

Annual Overview

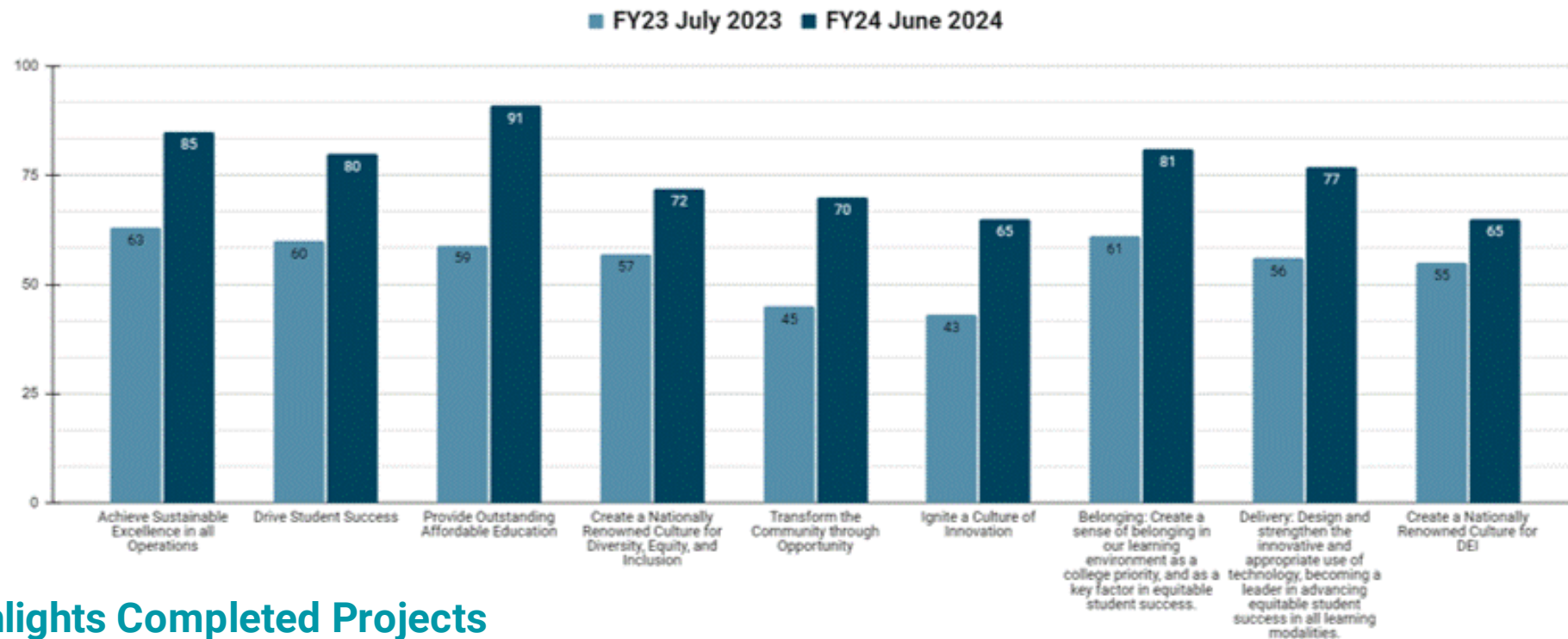
As FY24 concluded and FY25 began, the Information Technology Portfolio remained stable and steady. The IT project teams did a great job delivering a diverse range of technology projects supporting PCC's Strategic Action Plan (SAP), YESS goals for equitable student success, and core themes of Culture Transformation & Development. These initiatives benefited multiple departments, while the Information Technology department continued its operations at a steady pace in a hybrid mode throughout the fiscal year.

IT continued to execute on a portfolio that on average between 80 - 90 projects each month, closed 70 projects for the year, began work on 92 approved projects during the year, and increased the number of healthy projects by 33.1% points compared to the preview years.

Kudos to all IT teams' dedication, hard work, and stakeholders' participation; during FY24, we successfully closed 70 projects and received 49 new project requests, which was a 25% increase in closed projects and a 29.4% decrease in new project intake compared to the same period last year (see page 4).

