# Memorandum

## To: Rosie Harrington

## From: Steven A. Singer, IT Program Coordinator

## Re: IT Advisory Board Meeting

## Date: Feb 28, 2008

Present:

Gordon Bruce, C & C Honolulu; Debra Gagne, State of Hawaii; James Kadota, HMSA

Keith Furuya, DTRIC; Ricky Chow, Computer Assurance; Doreen Nozawa, Servco

Earl Bethke, Hawaii Health Systems; Naomi Stafford, Midori Designs Online; Paul Sakamoto, Office of VP for CC

KapCC: Steven Singer, Sandra Lai, Alfred Seita, Rosie Harrington, Lori Sakaguchi, Janice Walsh, Will Short, Stephen Trussel, Bruce Yamashita, Dennis Kawaharada.

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GB—C&C loosing staff at roughly 5% per year. COBOL still needed. Java still needed. SOA getting more important.

DG—retirement increasing. 1/3 of employees eligible for retirement. SOA (Service Oriented Architecture)—big. Security, mobile devices, tele Com.

DN—Security, Software dev. People skills important. Virtualization. MS still big. Remote users. Wifi*** Bus Advocates

RC—VB. NET. Lacking in applied technology—example, imaging and Bus applications.

Keith—SOA

JK—SQL Server most used DB. MS. NET. Need Server Admins. Networking, Apl Dev., Soft Skills*** (communication, working, writing). Analytical skills, promotable skills, pickup people out of Bus with IS Degree. Advice to Studs—get IT degree then entry level job in Bus sector of company.

Naomi—communication skills.

PS—Rich Internet applications (Flex, Multimedia, Ajax)

GB—More Web. Content Management Interconnectivity exploding. Broadband

DG—Must be web enabled, telecommunicating up. Virtual team dynamics. Sharepoint.

JK—Need more project management

GB—PMI credentials.

<u>Transition from 2 to 4 year degree</u>

PMI, web apps, security, service mgmt, ISO standards

DG—IT people act as PM

RC—multiple skills (teamwork, presentation, etc. inside of IT courses)

Project plans built into each course, meeting minutes agendas PS—interopibility, be able to manage development services.

Expectations of new IT hires

Logical thinking skills, problem solving, ability to learn, lifelong learning, flexible schedules.

WS—centralization vs decentralization—generalist, business analyst, work flow.

BRLC—

multiple platforms—MAC, Lynux. Network blades, Lab environment—hands on.

NS—reconfig—small clusters for small group work

RC—remote access, online community, pc anywhere, comfortable place, coffee, lounge, corners with different focus

## Summary

1. Requests for 3rd and 4th year topic classes:
    a. Project Management
    b. Work Flow
    c. Business Analysis
    d. Higher end Web
    e. Capstone/applied tech
    f. SOA
    g. Security
    h. WiFi
    i. Imaging
    j. Virtual machines
    k. Soft skills
2. Service Learning/leadership—students can be engaged in this now, in 2 yr program.
3. Students hired from KapCC have performed well. 2 yr program still has place.
4. Emphasis on soft skills (communication, knowledge of business functions), problem solving, analytical reasoning.
5. COBOL and Java still needed
6. Business Learning Resource Center: can provide place for group work, access to resources students might not otherwise have.

**Memorandum**

**To: Rosie Harrington**

**From: Steven A. Singer, IT Program Coordinator**

**Re: IT Advisory Board Meeting**

**Date: April 1, 2009**

Steve Singer started the meeting at 8:05 a.m. in Kopiko 209, with welcome remarks. Everybody went around introduced themselves:

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|---|---|---|---|
| Steve Singer | Paul Sakamoto | Naomi Stafford | Rosie Harrington |
| Sandra Lai | Keith Rollman | Randolph Batoon | Kevin Yokota |
| Dennis Kawaharada | Todd Park | Steve Takahashi | Philip LaVoie |
| Janice Walsh | Ricky Chow | James Kadota | Michael Paulding |
| Debra Gagne | Alfred Seita | Calvin Tan | Garret Yoshimi |

Garret – ITS is larger than DTRIC's operation. MS shop run core back office system. Leading edge infra-structure. Investments into improving and creating a better balance in business – sales, marketing and services. Building on the web currently will roll out soon. Large development efforts on going partner with DRC (Decision Research Corp) to sell their product nationally. There are a lot in the pipeline but still trying to contain cost. Graduates need to be able to speak well besides the technical skills.

Keith and others: Biggest parameters for

- Time management
- Project management
- Communication skills.

Debra: There no longer things you can do it all by yourself. Needs to be able to facilitate meeting.

