

# Technology Infrastructure Status

**Table 1: District Infrastructure & Technical Services Status**

ID	Services	Current System / Service Provider	Major Issues	Future Suitability (Poor, Adequate, Good)
AA	Access to institutional data	Data warehouse => ODS/EDW + Hyperion		Good
AB	Emergency notification	Connect-Ed		Good
AC	Internet connectivity	CENIC		Good
AD	Learning Management / Course Management - DA	Catalyst (Moodle)		Good
AE	Presenting De Anza information to stakeholders	Website (Omni-Update)		Good
AF	Presenting district information to stakeholders & SSO	Luminis		Good
BA	Automation of administrative functions (ERP)	IAPlus => Banner	IAPlus will not be supported by vendor past 2011	Adequate => Good
BB	Wireless connectivity to network resources	Wireless network	Wireless infrastructure being expanded	Adequate => Good
CA	Classroom multi-media	Technical staff	Slow pace of multi-media installation / renovation due to limited staff	Adequate
CB	eCalendaring	Meeting Maker	Not integrated with email Difficult to upgrade Lacks modern features	Adequate
CC	Email	Send Mail / Eudora client / Squirrel Mail – Webmail	Not integrated with calendar Client no longer supported Lacks modern features	Adequate
CD	Individual (personal) computing	Desktop / laptop computers (Dell / Apple) & applications	Expensive to support / replace Not enough staff to handle requests	Adequate
CE	Instructional lab computing	Computer labs (Dell / Apple) & applications	Untimely process to change images	Adequate
CF	Learning Management / Course Management – FH	Etudes	Mixed reviews by faculty	Adequate

ID	Services	Current System / Service Provider	Major Issues	Future Suitability (Poor, Adequate, Good)
CG	Student attendance-tracking in labs	STS (Provost) Red Canyon	Many diverse systems doing the same job Lack of integration with student ID card	Adequate
CH	Technical assistance for staff	Call Center	Not enough staff to handle requests	Adequate
CI	Telephone communications	Fujitsu PBX	Manufacturer's warranty expired; no longer supports Limited functionality	Adequate
DA	Application hosting	L7 Data Center & associated servers	Crowded work area Lacks rapid disaster recovery (except for EIS) Inefficient use of resources	Poor => Good
DC	Document Imaging	Hershey & IKON => BDMS & IKON	Not integrated with IAPlus	Poor => Good
DD	Data security		PCI compliance is an issue Email virus protection & spam filter works Network security needs Security audit recommendations	Poor => Good
DE	Internal digital connectivity	Campus networks ATM => CISCO Gigabit	Frequent disruptions & limited bandwidth	Poor => Good
DF	Broadcast studio operations		Foothill has no video production and broadcast student capabilities	Poor at FH (Good at DA)
EA	Automation for Call Center support	DKHelp	Lacks modern functionality	Poor
EB	Presenting information to stakeholders – District	Website (Frontier / Manila)	Content manager lacks functionality	Poor
EC	Presenting information to stakeholders – Foothill	Website (Frontier / Manila)	Content manager lacks functionality	Poor
ED	Staff technical training	NA	Training limited to self-help	Poor
EE	Student technical assistance	NA	No assistance available	Poor
EF	Universal student ID card	Capture / GoPrint	Limited functionality / growth potential	Poor