As always, the success of the IT portfolio of projects relies on the collaborative partnership and dedication of our clients and information technology staff. Thank you for your participation in that success, and we look forward to working with you on your next technology project.

Portfolio Analysis: IT Projects Alignment with PCC Strategic Initiatives Benefits & Goals % Value



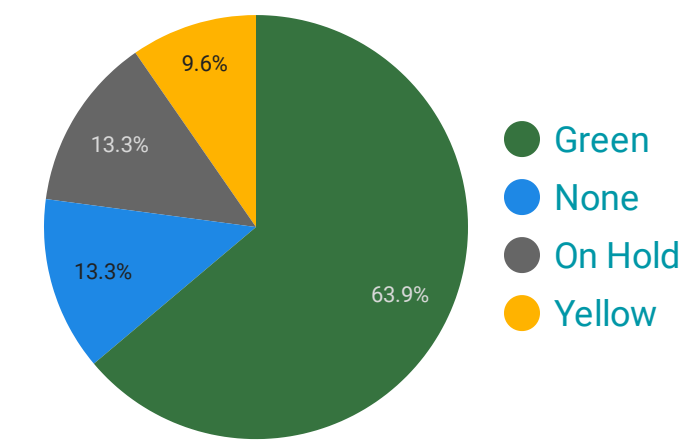
Highlights Completed Projects

- POS replacement - Food Services
- Network Optimization Program - Wireless Refresh
- Replace Go-Print with Print Management Software
- Upgrade LanSchool Servers & enable "secure" mode
- BlueCat DNS for AWS and upgrade current environment
- MyPCC Technology Framework Replacement
- Upgrade PCC's documentation space (spaces.pcc.edu)
- Annual Penetration Test
- Classroom IT "Sandbox" - Network Services
- Identify and update Online Student Status
- Rock Creek FMS Meeting Space AV
- Automatic upgrade to version 9.4.x With Workday's implementation
- Using a Chromecast Device with VR connect via wireless recruitment tool
- Southeast Campus Security Camera Installation Project
- Investigate and create Microsoft Windows 11 deployable image

Current IT Portfolio Assessment

Projects in the portfolio are looking quite promising and positioned the organization well for success this fiscal year. Majority of projects are in good standing. At the start of summer term 2024, the IT Portfolio has 78 projects with the following health status.

Active Projects Health Status



- 36 Green projects in a good standing expected to be on time. 11 projects are over 90% completed
- 17 Yellow projects have identified issues with corrective action
- 1 Red project at risk with unresolved issues
- 12 On Hold projects are on hold due to resources constraints
- 12 None (Backlog) projects are approved but not started yet

