaiian culture, language, and values. And satisfying Objective 1 -- Establish Maui Community College as a preferred educational and training destination for local, national, and international students* the Computing Services staff provided the same type of support for the World Small Island Conference in early summer 2006.

II. Previous year's goals, plans and accomplishments.

A. Goals:

1. Increase office support from halftime (0.50) to fulltime (1.00). (SP G1, O2; G2, O2)
2. Reorganize college IP addresses into appropriate subnets. (SP G1, O1; G1, O2; G2, O2)
3. Implement Maximo work order system. (SP G1, O1; G2, O2)
4. Create and fill temporary position for hardware/software support and to fill behind Kris Shibano (programming and SRIS and institutional research reports) and Melody Bohn (software installation). (SP G2, O2)
5. Create and fill temporary position to fulfill Brian Harding's functions. (SP G2, O2)
6. Create and fill temporary webmaster position which the Rural Development Project funded during 2005. (SP G2, O2)

7. Create an on-line info base for staff, consisting of IP reorganization and subnet maps, DNS database, special procedures, nomenclature, and tools for discerning IP conflicts, VLAN #s, etc. (SP G2, O2)
8. Change Computing Services website to have the same look and feel of the recently updated MCCinfo. (SP G2, O2; G5, O2)
9. Install wireless network in the dormitory facilities. (SP G2, O2; G5, O2)
10. Decommission legacy DEC VAX equipment. (SP G2, O2)
11. Reduce work order turn-around time for third straight year. (SP G1, O1; G2, O2)

B. Accomplishments:

1. Executive Committee voted to use funds to increase the clerical position from half to full time, providing that funds for electricity were restored. Although the funds that were requested were restored, the Office of the Chancellor for the Community Colleges is holding 10% of all the colleges' electrical reimbursement funds; hence there was not enough to fund this position increase. However, the clerical staff has now been increased to full time as of March 1, 2007.
2. IP reorganization plan to meet current needs; subnets created and/or expanded: expanded RDP servers, USGS servers, student office assistants and non-lab Internet access for students; moved ACT servers; created sun pendulum, USGS/PBIN subnets. (Ongoing)
3. Maximo system. Five clerical staff were trained to pilot Maximo in July 2005. Only two, however, actually submitted all of their department's work requests using Maximo. Early in 2006 changes were made to the system according to what was learned during the pilot, and in May, seventeen additional clerical staff were trained so all campus units and departments would be able to submit work requests to Computing Services. The next step is to fine tune the user interface and to implement O & M and preventative maintenance modules. (Ongoing)
4. Brad Duran began as fulltime casual hire on July 1. Brad was hired for the temporary IT Specialist position in mid December. (Completed.)
5. Executive Committee voted to use funds to create a temporary position which would fill the void caused by the death of Brian Harding, providing that funds for electricity were restored. Eddie Domingo began as a 19-hour casual hire the last week of October. Since funds for electricity were restored at the end of the year, creation and hiring of the temporary position will necessarily wait

until the 2007 fiscal year. As of July 1, 2006 Eddie Domingo became a fulltime casual hire.

(In Progress.)

6. A temporary IT Specialist position was created and Eryck Quesada was hired as webmaster in March. (Completed.)
7. Pacifico Evangelista created an on-line info base for staff, consisting of IP reorganization and subnet maps, DNS database, procedures, nomenclature, and tools for discerning IP conflicts and calculating VLAN #s. Staff was trained to use info and tools in June. (Completed.)
8. Eryck Quesada changed the Computing Services website to have the same look and feel as MCCinfo in May. (Completed.)
9. Equipment for creating a wireless environment at the dorms was funded by Rural Development Project, but arrived late in June.
10. Although progress was made in shifting functions to newer servers (for example, transferring the remaining pages from MCC's old website), the old VAX servers cannot be put out to pasture until O&M can be incorporated into the Maximo system.
11. Improved average work-order turn-around time from 3.0 to 2.7 days, improving the median work-order turn-around time from 2 to 1 day. (Completed.)