Keith: Expose students to multitasking…

James: 255 people in IT, currently has a hiring freeze. Completed transfer of data system from mainframe to MS. Will retire mainframe in around 2 years. CIO's been there for 6 years and wanted MS shop. One of 6 companies who can get health check directly from MS. On site MS person focus on operation integrate with operations but will assist with tech. Abandoning mainframe… needs a .net programmer. Needs soft skills – communication, project management, team work, more of an analyst. Pretty excited where they are at HMSA, even with the hiring freeze but sending their people into the business. CIO's boss is mandating within 6 months to roll out HMSA 2.0 – on-line care product. Facilitate HMSA's business initiate of where they want to be in 5, 10 years in the future. Be familiar with wiki. Est. strategic alliance with local companies and companies on the mainland. Collaboration, OCS, new frontier for the IT people but it is exciting. Hopefully, once economic gets better – needs employees in IT and BUS skills combined. Get your own Blog – figure out how to do it. Use blog to? Not sure, just to get your feet wet, may be unrelated to health care, even looking at ESPN to see what a blog is. HR people needs to get out of their HR ivory tower to look at the new types of employees, to change the HMSA environment to help the new hire adjust to employment.

James: Initiatives directly comes from the top.

Keith: Social networking – Homeland Security getting better, more accurate information about wild fire on Twitter than their own system. Setting up own communication system putting up real time network on Twitter – Tsunami warning, etc for C&C. Already has followers without promoting it.

Debra: public information – whether secure or not.

Keith: needs to clean up 4 Muffi's Twitter sites – not Muffi's.

Randolph: Partners in Dev. Found. – their IT is smaller than KCC's IT department. Federal side and Kamehameha School. Deal mainly with children and elderly caregiver. IT staff of two. Kevin Yamada and Randolph – staff of two. Getting intern from KCC, hired Kevin early. Grow to a point that they no longer qualify for discount from CISCO, etc. used to be 1.5 mil in budget, now is bigger. 18 offices working 30 sites. Lots of work are performed at night, cannot take down during the day time. Mostly send Kevin to neighbor islands. Currently does has budget constraints, not able to hire admin/support/it/acc people. Give back by hiring intern, mentor them, to help them on their way. There was an intern went to Castle & Cooke. But Castle & Cooke recently laid him off. Homeless projects, supposed to be handled by the state but they are handling them.

Naomi: started at her company for 4 years now – small business with project. New guys have problems communicating, don't have too much discipline. They want their own companies right away. Can multitask but cannot focus on one project. The ones that succeed are the ones who can focus and communicate.

Ricky: consulting company. Picking up a lot of remote working. Employee satisfaction – allow them to work anywhere they want to. Remote working, working at home – needs discipline. Lacking the colleagues around you at home. Must have good communication skills to connect to others who are not there. When gas prices went up last year, companies allowed employees to work remotely because of travelling costs. Most demanding for communication skill set.

Todd: hired some people in the previous years – Solaris. Not one single individual who will have all of the skill set. Integrity, honesty can be found. But need communication skills who are willing to learn. Lifetime learner. May hire someone who may not have all the skill sets but who are willing to learn and work as a team. Shifting to security issues. Needs to past audit (securities) - past one year, then need to past new standards for another year.

Keith: needs to be more competitive – keep up with technology. 5000 desktops, microwave, etc. etc. 140 employees are busy. Needs the hunger for learning, study need hardware/software/OS, etc. IBM mainframe – frozen codes were transferred over. Backup and disaster recovery – mirroring system in Kapolei. CGI/AMF designed – ERP system. Bruce?, boss, has unique vision for government. Web deliverable with proper user interface**. IBM WebSphere** – may be new thing to get into instead of stay as a MS shop. IBM will come in to train the workers.

Steve Singer: Gaming – can it be used as a conduit to draw students' interests to get into IT?

Keith: anything that draws them into studying IT is good but need to give them the reality of gaming may not sustain life. Needs to get through with jobs. Network admin and software engineer always survive bad economy. But not everyone can write a successful game, so need to stay on their feet.

Paul: Jaysom, good language/foundation can be build on to learn how to do programming. Migration to virtual hardware. VM ware are popular. Dashboards are popular. Develop and create with Cognos interface with Flex, flash. Economy downturn – management tightened. Learning business rules , take some graphic classes too, can make things look pretty too.

Naomi: agreed.

Randolph: needs graphs in Spreadsheet – speed, real-time, easy to read – black or red. Something to catch their attention quickly because of lack of time.

Debra: state – 170 staff down from 203, with no hope of replacing them. Like to have some dashboard. Looking at the economic bad time to not work on new stuff but to improve current systems – animation, better codes. They are not going to get rid of IT. Service Development. Other opportunities – virtualization, centralization?. 34% of the current

workforce eligible for retirement … Lifelong learner – "we can't do that" answer is not acceptable. Getting rid of paper check to imaging, the project – everything prepared the same way up until the check – only the check is imaged. But if all steps stayed
the same – there are no improvements. Need to revise procedures and steps until printing of checks as well.