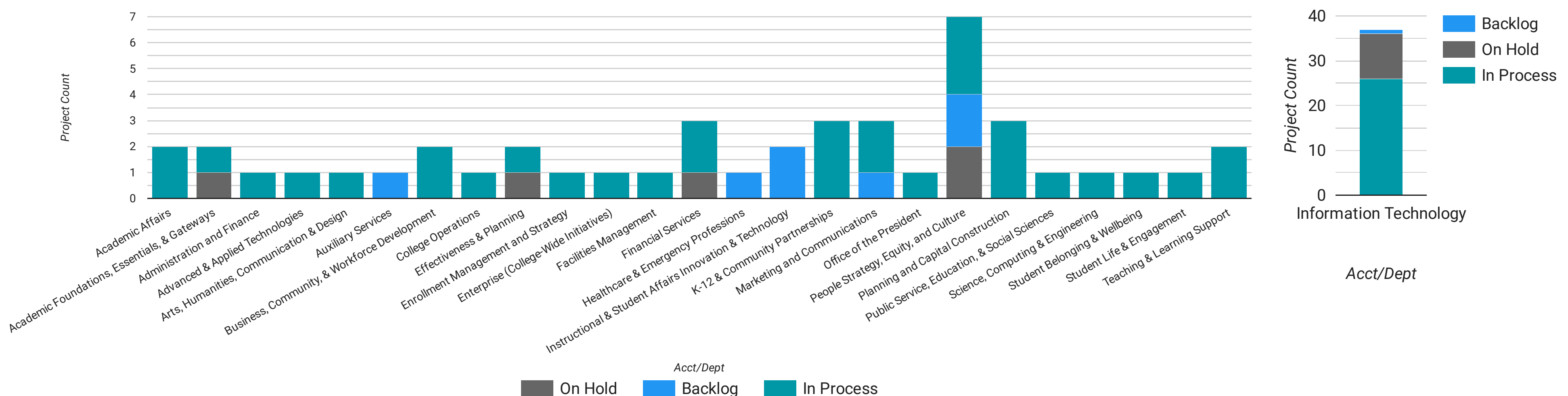
Ongoing Partners and Collaborations

- Engagement with clients and key stakeholders is progressing positively, fostering collaboration and communication.
- Conduct quarterly Community of Practice Portfolio Project Management open forums, which have shown notable improvement.
- Adjust IT staff user-profiles and update non-IT employee profiles according to the new organizational structure for TeamDynamix (TDX) users and security and functional roles.
- Prepare FY24 annual and monthly IT Portfolio Analysis Reports.
- Track the organizational changes of Intake and Prioritization Committee (IP2C) governance members and align Organizational Account / Department Reports in TDX.
- Explore potential Workday integration relevant to IT PMO information.
- Identify gaps between TDX Portfolio System Architecture and the Monday platform and identify missing work management modules.
- Continue documenting TDX Portfolio System Architecture components for the Monday template portfolio solution.
- Process all monthly IT invoices.

Join US Quarterly PMO Group Discussion:

- Community of Practice - Portfolio and Project Management
- Next Meeting: [July 25th, 2024 @1pm](#). Please join us if you can.

Current Project Status by Departments





PCC Mission Statement

Portland Community College supports student success by delivering access to quality education while advancing economic development and promoting sustainability in a collaborative culture of diversity, equity and inclusion.



