



"A change in strategy without a change in vision." ~ Eric Ries

COVID-19 HOW WE PIVOTED TO RESPOND TO THE PANDEMIC

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The Impact of COVID-19 on IT Operations



- **Telecommute**



- **Online/Remote Instruction**



- **Coming Back**



- **Lessons Learned**

100% Telecommute

Close the campus and shift all non-essential employees to working remotely & shift instruction online.



100% Telecommute - Preparations

- **Communications-** Web and email initially, broadcast text to students

- <https://www.vcccd.edu/news/vcccd-alerts>
- <https://www.vcccd.edu/departments/information-technology/remote-access>



- **Hardware, Software, Access**

- Up-to-date security software- District computers, personal computing devices options?
- Hardware- laptop, desktop, mobile devices, monitors, scanners, printers, cameras, headsets
- Software- O365/Google Apps, VPN, Application Streaming/VDI, Video Conferencing, Adobe, Camtasia/Canvas Studio, remote support (RescueAssist/Zoom)
- Other District Equipment- furniture (chairs, standup desks)
- Access - hotspots, new or upgraded home broadband access



Project Requests - requests requiring greater detail, resources, and coordination



COVID-19 Equipment Requests

Request equipment to enable remote work from home



100% Telecommute - Prioritize & Adapt



- ▶ **Skype for Business/SharePoint/OneDrive -->Microsoft Teams-** some users prefer this alternative for remote interaction- share docs, text, video chat
- ▶ **VPN/DUO**
- ▶ **App Streaming**
- ▶ **Security Change- Add 2FA**
- ▶ **Roll out Adobe Sign-** electronic signatures in PDFs
- ▶ **Roll out softphones** (software version of office phone)
- ▶ **Increased support of Help Desk operations,** email, online, chat, zoom support, remote software updates



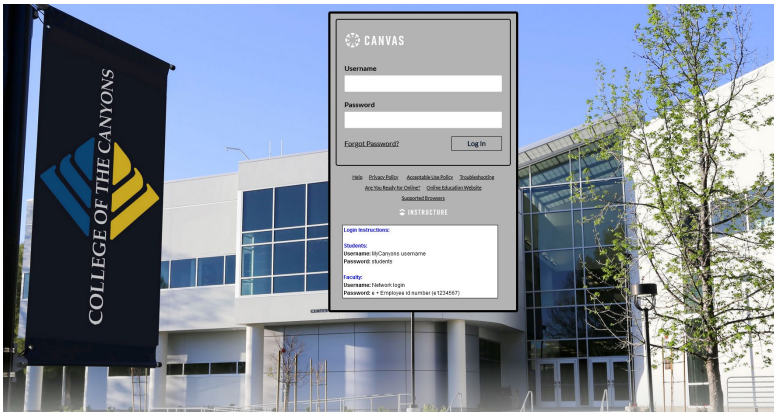
100% Telecommute - Tech Team Adaptations

- ▶ Designate a space for work
- ▶ Schedule regular meetings with your teams
- ▶ Communication and Structure-
Zoom... Zoom, encourage everyone to be live in video meetings (not static picture) Skype/Teams
- ▶ Learn to start and stop your day on a regular schedule
- ▶ Set Expectations & Model the behavior you expect of your team
- ▶ Work with employees and managers around Over Time, Comp Time and Vacation Time.



Online/Remote Instruction- Faculty Transition

- ▶ Faculty Training-
 - ▶ Rapid Ramp-Up
 - ▶ Canvas & Zoom Training (In-Person, Online, and Recorded)
 - ▶ Train the Trainer, Faculty Mentors, Course Coordinators/Builders
 - ▶ Drive Thru Equipment Pickup, Direct Orders, Reimbursements
 - ▶ Video Production Assistance and Facilities
 - ▶ Office 365 & One Drive

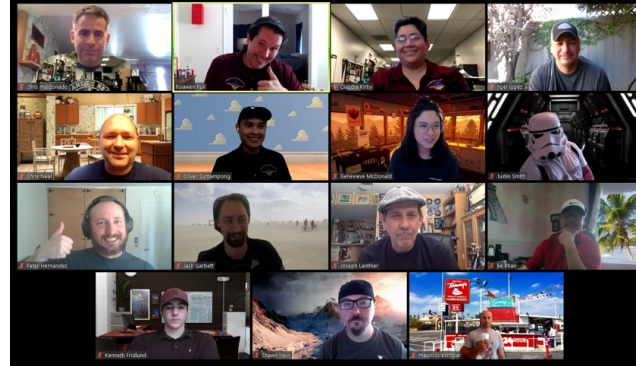


Online/Remote Instruction- Student Transition

- ▶ Repurpose District owned laptops in labs
 - ▶ Partner with Student Services to identify most needy students first
- ▶ Purchase laptops to supplement District inventory
- ▶ Student Services coordinates who is eligible and pick up process following social distancing guidelines.
- ▶ State, local and Private Industry support for software access:
 - ▶ Adobe
 - ▶ SPSS
 - ▶ Labster
 - ▶ Beyond Labz
 - ▶ Proctorio
- ▶ Expanded Online Tutoring, Library, and Student Services



