Telecommunications and Technology Advisory Committee (TTAC)
Meeting Notes and Summary
July 26, 2023

Action Items

- Send out Vision2030 information to TTAC and SAC members (done 7.27.23)
- Send out all slides to TTAC and SAC members (done 7.27.23)
  - [TTAC meeting slide deck](#)
- Provide overview of benefits and drawbacks of ID verification process for students and colleges as part of communications plan (in progress)
- Update Chancellor's Office webpage around systemwide technology investment (in progress)
- Provide guidance and standardization in areas such as server hardening and Windows Active Directory (in progress)
- Share makeup of Task Force representative stakeholder groups for CCCApply and Common ERP work being done by Accenture
  - CCCApply Task Force, see [BOG March 2023 meeting, Item 1.8](#) noting approximately ~15 members and ~15 additional stakeholder groups
  - Common ERP Task Force invites based on institutional characteristics:
    - Initial priority characteristics
      - Size (<10k students, between 10k and 15k, and >15k)
      - Setting (i.e., city, rural, urban)
      - Type (single vs. multi-college district)
    - Secondary characteristics:
      - ERP platform in use
      - Proportion of student population that is economically disadvantaged

Meeting Notes / Summary

Attendees (in-person and via Zoom):

- Chancellor's Office Members:

- ○ Valerie Lundy-Wagner, Gary Bird, Catherine McKenzie, Christopher Anderson, Jamaal Harbison, Russell Grant, Todd Hoig
- TTAC Committee Members and Guests:
  - ○ Jennifer Coleman, Char Perlas, Carlos Guerrero, Najib Manea, Bridget Herrin, Stephanie Curry, Roberto Jurado, Lindsay McHugh, Stephen Heath, Jason Schmidt, David Kendall, Robert Coutts, Kevin Wutke, Marina Aminy, James Temple, Gary Moser, Whitney Yamamura, JC Sales, Rupa Saran, Gregg Atkins, Bryan Miller, Christopher Blackmore, Jason Musselman

Overview:

- The meeting covered system-level technology support, fiscal year 22/23 recap, and discussions on CCCApply, Common ERP, and Course Exchange, along with updates on the library services platform and emphasis on the need to utilize the tools and improve knowledge sharing among colleagues.
  - ○ ***Agenda Item Headings formatted in BOLD Italics***

Welcome

- Individual attendees attending both in-person and via Zoom introduced themselves and were asked to share two important updates they would like to take back to their respective groups.
- Meeting goals were reviewed, which included updates on work priorities, engaging TTAC members, and system-level technology support, including the edtech portfolio and partnerships with districts and colleges.

System-level Technology Support

- Vice Chancellor Lundy-Wagner began the day's discussion with a review of the EdTech Portfolio, including high level goals and funding mechanisms, grantee districts, projects, and why the portfolio is structured as it is. She highlighted the goals for the portfolio, which are to align priorities, increase efficiency, provide consistency, and leverage systemwide buying power.
- Current grants and funding term dates were discussed, along with RFI/RFA grant renewals and applications, vendor subcontracts for procurement, and the involvement of various stakeholders in the decision-making process.

- There was a request for consideration of future grant budget adjustments to align with cost of living, along with the need for addressing budget changes and improved communication in the system.
- There was discussion about the challenges and inefficiencies in the current grant system, where districts historically choose their own technologies and approaches. Also discussed was the need for more proactive involvement from the Chancellor's Office in understanding and supporting colleges and districts, as well as the importance of clear communication and problem-solving.
- Vice Chancellor Lundy-Wagner reported that Chancellor Christian presented Vision 2030 during the Board of Governors meeting on 7/24, emphasizing the importance of access to post-secondary education for all Californians.
- **ACTION ITEM:** Send out Vision2030 information to TTAC and SAC members
- TTAC Charge, Member Roles & Expectations, and Chancellor's Office Roles & Expectations were reviewed. The conversation revolved around the need for inclusive participation and feedback from various groups, especially during the pandemic when remote access was crucial. Fundamental is that representatives are sharing information from TTAC to their constituency group in a clear and timely fashion.
- The group also discussed the redesign of the Chancellor's Office website and the importance of providing transparent information and support for technology procurement at the system level to alleviate pressure on colleges and ensure equity in access to resources.
- **ACTION ITEM:** Update the Chancellor's Office webpage to provide more information about system-level technology investments, etc.
- An overview of Systemwide Technology Procurement Support was provided, including information from Kevin Wutke from FoundationCCC on the purpose and success of the CollegeBuys program, which saved $6.3 million for the California Community Colleges. He also talked about the support provided to procurement offices and meeting attendees identified the need to reach students more directly with marketing materials, to increase awareness of CollegeBuys discounts.

