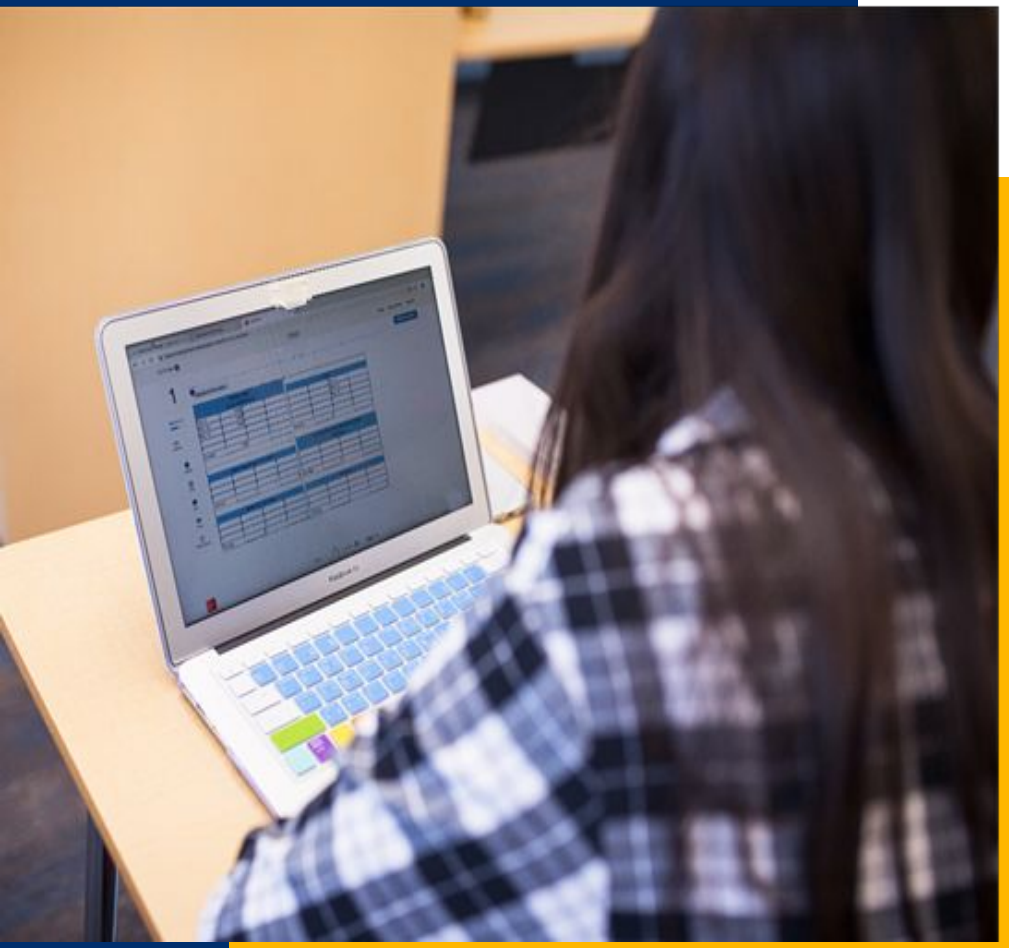

California Community Colleges

Telecommunications and Technology Advisory Committee (TTAC)

Spring 2023 Bi-Monthly Meeting

March 16, 2023

Agenda

- Welcome
- Check-in
- CCCApply
- Common ERP
- Systemwide Engagement & Retreat
- IT Infrastructure & Security
- Wrap-up

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The *Vision* + Digital Equity

Anyone in California seeking a postsecondary education, regardless of what they look like, where they live, time since high school, and their preferred education modality should have on-demand access.