Closed Project July 2023 - June 2024

	Cabinet Project Sponsor	Accounts/Department	Name	Status Name ▾
1.	Michael Northover	Planning and Capital Construction	Network Optimization Program - Wireless Refre...	Completed - Met Expectations
2.	Michael Northover	Planning and Capital Construction	HT SIM Lab	Completed - Met Expectations
3.	Michael Northover	Information Technology	Risk Assessment Active Directory	Completed - Met Expectations
4.	Katy Ho	Academic Affairs	STA Forms Request	Completed - Met Expectations
5.	Katy Ho	Healthcare & Emergency Professions	Conebeam Dental Technology (DTX Studio Go S...	Completed - Met Expectations
6.	Michael Northover	Information Technology	Upgrade LanSchool Servers & enable "secure" m...	Completed - Met Expectations
7.	Michael Northover	Information Technology	DNS DDoS Mitigation	Completed - Met Expectations
8.	Adrien Bennings	Marketing and Communications	PCCTV Channel Content Server Upgrade	Completed - Met Expectations
9.	Eric Blumenthal	Information Technology	Electronic Security Systems Operationalization	Completed - Met Expectations
10.	Michael Northover	Information Technology	Windows Server 2012 R2 End-of-Support Upgrade	Completed - Met Expectations
11.	Michael Northover	Information Technology	Automic upgrade to version 9.4.x	Completed - Met Expectations
12.	Katy Ho	Pathways to Opportunity	Future Ready Oregon Career Pathways Grant C...	Completed - Met Expectations
13.	Michael Northover	Information Technology	vPro - Enable AMT on Win desktops - remote po...	Completed - Met Expectations
14.	Michael Northover	Information Technology	Classroom Technology Assessment	Completed - Met Expectations
15.	Katy Ho	Teaching & Learning Support	EDT&LS Monitor SE AH 208B	Completed - Met Expectations
16.	Michael Northover	Information Technology	Investigate and create Microsoft Windows 11 de...	Completed - Met Expectations
17.	Michael Northover	Information Technology	Classroom IT "Sandbox"	Completed - Met Expectations
18.	Michael Northover	Planning and Capital Construction	Southeast Campus Security Camera Installation...	Completed - Met Expectations
19.	Katy Ho	Science, Computing & Engineering	CISCO classroom installation and configuration	Completed - Met Expectations
20.	Katy Ho	Business, Community, & Workforce Development	Artificial Intelligence & Cultural Computing	Completed - Met Expectations
21.	Michael Northover	Information Technology	Client Service Reorganization	Completed - Met Expectations
22.	Katy Ho	Academic Affairs	Identify and update Online Student Status	Completed - Met Expectations
23.	Michael Northover	Planning and Capital Construction	Network Optimization Program - Firewall Replac...	Completed - Met Expectations
24.	Michael Northover	Special/Reserve Funding	Enterprise Resource Planning (ERP) Upgrade - P...	Completed - Met Expectations
25.	Michael Northover	Information Technology	BlueCat DNS for AWS and upgrade current envir...	Completed - Met Expectations
26.	Eric Blumenthal	Auxiliary Services	POS replacement - Food Services	Completed - Met Expectations
27.	Michael Northover	Information Technology	IS- Tenable Redesign	Completed - Met Expectations
28.	Katy Ho	Teaching & Learning Support	RC - OMIC FabLab IT Build	Completed - Exceeded Expectations
29.	Katy Ho	Business, Community, & Workforce Development	Using a chromecast device with VR	Completed - Exceeded Expectations
30.	José Dela Cruz	Enrollment Management and Strategy	Sylvania CC 247C Conference Room Technology...	Completed - Exceeded Expectations
31.	Eric Blumenthal	Public Safety	ARMS Upgrade	Completed - Exceeded Expectations
32.	Eric Blumenthal	Facilities Management	Rock Creek FMS Meeting Space AV	Completed - Exceeded Expectations
33.	José Dela Cruz	Enrollment Management and Strategy	Financial Aid Dynamic Forms Product - SHI Next...	Completed - Exceeded Expectations
34.	Katy Ho	Advanced & Applied Technologies	RC - OMIC Training Center Classroom Upgrade	Completed - Exceeded Expectations
35.	José Dela Cruz	K-12 & Community Partnerships	Technology needs for Vicky Lopez Sanchez's offi...	Completed - Exceeded Expectations
36.	Katy Ho	College Operations	SY CC 247B - Josh Peters-McBride	Completed - Exceeded Expectations
37.	Michael Northover	Information Technology	InfoTech IT Satisfaction Survey	Completed - Exceeded Expectations
38.	Eric Blumenthal	Administration and Finance	SY CC 233F Office Set Up - Eric Blumenthal's	Completed - Exceeded Expectations
39.	Michael Northover	Information Technology	Upgrade PCC's documentation space (spaces.p...	Completed - Exceeded Expectations
40.	Kurt Simonds	Strategy, Policy and Integrated Planning	SY CC 233G Office Set up, Kurt Simonds	Completed - Exceeded Expectations
41.	Katy Ho	Community Ed & Lifelong Learning	Community Education Liability Waivers	Completed - Exceeded Expectations
42.	Michael Northover	Planning and Capital Construction	Rubrik Cloud Vault Network Storage	Completed - Exceeded Expectations
43.	José Dela Cruz	Academic & Career Pathways Guidance	Advising Appointment Self-Check-in Kiosk	Completed - Exceeded Expectations
44.	Michael Northover	Information Technology	MyPCC technology framework replacement	Completed - Exceeded Expectations
45.	José Dela Cruz	Student Belonging & Wellbeing	Cascade Multicultural Center Television Install	Completed - Exceeded Expectations
46.	Michael Northover	Information Technology	2023 Annual Penetration Test	Completed - Exceeded Expectations
47.	Katy Ho	Advanced & Applied Technologies	OMIC 114 Digital Signage	Completed - Exceeded Expectations
48.	Eric Blumenthal	Auxiliary Services	Replace Go-Print with Print Management Softw...	Completed - Exceeded Expectations
49.	José Dela Cruz	Enrollment Management and Strategy	Admissions CRM Transition to Slate	Completed - Exceeded Expectations
50.	José Dela Cruz	Student Life & Engagement	PCC Cascade TH 204 Reconfiguration	Completed - Exceeded Expectations
51.	Michael Northover	Information Technology	Electronic Security Services (ESS) data repository	Completed - Exceeded Expectations
52.	Katy Ho	Teaching & Learning Support	Sylvania Library Zoom Room	Completed - Exceeded Expectations
53.	Katy Ho	Learning Support	SY & RC & CA STEAM Center Computer Upgrade	Completed - Exceeded Expectations
54.	Eric Blumenthal	Financial Services	Bank Reconciliation AoDocs process	Completed - Exceeded Expectations
55.	Michael Northover	Information Technology	Upgrade Perceptive Contents from v7.2.3 to the...	Completed - Exceeded Expectations
56.	Katy Ho	Academic Foundations, Essentials, & Gateways	Math Add-Ons for MathType and LaTeX	Completed - Exceeded Expectations
57.	Michael Northover	Information Technology	UIAG - Evaluate the IAM strategy and define Rq...	Cancelled by IT
58.	Michael Northover	Information Technology	D@R - Secure Business Improvement Platform	Cancelled by IT
59.	Katy Ho	Teaching & Learning Support	Install Splashtop Business on library student ch...	Cancelled by IT
60.	Michael Northover	Information Technology	Multi-Cloud Direct Network Connection Architec...	Cancelled by IT
61.	Michael Northover	Information Technology	D@R - GSuite Data Loss Prevention	Cancelled by IT
62.	Steven Nakana	People Strategy, Equity, and Culture	All Hires One Entry Point	Cancelled by Client
63.	Katy Ho	Teaching & Learning Support	Update access in Study Abroad software (Terra ...	Cancelled by Client
64.	Katy Ho	Science, Computing & Engineering	NetLab - CIS CISCO Classrooms Access	Cancelled by Client
65.	Katy Ho	Academic & Career Pathways	AODocs Leave & Forms/Syllabi Submission Plat...	Cancelled by Client
66.	Steven Nakana	People Strategy, Equity, and Culture	MyCareer Integration	Cancelled by Client
67.	Katy Ho	Academic Affairs	Instructor Approval Form (IAF)	Cancelled by Client
68.	Eric Blumenthal	Public Safety	Timely Warning Decision Matrix (TWDM)	Cancelled by Client
69.	Katy Ho	Academic Affairs	Streamline and Automate Academic Profession...	Cancelled by Client
70.	Michael Northover	Information Technology	IS - NSX Microsegmentation	Cancelled by Client