Steve Singer – blue sheets – advising sheets. Program, certificates explanations.
Expanding the program…
SLOs - what students learned what to do when they come out of the program. – 1) accreditation – needs outside body for endorsements in order to be able to move forward to get accreditation and for Perkins funding for program. Also, how the program is assessed.

First 3 – related to the certificates.
#5 promote life-long learning
#6 program SLO – communication, problem solving, decision making skills.

Dennis K.: Three things he've heard throughout the meeting: 1) Teamwork, 2) individual focus to complete job, 3) project management not mentioned.

Garret: wants to see Rubrics structure develop for courses explaining what they covered – as well as how to assess course success.

James: it's okay to endorse the SLOs as it or with the amendments discussed. KCC IT program always listen to the community and changes have been made appropriately for the last few years. Needs to continue to seek business community for ideas and approvals.

Ricky: program has changed a lot. The SLO objectives are good. Each class must tie back to the SLO objective. Students should be informed, and that's what they are supposed to get out from the course. There will be a measurement to see if the students achieve the objectives or not.

A vote to endorse as is or with or without amendments - unanimous.

Steve T: what about SOA architecture?

Debra: needs 5 years to get to. to allow get more life out of legacy system to build up new systems.

Dennis K : Chancellor wants accreditation by certain outside body in IT.

Steve Singer: good topics, let's talk about that at lunch time.

Meeting ended at 9:30 a.m. with faculty and professionals moved to Kopiko 103 and 104 to meet students for Q&A.

**Memorandum**

**To: Rosie Harrington**

**From: Steven A. Singer, IT Program Coordinator**

**Re: IT Advisory Board Meeting**

**Date: Feb 23, 2010** 8:00 – 9:30 am

Meeting started by Steve Singer at 8:06 am. Introduction packages prepared: SLOs, articulation agreements, etc. After meeting, meet with students, give them insights into the IT field.

Self introduction, counterclockwise: Alfred, Todd, Hal, Randolph, Naomi, Debra, Sandra, Jeff, Peter, Lori, Earl, Doreen, Ricky, Louise, Gomaz, Kevin Y., Rosie.

SS: We are at a stage where the economy mandate us to keep a pulse on the economy and the job market to get an idea of what's going on in the eyes of the industry professionals. What's on the up swing and what's on the down swing.

What are the new development in technology we should pay attention to. Touch pad, smart phone, etc.

Randolph: We are nonprofit, getting funding from Fed and State, Kamehameha School as well – 220 employees – doing well. Adoption services, care, etc. 110 to 1 ratio right now, can hardly keep up. Need entry level new employees – can even accommodate students who are graduating this year. (SS: can announce to students about these opportunities.) Entry level networking, general problem solving, help desk. Question can be tech or non tech – fix a stapler, non-electric. Jasper working on installation.

Debra – mobile workforce – to work wherever you are at. Variety of digital devices, iPod or iPad… Don't worry about bandwidth, it will come. Health information tech network - HD, video, needs bandwidth – in order to share health info across the state/nation. (SS: UH CC Santa something to develop HIT program here – 10 campuses throughout US, Kap CC is trying, should hear from them next month.)

Doreen: Bandwidth is important – and it is getting cheaper and faster – necessary for placing information on the cloud. Diminishing service admin. Needs, proj mgr, somebody who can speak to business people and weed out the information needs.

Todd: Bandwidth getting bigger and bigger… make sure support higher bandwidth app. Beefing up routers and switches.

Naomi: small business, nonprofit – small to medium requesting for software development and online db. Hard to find people? Can you teach someone in our office or find us someone part time.

Ricky: software as a service – offer you to subscribe to the services – so smaller companies do not need to keep in house IT person.

SS: part of the role here – Hal – specialty in networking, developing advance prof cert. – at least one course in serve config & admin. Recog. IT prof needs.

SS: APC – in the process – made some changes to curriculum, multi-color sheets – advising sheets showing how program is laid out. Pink is current CA angetd various cert. Yellow is the more updated, more advanced AS. The blue sheet – adv. Prof cert. incl. 300 level courses. Hardware, networking, 2 web app. Classes and one floating class – current trend and

issues – for rapid response. Green – BAS – transfer agreement to UHWO. From small skill sets to people who has business background – bachelor degree.

Debra – nice blend of non-traditional IT courses – bus writing, etc.

SS – this prog parallel to what they have now – our KapCC parallel to HCC's CENT. So, the two streams of students can transfer to UHWO… at UHWO, BAS to hardware, or generalist, or specialized such as health…

LP: Pending on BOR approval but UHWO is eager to get this one done. Thanks to the IT folks to move this forward.