FY22 Recap

- Information Security Accomplishments: Stephen Heath discussed gathering feedback from districts to identify requirements and standard issues for the system related to information security.
- Information Security Priorities: The main focus was on continuing the end-of-life decommissioning process for hardware and software, along with:
  - Improved backup protection and logging and monitoring systems to prevent ransomware attacks in schools
  - Different technology options and the importance of ongoing maintenance and support for medium and smaller-sized colleges.
  - The need to remove high-risk security vulnerabilities from the networks and systems within a specific timeframe. He acknowledged the challenges of addressing all the issues at once but emphasized the importance of making progress and being practical in the approach.
- The conversation moved to discussion of goals, dates, hardware upgrades, and immutable backups. Next was the importance of receiving real-world examples and direct feedback from individuals who have successfully implemented certain strategies. The group also talked about the need for guidance and standardization in areas such as server hardening and Windows Active Directory.
- **ACTION ITEM:** Provide guidance and standardization in areas such as server hardening and Windows Active Directory.
- Various options for setting up a centralized SOC (Security Operations Center) and piloting different platforms was discussed. Also mentioned were the need for input from the field and the importance of prioritizing technology-related initiatives that would impact colleges and districts.
- Attendees brought up the importance of scheduling events for upcoming fiscal/academic years before the end of the current year to allow for better planning. They also emphasized the need to prioritize small colleges in terms of resources and protection against malicious attacks due to their vulnerability compared to larger colleges.
- The conversation revolved around the need to facilitate discussions and decision-making regarding curriculum and technology implementation, while ensuring that the Academic Senate and CEOs are involved and informed. The participants

acknowledged the importance of prioritizing business needs and effectively supporting them within the constraints of resources and time.

CCCApply Transformation

- Vice Chancellor Lundy-Wagner provided information about Accenture, a global management consulting firm, and that a team from Accenture has been assessing the current state of the CCCApply application and gathering feedback from stakeholders. They compared the application with 13 other systems and found that while there is room for improvement, the CCCApply application performs well in several categories.
- Attendees discussed the stakeholder feedback and the ongoing challenges with CCCApply. Vice Chancellor Lundy-Wagner outlined a roadmap for re-imagining CCCApply, including developing a new application, exploring solution alternatives, and engaging a task force for support.
- The discussion revolved around the cost and effectiveness of the CCCApply application and the need for changes and improvements to better serve students and ensure that all perspectives are considered. Additional concerns were expressed about the complexity and redundancy of the onboarding process.
- **ACTION ITEM:** Send out all slides to TTAC and SAC members

Fraud Mitigation with ID Proofing Pilot

- Vice Chancellor Lundy-Wagner discussed the need for a system-wide identity verification process and the selection of ID.me as the vendor, with the goal of reliably confirming and protecting the identity of new applicants and reducing application fraud.
- Participants raised concerns about accessibility, incarcerated students, and the impact on outreach programs, and acknowledged the importance of involving CISOA and Student Services in the planning process.
- Attendees discussed the ID verification process and its implications for access and security. The conversation considered the balance between reducing fraud and ensuring access for vulnerable populations, and the uncertainty of how many students would choose to opt into the verification process.
- The discussion revolved around the lack of alternative options for system-wide verification of ID and the potential financial and administrative implications of not implementing a better solution. The participants also considered the possibility of

colleges encouraging ID verification after the application process and the need for clear communication about the option to opt in or out of the verification process.

- The speakers discussed giving more local control to colleges, concerns about requiring verification, the idea of implementing a queue system, and additional analysis to prevent fraud before releasing information to students. They also considered the importance of language and incentives to encourage student participation while being mindful of vulnerable populations.
- ID.me was selected as part of a pilot, and the expectation is that there will be an RFP for CCCApply as part of the transformation work, and that ID verification will be included as part of the requirement.
- **ACTION ITEM:** Provide overview of benefits and drawbacks of ID verification process for students and colleges as part of communications plan

Common, Systemwide ERP

- The team from Accenture is also engaged in ongoing work conducting a landscape analysis of ERP systems across colleges to better understand the feasibility and scope of such a project for the CCC system. Meeting attendees described the challenges and goals of achieving standardization and alignment in workflows and processes, as well as the need for clarity on the project's objectives before requesting funding.
- The importance of a system-level support for technology work and the need for an engaged inclusive governance model was discussed. Also mentioned was the availability of support materials and the possibility of sharing them.
- In the discussion, participants highlighted the importance of including all stakeholders and ensuring clear communication. They also emphasized the potential benefits of standardization and innovation in technology across the system.
- Involving an external group like Accenture in managing the large-scale project will bring benefits in terms of validation and support from legislators. Attendees also highlighted the need for a common ERP system to improve registration processes, equity, and standardization across colleges.
- A point was raised regarding the possibility of districts reconsidering their ongoing ERP implementation projects as a proof of concept (POC) and bringing the colleges together for better collaboration. The group also emphasized the importance of aligning with the

CSU process and focusing on prioritized areas due to resource limitations and the need to adapt to SaaS and minimize customization.

- **ACTION ITEM:** Re-share makeup of Task Force representative stakeholder groups for CCCApply and Common ERP work being done by Accenture

Course Exchange - tabled to next TTAC meeting due to lack of time

Closing

- Various topics were discussed to close the meeting, including the need for future course exchange discussion, the potential need for longer and in-person meetings, meeting logistics, and the importance of strategic conversations. Also expressed were the need for more inclusive and timely discussions, and confidence that things will improve in the future.