

IT Positions Proposal

IT is requesting new positions to support district-wide technology needs. The positions requested are for three ERP (Banner) Analysts and one Security Engineer.

ERP Analysts positions (\$110,000 annually):

Required Key Systems upgrades:

1. Banner XE (Current version of Banner in use will go unsupported after Dec 2018)
2. Document Imaging (Current system in use will go unsupported after June 2017)
3. Single Sign On\Authentication systems
4. DegreeWorks upgrade
5. Email systems
6. Server upgrades (Some 2003)
7. Cognos migration (reporting)

Major applications partially implemented without new ERP Analysts to support them:

1. eLumen (curriculum & SLO)
2. Portal
3. ComEvo integration (Online Orientation)
4. AcademicWorks integration (Scholarships)
5. ASAP Connected (for corporate & community education registration)
6. LMS integration (Canvas & Moodle)
7. Single Sign On (SSO) capabilities
8. Hershey Singularity (Document Imaging)
9. People Admin (HR)
10. EAB Navigate (Student Success)
11. Banner Data Defense Security for Banner Databases
12. Maxient Student Discipline (Single Sign-On).

New major technology requests (many SSSP or State related):

1. Cloud systems transitions (3 year plan)
2. CAI (State Assessment Initiative)
3. Mobile Applications
4. Campus Logic SSO\Banner Integration (Financial Aid)
5. Maxient Student Discipline (Banner Integration)
6. Starfish (Early Alert)
7. Community Suite Pro (AEBG Grant)
8. Document Imaging (Finance, A&R, Financial Aid, HR, etc.)
9. OpenGov (Financial Transparency)
10. FacilitySoft.org (Facilities)

Technology at this level requires many phases to rollout and support including network design, application design, login configurations, integration configurations, security review, compatibility testing, performance review, etc. Every new upgrade and ongoing systems maintenance cycle requires most if not all of these phases.

It is essential that before a system goes into production that it is tested and evaluated to provide the level of secure service, stability, and performance our students and staff need. In many cases, we have our production environment, test environment, development environment, etc. and all require ongoing maintenance.

ERP Analyst staffing level comparison to other CC Districts:

District	ERP Analyst	Notes
Coast CCD	13	Plus 4 functional analyst
Mt San Antonio CCD	10	Plus 2 application specialists
Foothill De Anza CCD	8	Plus contractors
Sierra CCD	8	Plus contractors
Kern CCD	5	

Security Position (\$110,000 annually):

1. Other colleges/schools have been hacked from the outside, infected by ransomware and breached via email phishing.
 - a. E.g. LACCD, Maricopa Community College.
2. A worst-case security incident could cost the district between \$3M and \$10M (not considering insurance coverage).
3. A ransomware event could cost between \$1k and \$50k in direct costs, and much more in lost data, staff time, downtime, etc.
4. The Director of IT Security is handling some operational tasks such as vulnerability scanning because we do not have staff available.
5. A Security Engineer will enable us to be more proactive in reducing risk.
 - a. E.g. by developing and implementing security standards, assisting with identifying and fixing vulnerabilities.
6. Currently other positions are trying to provide some overlap and this creates challenges including doing work they aren't trained for and preventing work from being done on systems.
7. Our current security monitoring efforts are limited as we need more manpower to increase these efforts. There is a serious risk that we would not notice if we were breached.
8. In general, a Security Engineer will enable us to complete more security projects which will reduce risk/vulnerability and improve our incident response capabilities.

In my short time here, I have heard many concerns raised about IT's inability to implement needed systems and applications, to be agile and responsive, and to secure our students and employee's information against significant technology threats.

While steps to address this in the recent past have been made, they were not aggressive enough to meet demand and this poses a great risk to our district. The ERP analyst's are our top priority with a security engineer immediately following. Technology is costly and in order to have it work for us we need to use technology as it was meant to be used – efficiency through automation

These added positions are essential to effectively support current requirements and having KCCD be an innovative leader in leveraging technology to meet our students' needs.