

**BOARD REPORT NO. 15-5-103B**

TO: Members of the Board of Trustees

FROM: Ron Galatolo, Chancellor

PREPARED BY: Kathy Blackwood, Executive Vice Chancellor, 358-6786

**APPROVAL TO EXECUTE AN AMENDMENT TO THE AGREEMENT  
WITH STRATA INFORMATION GROUP**

Strata Information Group (SIG) has been providing management and technical support services to the San Mateo County Community College District since May 1989. During this period, SIG has consistently completed its assignments on schedule and within budget, as directed by the Chancellor and the Administration of the District, and has continued to manage the Department of Information Technology Services effectively. In so doing, SIG personnel have demonstrated their ability to lead, direct and support in a collaborative manner the complex information technology environment of the District. SIG has also been willing to undertake numerous technology initiatives, which directly support the instructional objectives of the Colleges and District. Because of their extensive experience in performing similar work for other colleges and universities, SIG personnel provide knowledge of best practices for the deployment of technology and also an external point of view that is of significant value to the District.

The SIG management team has also been successful in developing long-term revenue streams for the District, which has provided additional funding to enable ITS to complete several major technology initiatives such as the migration to Microsoft Office 365, numerous server upgrades and replacements, infrastructure and network improvements, and significantly increasing internet bandwidth for the Colleges. The continuing contract with the Peninsula Library System (PLS) is supported by ITS providing management support, technology support services, and hosting services for an annual fee.

Some of the major accomplishments by ITS over the past four years include:

- **Degree Audit and Electronic Student Educational Plan (SEP):** With support and direction from ITS, Degree Works was fully implemented in the Summer of 2011 to great success and acceptance by faculty and students. Following the successful implementation of Degree Works, electronic SEPs went live in the Fall 2012 giving students the ability to view their progress toward a degree or certificate, perform what-if queries and to view the SEP created by their counselor, all from within their WebSMART account.
- **Implementation of the Student Success and Support Program (SSSP):** ITS played a leading role in implementing the necessary technology and business process changes to prepare the District to comply and support the SSSP requirements.
- **Degree Works Analytics:** Working with Counseling and A&R staff from the Colleges, ITS developed processes to contact students each term advising them of their academic progress. In addition, reports have been created for the admissions and records offices to identify students who are close to graduation so that they can assist them in applying to receive a degree or certificate. ITS is also working with the Offices of Instruction to analyze the data in order to improve course offerings and class scheduling.

- **Business Process Analysis (BPA):** SIG facilitated BPA sessions for the Financial Aid Offices, the Admissions and Records functions of each College, and most recently for the International Education program. The outcomes of these sessions resulted in numerous recommendations for process improvements. ITS also helped implement many of the recommendations some of which required software development and/or change management for the affected business processes.
- **Financial Aid Regulatory Upgrades:** Over the last several years, the financial aid area has experienced significant regulatory changes. ITS implemented numerous Banner system upgrades in order to keep current with the versions being released by Ellucian in order to support federal regulations.
- **“Cancelled Class” Workflow:** ITS is continuously investigating new technologies in order to improve efficiency for various District operations, Workflow is one example of such a technology. The process of cancelling a class after students were enrolled used to be a very cumbersome and labor intensive process, the new process automatically drops and notifies students, faculty and other staff who need to know of the change with a simple notice and confirmation.
- **Office 365:** Faculty and staff email was migrated from a locally hosted solution using Exchange 2010 to a cloud-based solution from Microsoft called Office 365 which is based on Exchange 2013 and Office 2013. Staff now have dramatically increased mailbox storage as well as many new features. New functionality was made available for cloud based and secure document storage and file collaboration using Microsoft OneDrive. Additionally, the existing SharePoint environment was upgraded to the latest release and is also now hosted by Microsoft within Office 365.

In addition to management services, SIG has provided the District several Banner consultants to assist District staff with specialized projects. These SIG consultants worked with District staff to improve and update financial aid services, provide assistance with DegreeWorks, implement workflow for cancelled classes, make improvements for financial accounting and compliance, assist with functional and technical projects for the student system, as well as provide technical advice related to best practices for maintaining the Banner applications.

The amendment to the agreement with SIG that was approved by the Board on June 22, 2011 will expire June 30, 2015. It is recommended that the contract with SIG be extended for a period of three additional years with the option to renew for two one-year renewals thereafter ending on June 30, 2020. SIG will provide 2.25 FTE of onsite management services consisting of a Chief Technology Officer and a Director of Administrative Information Systems. In addition, SIG will provide up to 0.75 FTE for other functional and technical consulting resources to assist the District with information technology projects and initiatives.

The costs for the professional and management services provided by SIG to the District under the terms of this amendment will be \$648,000 per year. All reimbursable expenses and travel costs are included. The future annual contract amount will be increased by the same percentage of compensation increase, if any, that the District provides to its own employees.

For additional services beyond the scope of work for this agreement, the District can request additional assistance from SIG at an hourly rate of \$150 per hour plus reimbursable expenses. Either party can cancel this contract with 120 days written notice.

The funds for this proposed amendment are included as part of the ongoing ITS departmental budget and no additional funds are required.

## **RECOMMENDATION**

It is recommended that the Board of Trustees authorize the Chancellor to execute an amendment to the Agreement between the District and Strata Information Group for the provision of information technology

management and related technical services for the period July 1, 2015 through June 30, 2018 with the option to renew for two one-year renewals thereafter ending on June 30, 2020. The amount of the amendment will be \$648,000 annually and will be adjusted by the percentage of the District's annual compensation increase, if any is approved, during the term of the agreement.