COLLEGE OF MARIN

2013-2017 Technology Plan
Computer, Server & Infrastructure Improvements

Department of Information Technology

Critical Infrastructure Projects:

- **Faculty & Staff Computer Replacement (11.C.1)**

- **Upgrade Server Infrastructure (II.D.1)**

- **Replace Aging Voice Mail System (II.D.4)**

- **Network Upgrades & Wi-Fi Implementation (II.D.2 & II.D.3)**

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Faculty & Staff Computer Replacement (II.C.1)

Problem Statement (p.1)

- Computers beyond normal end-of-life

- Many are 6+ years old

- No longer under any service warranty

- Cannot support current operating systems and software

- Loss of productivity

- Point of frustration

Faculty & Staff Computer Replacement (II.C.1)

Specifications

- Service & Support
  – 4 Year Hardware Protection Warranty.
  – Priority Customer Service & Support.
  – Next Day On Site Replacement Service Level Agreement.
  – 24x7 Call Center Support.
- High Level Computing Platform
  – Intel i5 VPro 4 Core 64bit CPU to support Virtual Desktop Infrastructure (VDI) via VMCS Shadowing.
  – Preferred All-In-One Computer Platform Architecture.
  – Large Screen LCD Monitor.
  – Multiple USB including USB 3.0 ports.
  – Wireless G & N Support.
  – Optional Touch Screen Monitor Available.

* Designed to serve needs for 4 years

Upgrade Server Infrastructure (II.D.1)

Problem Statement (p.5)

Critical applications running on inadequate servers:

- End of life over four years ago

- No longer eligible for maintenance support (after 2013)

- Cannot support being upgraded to the most current OS version

- Backup and disaster recovery protection is minimal

- High risk that a failure would result in principal applications completely unavailable for an extended period of time, with a very high emergency replacement cost

- Domain structure is not functional for the organization

Upgrade Server Infrastructure (II.D.1)

Specifications

- Service & Support
    - 5 year / 4 hour 24x7 Hardware Support
    - Turnkey Installation
- High Availability Server Configuration
    - Two SAN's (storage area network), one for the KTD campus and one for the failover site
    - Tape library (tape carousel) with a server
    - Internal network switches
- Data Centers
    - Move Primary to KTD
    - High Availability for backup
    - Real-time Replication between primary & backup

 * Designed to serve needs for 7 years

Replace Aging Voice Mail System (II.D.4)

Problem Statement (p.14)

Current voice mail system:

- Frequent outages, often weekly

- Down for two days in July 2013

- Loses messages when system goes down

- Can't support modern features such as robust auto attendant & unified communications

- Phone System end of life in 2 years

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Replace Aging Voice Mail System (II.D.4)

Specifications

- Easy to setup Automatic Attendant to walk callers thru protocol to get to right number based on answers to questions

- Voice messages can be sent to email & can be listened to via email

- Urgent voice messages can be escalated if not answered within a specified time period

- "Find Me/Follow Me" function to ring other specified numbers until someone answers the phone

- "0" out option, where a specified number is called, per user

- Speech Recognition

- Replaces portions of phone system

Network Upgrades & Wi-Fi Implementation (II.D.2 & II.D.3)

Problem Statement (p.19)

Current network:

- End of life - hardware no longer supported
- Extremely slow when someone transfers a large file or streams video
- High risk of outage
- Wireless covers only part of the campus
- Wireless limits number of users

Network Upgrades & Wi-Fi Implementation (II.D.2 & II.D.3)

Specifications

- Upgrade both the KTD and IVC campuses
- Move to a POE network (Power Over the Ethernet)
- Add additional ports
- Replace wireless with latest wireless technology (802.11n)

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COST SUMMARY
(including contingency)

Project	One-Time Costs (rounded)	Annual Costs (rounded)	Duration	Funding Source
PC Upgrades*	$50,000	$130,000	3 to 4 months	Operating Budget
Server Upgrades	$450,000	$20,000	4 to 6 months	Bond
Voice Mail Replacement	$75,000	$3,000	1 to 2 months	Bond
Network Upgrades	$300,000	$25,000	2 to 3 months	Bond
TOTALS	$875,000	$178,000		

*   Assumes lease rather than purchase