


Memo of Understanding

November 21, 1997

TO: Don Perrin
FROM: David Bell 
CC: Jim Buysse, Sandy Foster
SUBJECT: Microcomputer Support Responsibilities

I've put pen to paper to clarify and define roles and responsibilities shared between our two entities. These are defined from my point of view so please feel free to add comments and concerns.

I. Primary responsibility of Computing Services is the configuration, purchase, deployment, and maintenance of the administrative computing system and attached peripherals. This includes:

- A. All server based systems, software, and all equipment directly attached to the network that serves that system.
- B. All local and wide-area networks that connect the buildings and campuses to each other. Does not include instructional labs nor the local area networks within those labs.
- C. All the switches, routers, hubs, modems, and cabling (copper and fiber) over which the backbone flows.
- D. Responsibility will extend from the backbone to a demarcation point inside an instructional lab's main distribution facility.
- E. Responsibility will include software maintenance and upgrades on all backbone attached equipment.
- F. Includes the assignment of IP addresses to all nodes attached directly to the backbone but will not include equipment/nodes directly attached to an instructional lab's local area network.
- G. Configuration, configuration approval, installation, and support, including hardware maintenance, of all equipment attached to the administrative network. This includes PC's assigned to classified, certificated, and management staff.
- H. Maintenance of the District's DNS equipment (rccd.cc.ca.us).
- I. Telephone systems and equipment. Hardware and software configuration, maintenance, and support.
- J. Library system support. This includes both hardware and software.

II. Instructional Support Services - Learning Technologies (Academic Computing) is responsible for the following:

- A. Configuration, configuration approval, installation, and support, including hardware maintenance, of all equipment attached to an instructional, local area network.
- B. Configuration, configuration approval, installation, and support of all software, operating system and application, to be used in any instructional lab.
- C. Scope of responsibility will extend from the desktop PC, the file server, and network attached printers, through any hub, switch, or router that serves an instructional lab. Academic Computing will be responsible for all software and hardware issues from the desktop to the file server, inclusive.
- D. Maintenance of Academic Computing's DNS equipment (acad.rccd.cc.ca.us). This includes software upgrades, home page development, e-mail address assignments, and all hardware related issues. If Academic Computing replaces the DNS equipment, the current equipment will be returned to Computing Services.
- E. Issuance and control of IP addresses assigned to the academic computing network.
- F. Configuration, installation, and maintenance of instructional file servers, both hardware and software.

III. To affect an orderly transition, I am recommending that the following schedule be implemented:

- A. Support services will continue, as usual, until January 19, 1998.
- B. Starting January 20, 1998 (start of Spring semester), in addition to the above listed responsibilities, Academic Computing will assume responsibility for instructional lab software, installation and support.
- C. Starting July 1, 1998, in addition to the above listed responsibilities, Academic Computing will assume responsibility for instructional lab hardware maintenance.
- D. For budget purposes, the following amounts can be transferred to Academic Computing for maintenance support in the 1998-99 fiscal year (1997-98 budget dollars):

1. From 100 DMC 6780000000 5643	\$40,000
2. From 100 EMC 6780000000 5643	\$10,000
3. From 100 FMC 6780000000 5643	\$10,000



MEMORANDUM

March 16, 1998

To: Dr. William Andrews, Academic Vice President
From: Don Perrin, Dean, Learning Technologies
Subject: **Need to Expedite New Technical Positions**

This item was tabled at the Budget Bunch meeting in February so you could be involved in the decision. The positions were originally set up for range 22 on the classified salary schedule. Subsequently, Brenda Davis, Richard Tworek, Della Condon and myself reviewed the qualifications required and recent hiring on other campuses and rewrote the request as range 27. I volunteered funds transferred from the Computing Center to Academic Computing to make up the difference in cost. The Director of Computing services objected to range 27 positions because, in his opinion, technicians at this level were not needed. Below is my position on this issue:

1. The explosive growth of academic computing within the college gives a current total of 740 networked computers in student labs, libraries and work places on three campuses. This will exceed 1,100 by January 1, 1999. Pending issues that require technicians at this level are:
 - The complexity of programming and troubleshooting new hardware, software, network and Internet systems, especially network routers, hubs and servers.
 - The need for logon and management systems to ensure security and cost recovery.
 - The need for a web server for academic programs and courses.
 - The need to interface new and old equipment and software.
 - The high market price for technicians with the required competencies.
2. RCCD is facing new requirements in the next year that demand technicians at this level:
 - Plans for teaching Microsoft and Novell Certified Courses. These courses will provide interns to expand the cadre of technicians supporting labs and classrooms.
 - Plans to develop online courses. These will require webmaster and server management skills with added technical and programming support.
3. Raising the educational requirement to a Bachelor level position in Computer Science filters out less able applicants and ensures minimum skill level with current hardware, software, network, programming and training. The alternative is to hire technicians who are specialists in a single area – an even more expensive option.
4. The College of the Desert, Cerritos College, and UCR recruited recently at the proposed level or above for less skilled positions.
5. The choice of level 27 positions is intended to provide quality support to academic users and new Certification programs.
6. A third position at this level is needed for the City campus, which is larger than Norco, and Moreno Valley combined.

I disagree with David Bell's statement before the *budget bunch* that the principal task of these positions is to load applications on computers – that will be done by trained classified hourly personnel under supervision. The proposed new positions should be judged based on the academic needs. I am concerned that this difference in opinion was interpreted by the meeting as a lack of cooperation between David Bell and myself. We are collaborating closely on design and installation of ATM networks on the three campuses and in providing quality support to faculty and students.

cc: David Bell, Jim Buysse, Della Condon, Brenda Davis, Rich Ramirez, Stephan Robinson, Richard Tworek