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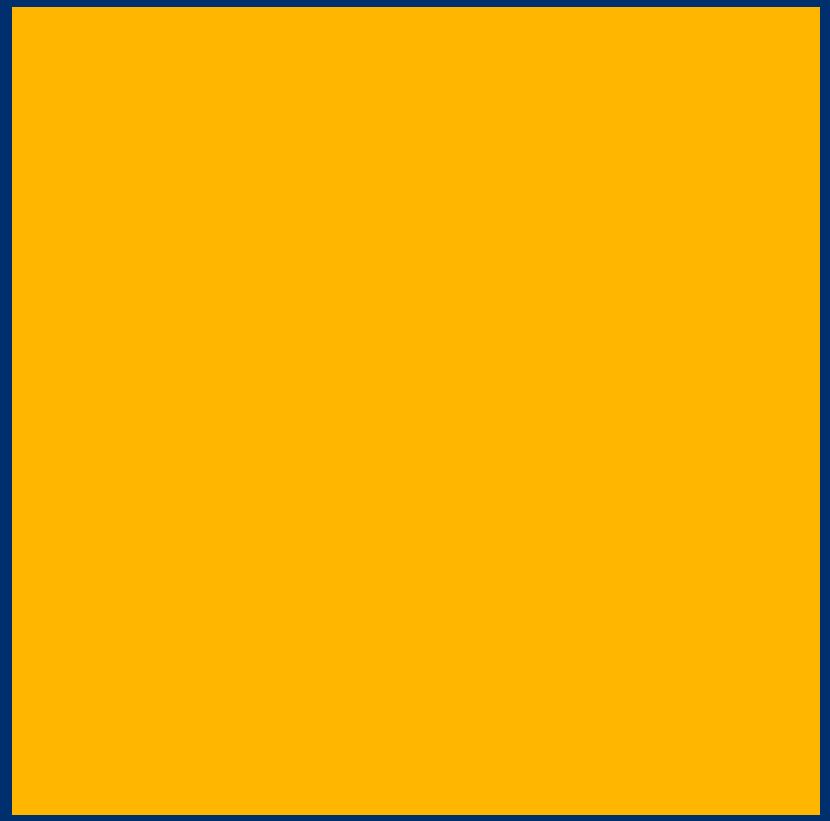

Check-in

Check-In

- 2023 CISOA Summit Recap!
- Legislative and advocacy updates
- Review “Homework” documents
  - SAC Follow-up
  - CCCApply

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CCCApply's Transformation and Future

Overall Project Timeline

JAN/ FEB	FEB/ MAR		APR/ MAY	JULY
Review of CCCApply + Stakeholder Identification	Stakeholder Representative Interviews	Interview Synthesis + Current State Report + Stakeholder Persona Mapping	Task Force Plan + High-level Transformation Roadmap	Task Force Advisory Group Kickoff

Short-Term Working Group of the Consultation Council — *February - April*

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Short-Term Working Group Timeline

Current State Analysis

Stakeholder Interviews

Interview Synthesis

STWG Workshop 1

Context Setting

Interview Synthesis & Application Review – What We Heard & What We've Seen

Improvements Timeline

Task Force Purpose

STWG Workshop 2

Vision

Guiding Principles for Task Force

Short-term 'wins' in CCC Apply

Current State Personas for redesign process

STWG Workshop 3

Recruitment, Engagement & Communications plan for Task Force Validated

Key Milestones for Redesign Roadmap

Task Force Playbook

- Vision for TF
- Guiding Principles
- Recruitment, Engagement & Communications Plan