III. Analysis of quantitative and qualitative data.

A. Qualitative Data. No surveys were performed this year.

B. Quantitative Data.

1. The number (FTE) of technical staff increased for the first time since Kris Shibano's time was given in lieu of dollars to support UH system-wide Banner development. Although we had added a half-time (19-hours per week) position to fill Brian Harding's functions, Eddie Domingo did not begin as a casual hire until the end of October 2005.
2. Average work-order turn-around time improved from 3.0 to 2.7 days, improving the median work-order turn-around time from 2 to 1 day.
NOTE: During the first 4 months until Eddie Domingo became a fulltime casual hire, the average work-order turn-around time was 3.5, indicating the value of the additional half time position.

IV. Next year's goals, plans and objectives.

A. Last year's goals still in progress:

1. Increase office support from halftime (0.50) to fulltime (1.00).
(SP G1, O2; G2, O2)
2. Reorganize college IP addresses into appropriate subnets.
(SP G1, O1; G1, O2; G2, O2)
3. Modify Maximo work order system .
(SP G1, O1; G2, O2)
4. Create and fill temporary position to fulfill Brian Harding's functions.

- (SP G2, O2)
- 5. Install wireless network in the dormitory facilities.
(SP G2, O2; G5, O2)
- 6. Decommission legacy DEC VAX equipment.
(SP G2, O2)
- B. Additional goals and objectives for this year:
 - 7. Complete wiring and installation of network infrastructure of Lahaina Education Center. (SP G2, O2; G5, O2)
 - 8. Upgrade network infrastructure, completing wireless coverage and increasing the speed of network traffic. (SP G2, O2; G5, O2)
 - 9. Create and Hire fulltime technician for outreach centers. (SP G2, O2)
 - 10. Combine Computing, Media and Telecommunications into a single organizational unit headed by a technology “guru” (administrator).
 - 11. Reduce work order turn-around time for 4th straight year.
(SP G1, O1; G2, O2)

V. Resource needs and priorities.

A. Needs:

- 1. Additional office support will be needed for afternoons to assist students with password, WebCT and UHUNIX related problems and for full implementation of Maximo. (Additional support is needed just to load databases before full implementation of Maximo.) (SP G2, O2)
- 2. Modify Maximo: Office support is needed to build procedures, safety, inventory and preventative maintenance databases.
(SP G2, O2)

B. Priorities are in the order presented under V. A. Needs above.

Mission

Computing Services is a service-oriented department that provides high quality technical support, computing systems and network infrastructure for credit, non-credit and extramural programs within the Maui Community College tri-island community.

Function

Computing Services plans, and obtains funding for, acquires, installs, and supports the appropriate/necessary equipment, software and communications for the education, training and use of suitable computer applications for instructional, academic, administrative and student support for the college's tri-island community.

Functional Statements

1. Implement the Computing Plan of Maui Community College.
2. Facilitate, locally, plans of the University of Hawaii Information Technology Services and IT Offices of the other colleges in the UH system.
3. Assess college computing needs.
4. Obtain funding for software, equipment and program support through budget requests and grant proposals.
5. Acquire and install software and equipment necessary for college computing infrastructure, including network and central servers for file service and printing.
6. Configure and maintain/repair network and server equipment/software that is required for infrastructure, including wireless network and college web site.
7. Provide programming services to create unique systems or tailor purchased systems for campus-wide or system-wide use.
8. Provide advice and assistance in purchasing departmental and campus unit software, computers and peripherals.
9. Install and configure departmental, campus and outreach unit software and hardware.
10. Provide programming and server support/maintenance for departmental or campus-unit systems, such as Compass, Skills Bank, and student digital media file access.
11. Maintain and repair departmental, campus and unit computing equipment and peripherals.
12. Inform and train faculty and staff in the use of software/hardware and new systems.