

MERCED COLLEGE



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Technology Forum

Nov 1, 2024

New Technology Updates



Forum Topics for Today...

- Upgrading to Windows 11
- Investigating Office 365
- Technology Master Planning Update
- Cybersecurity Update

Upgrading to Windows 11

Why are we upgrading:

- Compliance with Microsoft (ending support of Windows 10 product line)
- Integration w/ Microsoft online resources and 365 apps

Challenges:

- Compatibility with older hardware. TPM, Storage, memory, and processor
- Cost of hardware replacement
- Time to complete

How will the process work:

- Provide information, documentation, and videos to support users with the transition
- Communicate the new initiative and process
- Work with department leadership to suggest timeframes for the upgrades
- Once each department confirms a date, a follow-up email will be sent for visibility
- If needed, back-up files and upgrade hardware

Investigating Office 365

What is this about?

- New versions of Microsoft Office provide new features and critical updates.

What is the process?

- Year long process to upgrade with a fall 2025 implementation.

What are the primary concerns?

- Ensuring faculty, staff, and students are all using the same version instructional technology and textbooks .

What are the most significant differences between Office 2019 and Microsoft 365 Apps for Enterprise?

- Office 2019: Limited security features. Limited Cloud integration. No mobile or web versions.
- Microsoft 365 Apps for Enterprise: More secure. Fully integrated MS 365 cloud services. Mobile and web versions available.

New Phone Solution

What is changing and what new needs does the change bring?

- 16-week calendar with flexible work modalities on Fridays
- Some staff will need to effectively work remotely
- Students and our community need consistent access to resources and services
- Need a flexible, easily configurable phone system to adapt to changing needs quickly

What is the problem we are trying to solve?

- Current phone system has limited functionality for mobile workforce
 - Ineffective, unreliable, and difficult to use
 - Licensing is expensive
- Need a district phone system to use remotely vs. personal cell phones/call-forwarding
- Ability to quickly change system features
 - Call trees, ring groups, voice prompts, etc.

New Phone Solution

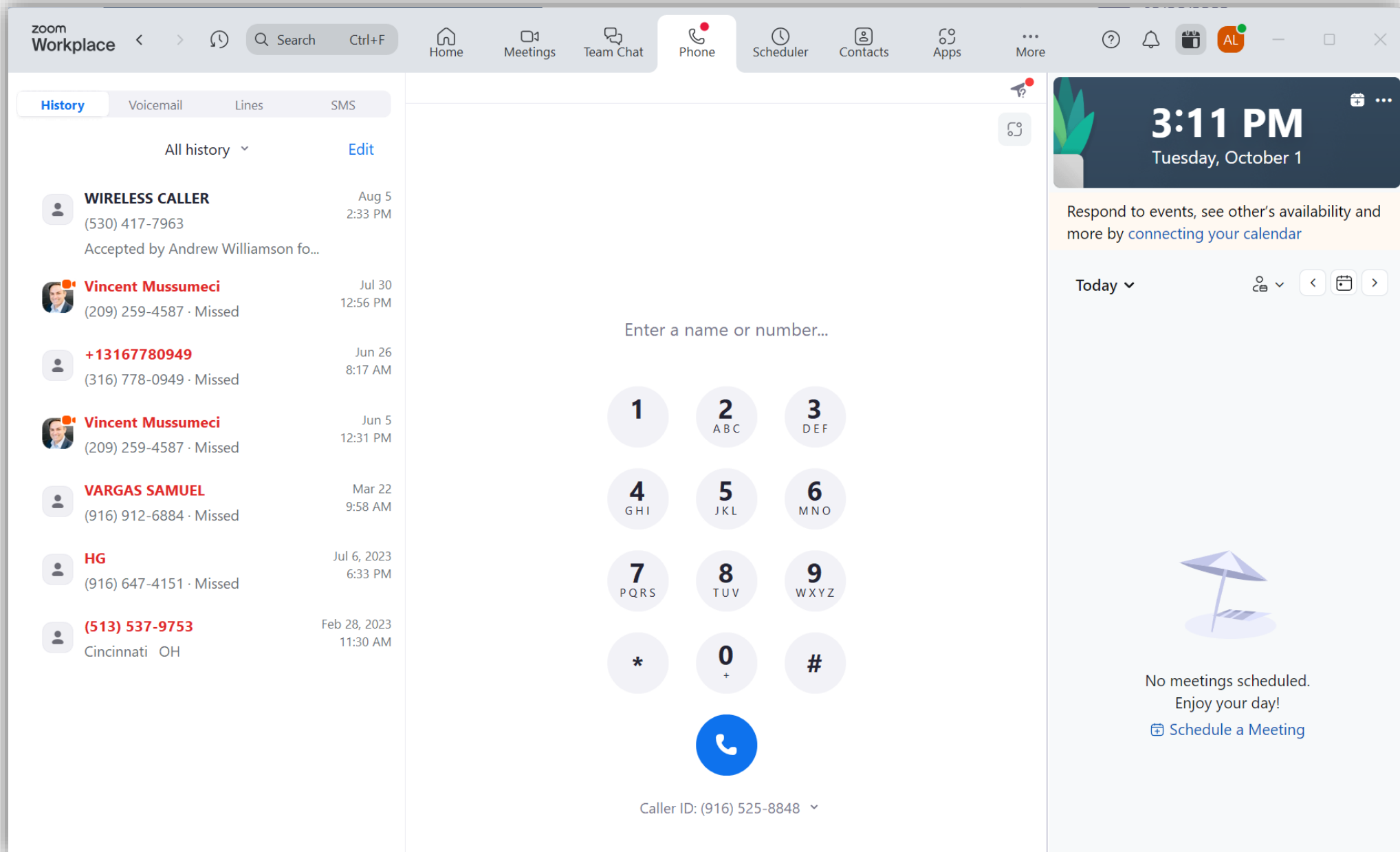
Reasons for recommending Zoom Phone:

- We're all *familiar* with Zoom
- Negotiated pricing through the Chancellor's Office
- Zoom phone integrates seamlessly into the Zoom app
- Zoom Phone is positioned best for adoption due to high integration and quick launch (versus other options in the field)
- Other CCCs have adopted this solution

Institutes of Higher Education that have moved to Zoom Phone:

- California Community Colleges: Contra Costa and Santa Barbara
- Others: UCLA, UC Riverside, UC Santa Barbara, Fresno State, Sonoma State, CSU Fullerton, CSU Bakersfield, CSU Monterey Bay, USC

New Phone Solution



The screenshot displays the Zoom Workplace Phone interface. At the top, a navigation bar includes Home, Meetings, Team Chat, Phone (active), Scheduler, Contacts, and Apps. Below this, a 'History' tab is selected, showing a list of call logs. The central area features a numeric keypad and a 'Call' button. On the right, a calendar widget shows the current time as 3:11 PM on Tuesday, October 1, and a message indicating no meetings are scheduled for the day.

Caller	Number	Date	Time	Status
WIRELESS CALLER	(530) 417-7963	Aug 5	2:33 PM	Accepted by Andrew Williamson fo...
Vincent Mussumeci	(209) 259-4587	Jul 30	12:56 PM	Missed
+13167780949	(316) 778-0949	Jun 26	8:17 AM	Missed
Vincent Mussumeci	(209) 259-4587	Jun 5	12:31 PM	Missed
VARGAS SAMUEL	(916) 912-6884	Mar 22	9:58 AM	Missed
HG	(916) 647-4151	Jul 6, 2023	6:33 PM	Missed
(513) 537-9753	Cincinnati OH	Feb 28, 2023	11:30 AM	Missed

Enter a name or number...

1 2 3
4 5 6
7 8 9
* 0 #

Call

Caller ID: (916) 525-8848

3:11 PM
Tuesday, October 1

Respond to events, see other's availability and more by [connecting your calendar](#)

Today

No meetings scheduled.
Enjoy your day!
[Schedule a Meeting](#)

Technology Master Planning

Phase 1: Input and Innovation (Mid-September to Early October)

- Technology Survey
- In-person sensemaking and strategy workshops
- Virtual feasibility interviews

Phase 2: Testing (Early October to Early November)

- Led by Merced College Technology Committee
- Vivayic provides slides from EMP townhall as templates

Phase 3: Synthesis (Mid-November to Early December)

- Drafting TMP, followed by MC review and final proof

Cybersecurity Updates

- Overview of recent security assessments and penetration tests
- Introduction of new security standards documents and how they will protect the District
 - Artificial Intelligence Standard (future AP 3775)
 - Vendor Management Standard
 - Security Awareness and Training Standard
 - Identity and Access Management Standard
- Update on Multi-Factor Authentication (MFA) adoption, including current student adoption rates

Questions?

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