Jeff: I like the writing, math and econ. Get my attention more than db, networking. We are moderate size business, 800 clients. 40% cut of IT staff – who were fluent in programming, etc. which can be easily farmed out. The folks that bring value – generalist - people who are well balance. The disconnect, people who are brilliant in tech but do not understand op. they got laid off. However, the ones who can grasp and understand and apply tech to op. are the ones who survived. What we failed in IT is to make people feel stupid but we should help people to be better.

SS: please tell our students that because they just want to learn the tech skills – why be well rounded? But they will listen to you, prof.

Naomi: eBUS & Speech helped her to be able to speak and communicate. They are very important because we don't want to translate for IT people…. Well, that's why they brought me on board anyway because the IT people cannot communicate directly with staff.

Debra: Agreed with Jeff. People who are expert in tech but failed to see how multiple discipline can be combined together to create solutions.

SS: Imagine we are all interested in hiring – besides soft skills.

Jeff: We are not hiring. The jobs that Jeff is oursourcing, they need to understand who are the companies they are bringing into my organization. So, they should get to these companies. Jeff also hired help desk people, nice, young, energetic, without letting people feel that they are stupid. Entry level position work for them but not with his company because of his outsourcing.

Doreen: Managed services. ServCo is not hiring. What kind of companies outsourced to? Web services – virtual… No longer need to have in house "blade" server center. Bus proc architect, db proc arch., tech proc arch. These three areas – for the data warehousing project. Do not make end users feel stupid.

Ricky: tax season right now. Prof of acc is changing. Instead of buying software, server, subscribe to services instead. CCH, etc. cloud computing. Accountants do not want to deal with the computers, so trend is changing. MS offer a lot host services, no need manage software but subscribe to services.

Doreen: hard to find Exchange specialist. Bus productivity online services, not an easy process because cannot hire an expert in Exchange. (went from Lotus Note to MS Exchange, then now from inhouse to subscribed)

Jeff: Voice supported IP services. Voice communication – still being relied upon. VOIP may work but it is not critical, it can go down for a little while but when voice goes down, it is critical.

Debra: Integrating Voice with DB services.

Jeff: Integration specialist is not easy to find to work with.

Debra: State not hiring anybody. The budget cut left us with the staff who are not the ones I wanted. We want resourceful, professional seeker and searcher, life-long learner, focus. On-line training available but people don't want to do it. Security is a big issue - one area which is growing. Want to develop Social media but I accept agreement is against Hawaii law. DB and service arch. Create something for the long term, make like it will be there for the next 50 years. Ad hoc thing become something which last forever. Proj mgt is vital. There's nothing in IT you can do it on your own anymore, you must work with someone else in house or outside and must be able to communicate.

SS: SLOs. Proposed 1 through 6. Last year, the IT adv cmte approved SLOs. We have used them to assess against our curriculum – assess one per semester. As a result, some of these SLOs were tweaked. So, we are presenting the current and proposed and request for your approval again. Also based on ACM IT Curriculum.

LP: Can you talk about how assessments were done?

SS: choose program SLOs from programming, last course, second to the last project. Vs #1 current SLO. Prof Lai developed a rubric for the artifacts to determine whether the students are meeting the SLO. Students are doing well but realized need to revise SLO and methodology of teaching. For example, need to mention more about documentation. Second one, web app. But was unable to strip the names from the proj this second time. Results were quite favorable but needs to be revised the wordings.

AS:?

LP: Adaptation of quality improvements and comparing expected outcomes with student actual outcomes. We are please to see that IT is out there to complete two outcomes already. One of the rare program who had done 2.

Ricky: I'd like the change. IT needs to focus on solutions. A lot of business do not want to tackle them. Focus on solutions and the students can teach these goals. It is good goal but how to implement and how to get there, that's tough.

SS: Problem solving class 128 – how to solve problems and how to come up with solutions.

Naomi: Some younger brothers and sisters are in KapCC IT now and they didn't know what was going on before. now they are more clear of what's happening after attending KapCC IT. So, they are grateful to be learning a lot and growing.

Debra: I'd like #4…

SS: all of our SLOs together should cover all areas of IT – DB, networking, etc.

Debra: like to see analyze, indentify, and design and develop… back into the SLOs.

Naomi: concur.

LP: Analyze … develop web solutions… Merge the current and proposed SLO #4.

SS:Certainly!

SS: Request IT Adv board to approve. First approved? Debra seconded, all in favored.

SS: Anything else to discuss before heading downstairs? Explaining downstairs process – 4 small groups. Expectation of new hires and IT professional knowledge. The blue sheet – new courses rolling out. We need to find someone to teach one or two or these courses.

LP: college admin going through some changes to bring in some new deans.  Hosp, Cul, Bus & Legal, Comes on board on Monday.

LS: on the way down, there are restrooms.