Current State Personas

High-Level Roadmap

Task Force Kick-Off

Visioning

Roles, Responsibilities

Communications

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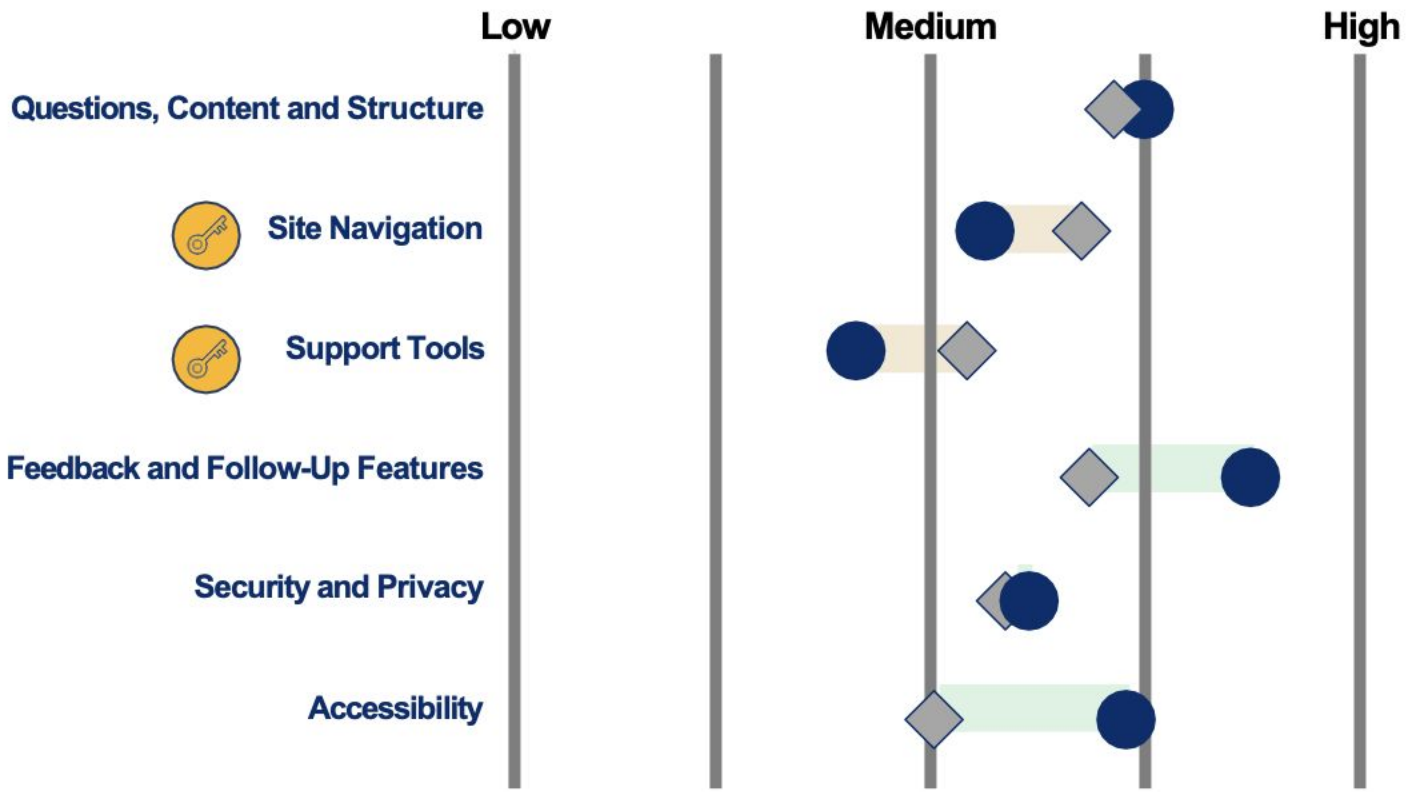
CCCApply Application System Review Results

CCCApply Comparison to Peers



Takeaways for CCCApply

1. **Performs slightly above average compared to industry peers** (6th of 13)
2. **Outperforms** peers with respect to **Feedback and Follow-Up Features and Accessibility**
3. **Underperforms** peers with respect to **Site Navigation and Support Tools**

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CCCApply Current State

Peer Average

Key capability gap identified by the Working Team

CCCApply Application System Key Challenges

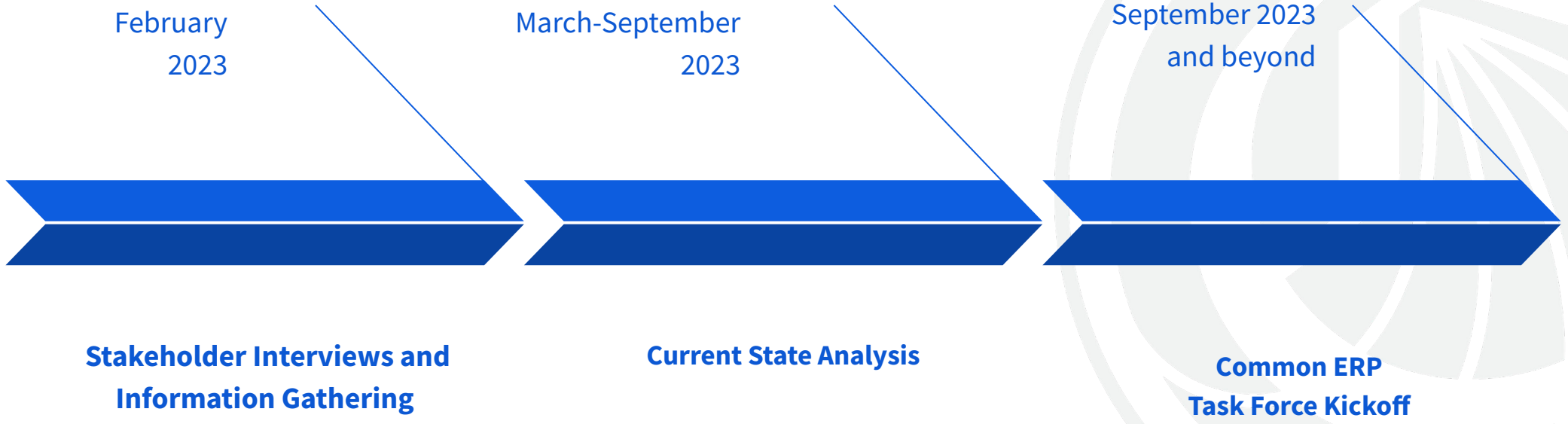
#	Challenge	Description
1	**Long and discouraging question bank**	The **question bank is too long and contains confusing, exclusionary language**; the application **deploys minimal branching and skip logic** to reduce irrelevant questions for the applicant. Many questions also have **confusing answer choices**.
2	**Multiple sites with distinct sign-in credentials**	The **sites within the CCC system use independent sign-in credentials** and methods; **applicants must track multiple sign-in credentials across the CCC ecosystem** (CCCApply, MyPath, CCCHelp.info, individual college system sites, etc.).
3	**Distinct and redundant applications**	There are **multiple distinct applications for different applicant personas** (Standard vs. Non-Credit vs. International vs. Promise Grant), and **applicants can only apply to one college with each application**.
4	**Lack of integrated support tools**	The application system **lacks integrated support tools** (i.e., FAQs, Chatbot, Live Chat) to help the applicant navigate and complete the application successfully.
5	**Cumbersome security features**	The application's **security features** (i.e., reCAPTCHA) **are clunky, ineffective and create frustration** for applicants.