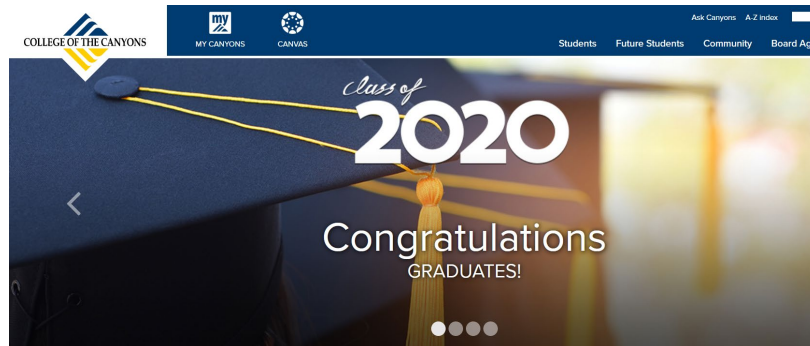
100% Online Instruction- Begins



- ▶ Zoom Meetings - all Zoom, all the time.
 - ▶ Zoom Bombing and Security- multiple software updates and best practices
- ▶ KEY ISSUES:
 - ▶ Life getting in the way
 - ▶ Access to reliable Internet (Home, Public Spaces, Hot Spots, Drive-Up WiFi)
 - ▶ Filling Software & Hardware needs for Instructors and Students
 - ▶ Student training to use technology
- ▶ Technical Support Reimagined
- ▶ Resource Website: www.canyons.edu/onlineeducation

Online in the summer and beyond

- ▶ **Internet Access** is a big equity issue. Large % of students do not have access at home.
- ▶ **Continued Training** to help faculty transition from “Remote” to “Online” teaching.
- ▶ **Equipment reclaim and reissue** to students and part-time faculty.
- ▶ **Software application** availability needed to be extended through the fall.
- ▶ **Outreach** - how do you reach graduating seniors when they are home schooling? Social Media ads on YouTube, Instagram, Facebook, Spotify, etc. Go where they are.
- ▶ **Virtual Commencement** required expanded IT support beyond sound checks.
- ▶ **Board Meetings, Senate Meetings, Committee Meetings** and more go full remote.



Coming Back - Planning & Logistics

- ▶ **Starting Planning-** Categorize classes relative to importance of face to face
 - ▶ Automotive?
 - ▶ Nursing?
 - ▶ Welding?
- ▶ Moving from **Remote** Work Plans to **Return** to Work Plans
 - ▶ What Resources are Needed Back On Site?
 - ▶ What Modifications are Needed to Current Instructional and Support Staff Spaces?
 - ▶ Who is Impacted by the Modifications?
 - ▶ What about Employees with Higher Risk Factors?

California Resilience Roadmap Stages

»» **STAGE 1**
Safety and Preparedness

- This is where we are now
- Continue to build out testing, contact tracing, PPE, and hospital surge capacity
- Making essential workforce environments as safe as possible

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California Resilience Roadmap Stages

»» **STAGE 2**
Lower Risk Workplaces

- Gradually opening some lower risk workplaces with adaptations
 - Retail (e.g. curbside pickup)
 - Manufacturing
 - Offices (when telework is not possible)
 - More public spaces

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California Resilience Roadmap Stages

»» **STAGE 3**
Higher Risk Workplaces

- Open higher risk environments with adaptations and limits on size of gatherings
 - Personal care (hair and nail salons, gyms)
 - Entertainment venues (movie theaters, sports without live audiences)
 - In-person religious services (churches, weddings)

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California Resilience Roadmap Stages

»» **STAGE 4**
End of Stay-At-Home

- Re-open highest risk environments and venues once therapeutics have been developed
 - Concerts
 - Convention centers
 - Live audience sports

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Coming Back - Planning & Logistics

- ▶ **Consult with Experts in this Arena**
 - ▶ Develop Your Needs List
 - ▶ Brainstorm Options
 - ▶ Implement in Alignment with Recommendations of Consultants and Local Regulations
- ▶ **What Personal Protection Equipment (PPE) will be**
 - ▶ Required for Staff?
 - ▶ Who will provide it?
- ▶ **What Cleaning Supplies Are**
 - ▶ Available?
 - ▶ Effective?
 - ▶ Non-detrimental People and Equipment?

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Lessons Learned so far...