The Case for Change: Common, systemwide ERP

Case for Change

- Focus to date has been on advocacy without a clear plan of action
- Starting in fall 2022, the Chancellor's Office engaged a vendor to help make the Case for Change
- The lack of funding for an ERP in the January 2023 State Budget Proposal is a setback, but not fatal
- Ongoing readiness work is critical to ensure shared understanding, provide clarity on the current landscape and scope out appropriate next steps for districts and the Chancellor's Office

Common ERP Landscape and Task Force Timeline



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Next Steps

- Support the development of a system stakeholder task force
- Ensure your stakeholder group understands what a common ERP is
- Ask stakeholder leadership how they are prioritizing solicitations for feedback, if they are participating in interviews, and what they're learning
- Identify, in collaboration with the Chancellor's Office and grantees, what would be needed to help colleges/districts in the short-term around a common, systemwide ERP

Systemwide Engagement and TTAC Retreat

TTAC Stakeholder Meetings

- For reference, TTAC Stakeholders primarily include:
  - CISOA
  - CEOs
  - ASCCC
  - EdTech grantees
- What (upcoming) stakeholder meetings should include attention to technology?
- How might the Chancellor's Office support engagement around technology issues within **and** across stakeholder groups?

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Retreat Brainstorming

- Possible goals:
  - Clarifying goals & work of TTAC
  - Relationship to other groups
  - Increasing local engagement
- How would local membership benefit?
- How would the agency benefit?

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IT Infrastructure & Security

IT Infrastructure and Security Funds, FY22-23

- Two critical funding sources for local and system-level work:
  - AB 178 - $25M in annual ongoing funds
  - AB 183 - $75M in one-time funds
- AB 178 Eligibility Requirements
  - Complete annual ***Cybersecurity Self-Assessment***
  - Submit ***Remediation Updates*** twice per year
    - Remediation Reports should detail progress on issues raised during Self-Assessment, as well as progress towards system priorities
  - Submit detailed ***After-Action Reports***
  - Complete regular ***Fraud Reporting***

FY 22/23 Cybersecurity Funds Distributed

- ***$50K*** per college to each district
  - Timing: September 2022
  - Requirements: None

- ***$100K / $150K / $200K*** per district based on institutional need
  - Timing: February 2023
  - Requirements: Completion of the 22/23 Cybersecurity Self-Assessment (73/73)
  - *DII 22-300-06 January IT Infrastructure & Cybersecurity Funding Update*

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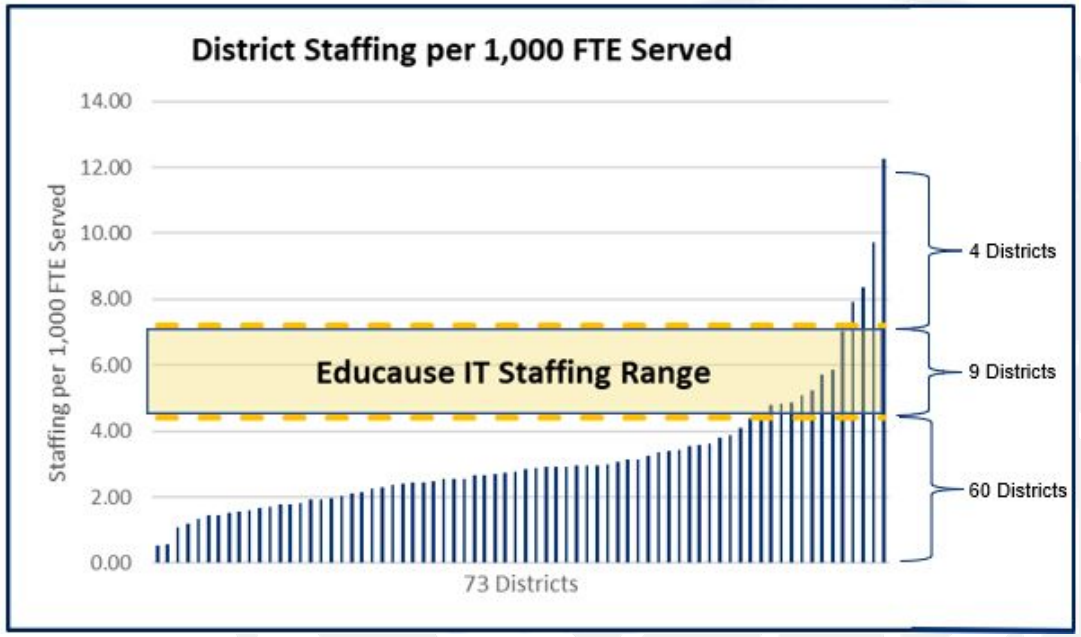
Additional Funding Planned for FY 22-23

- Targeted at reducing *high-risk* End-of-Life software (based on January 2023 Remediation Reports)
  - Timing: Before end of the current fiscal year
  - Requirement: Completion of January 2023 Remediation Report (66/73)
  - Consideration: Districts complete an internal vulnerability scan

Adding Local Capacity with Regional Teams

- The ability to acquire skilled IT and Cybersecurity staff remains an issue at the local colleges and districts.

- Cybersecurity Self-Assessment showed that sixty out of seventy-three (60 of 73) districts had staffing levels below the minimum indicated by Educause.



Educause estimate of FTE per 1,000 includes faculty, staff, and students.

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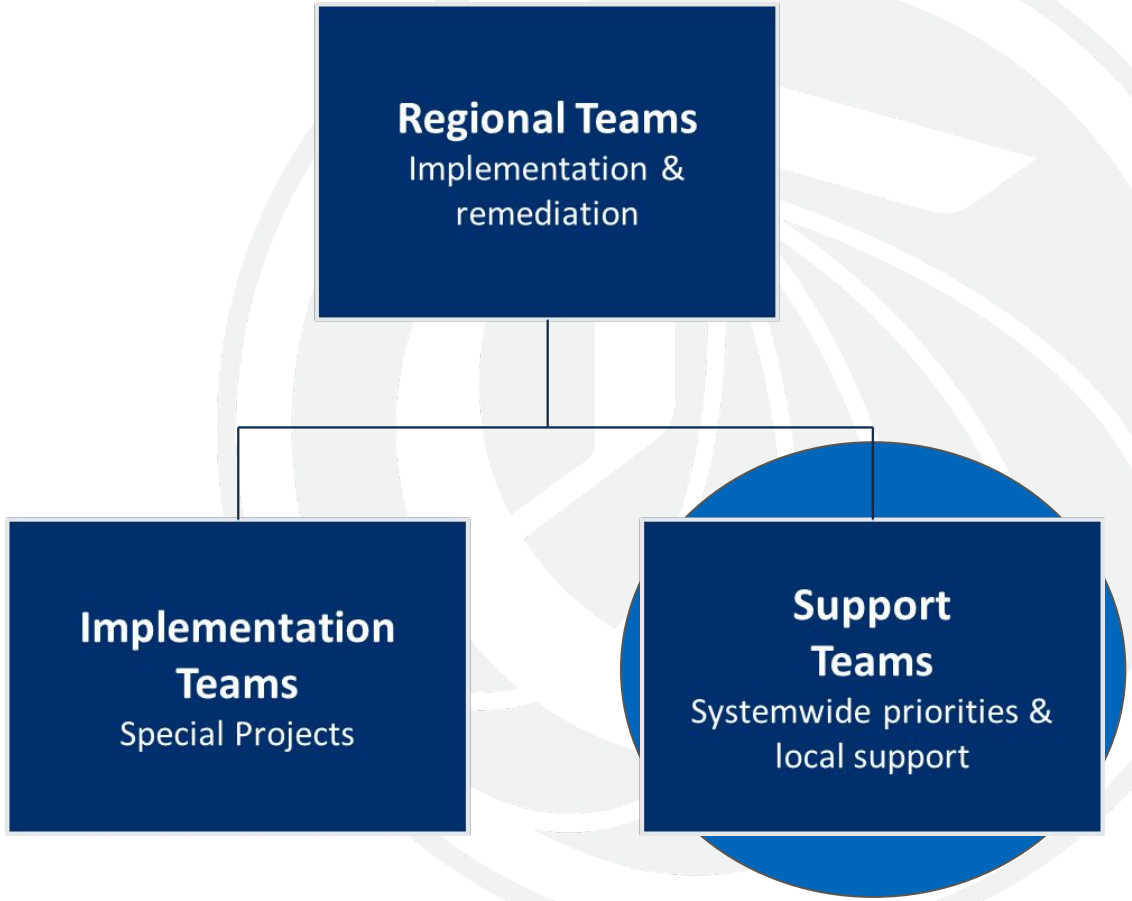
Regional Teams – Background