- **Amazing teams and dedication** to support all of our students and employees
- **Tracking computers** and making sure they are configured for security and remote updating a *MUST* before they leave campus.
- **Training**- use Canvas, Zoom, Teams, etc. to train our staff and faculty how to work remotely and use the tools.
- **Less is more**- many tools overlap, e.g., Zoom and Teams. Offer multiple tools if you must but recommend the solution that provides the most benefit to the most users that you can support.
- **Communications**- Web, Zoom, Email, Text, Softphones, Teams, Canvas, etc. Be consistent, be aligned and make sure you are reaching everyone.

Lessons Learned so far...

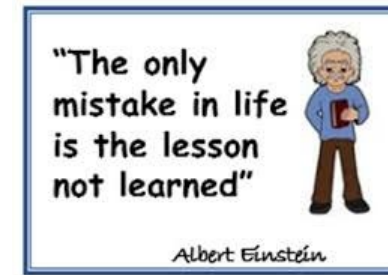
- ▶ **Help the whole person-** a laptop, software and hotspot are tools, many students lost their jobs, *all employees and students experienced new stress from the changes.*
- ▶ **EAP -** Managers encourage your employees to seek help.
- ▶ **Be Kind to Yourself and Others-** Acknowledge that we are all less efficient working from home, it is new.
- ▶ **Practice Social Distancing NOT Social Isolation-** reach out to your employees, communicate consistently and frequently.

Essential workers trying
to process the 35th policy
change in the last 3 weeks



Lessons Learned → Common Denominators

- ▶ Change is the only certainty
- ▶ Systems must be flexible to bigger and faster changes
- ▶ The more connected we are the more vulnerable we are
- ▶ Scenario planning is critical
- ▶ Sharing best practices at the speed of communications



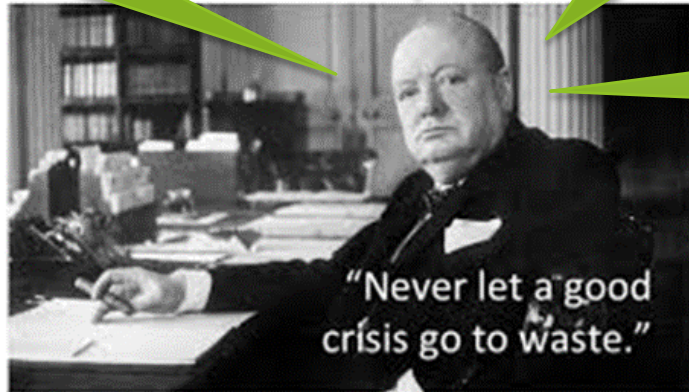
Questions?

We can pivot
fast and
successfully

Some lab
classes can
be taught
online

Telecommuting
Works!

We can
work
paperless



Technical recommendations

Future Considerations

- **Training-** online self-help, e.g., Chancellor's Office Vision Resource Center free access to Lynda.com training materials for all CCC employees. Lynda.com, in Learning, and skillsoft trainings/workshops are included free for all state employees. **Vision Resource Center.** Here is the link: <https://visionresourcecenter.cccco.edu/>



- **CCC Systemwide Common tools** at best prices and support, e.g., Canvas, Zoom, Microsoft O365, Turn-it-in, Proctorio. Opportunity: Common ERP, e.g., HR/FIN/Student like CSU but with cloud architecture for more cost effective scaling for all CCCs.
- **Less is More**
 - **Standardize on what software you will use for what** → pick fewer
 - Canvas LMS
 - Zoom teleconferencing or Teams
 - O365 or G-Suite
 - Adobe Sign for electronic signatures (part of Adobe Suite)
 - ERP- all PeopleSoft, or Ellucian, or Workday → Keep It Simple Stupid, KISS
 - **Standardize Hardware-** laptop and desktop computer versions, external monitors and other peripherals → Easier to swap and support fast, help desk can assist more efficiently, FAQs self-help easier and more used, e.g., self-help videos

Technical recommendations

Future Considerations

- **Software**
 - Usable with low bandwidth connections- DSL, Cellular, etc.
 - Multi-platform compatible- Windows, iOS, Android, Linux, etc. “OS/Browser Agnostic”
 - Scalable? Cost ease of adding more licenses, extra cost to scale?
 - Secure? → Single Sign On and 2FA compatible
 - Ease of updating remotely → Cloud based vs. Server based
 - Ease of use and remote user support
- **Hardware**
 - Rugged enough for home use?
 - Easy to configure for a home network remotely?
 - Robust enough to use all day, e.g., ultra light small laptops and tablets not so much
 - Ergonomic considerations
 - Keyboards
 - Mice
 - Cameras- built in or separate?
 - Sound system- headset? Bluetooth speakers?
 - Extra monitor(s)
 - Arms for monitors?
 - Sit/Stand desk?
 - Chairs?
 - Other Peripherals, e.g., scanners and printers
 - Install security software, remote connectivity and tracking BEFORE it leaves the building
 - Remote firmware upgrades?
 - Remote access for applications software upgrades?
 - Remote image support, e.g., VMWare Horizon, VPN