- Implementation Teams
  - Discrete projects
  - (e.g., A5 Security implementation)

- Support Teams
  - Ongoing support
  - (e.g., ongoing Vulnerability & Patch Management)



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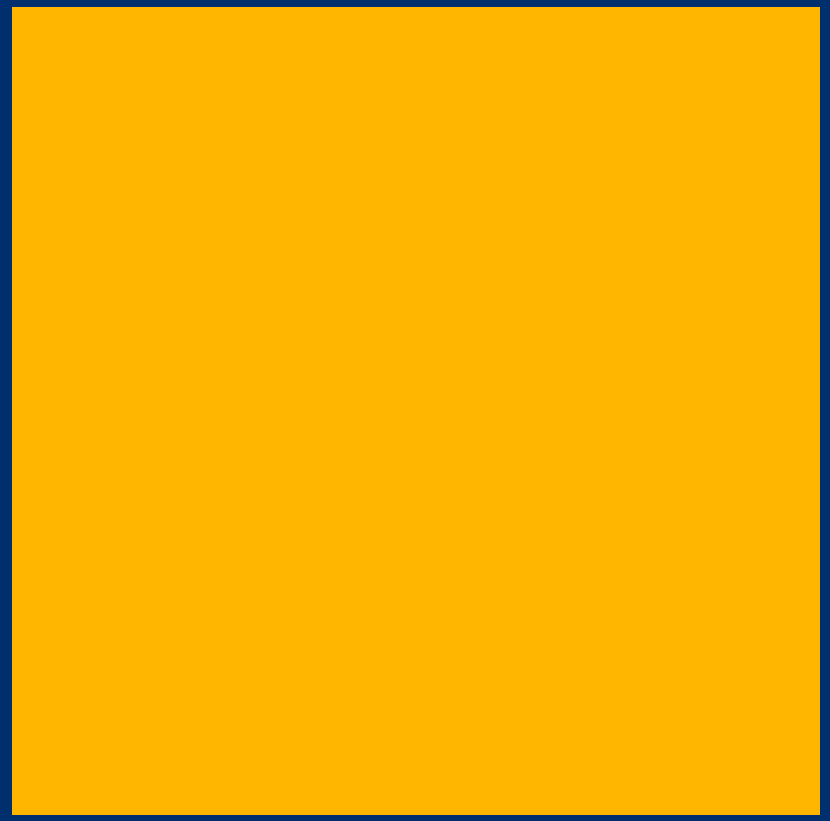
Support Teams – Current Status

- Chancellor's Office is developing priorities based on Cybersecurity Self-Assessment, Remediation Reports, and Penetration Testing.
- Priorities being considered based on input from HIGH need districts:
  - Incident Response/Recovery Support
  - End-of-Life Replacement
  - Comprehensive Vulnerability Scanning & Remediation
  - Windows Account Hardening
  - Governance and Policy Support
  - Systemwide Architecture Efforts
- Pilot expected to begin before June 2023.



Wrap Up

Upcoming Work

- Info on membership, agendas and decks are on the TTAC JIRA page
- TTAC Retreat Planning, including date selection
- Next TTAC Meeting: **May 18, 2023**

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Thank you!

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