Highlights Clients and Stakeholders Feedback Regarding Project Closures

Strength:

- "Strong project management oversight"
"...Team effort to work with the changing project goals.. TDX kept manager engaged in the progress of the project. "There is a solid process to follow and it is well documented on Spaces..." "Team work and staff expertise... communication with all stakeholders."

"Great support from the project team, collaboration with leadership.. Excellent transitions from project team to project owner..."

Collaboration:

- "Good collaboration and flexibility on solution options. The assistance from PMO office Project Management and project team is great..." "There were clear expectations on deliverables and timelines."

- "Information was shared in a timely and effective manner and key decision makers were easily accessible.." "Work was completed in timely manner..."

Improvement:

- "Staff resources were a limiting factor...we need more IT resources since their availabilities was limited"
"...because other project conflict.. this was a challenging set of deliverables (both technically and politically) in a relatively short time frame." "...In the end, I think it went well with a few bumps in the road..."

Stakeholder Engagement Matrix: Engage & Consult--> Influence → Impact → Monitor → Keep Satisfied

Project Closure: Client and Stakeholder Feedback FY24 (July 2023 - June 2024) Chart

Cancelled - Client Request

1.6%

Completed - Met Expectations

42.8%



Completed - Exceed Expectations

55.6%

Clients & Stakeholders Project Closure Feedback
High Satisfaction on a 10-Point Scale: **Rated 9.46**

Kudos to all IT project teams for their dedication, resilience, hard work, and the excellent participation of clients and stakeholders.

IT Portfolio Management Office (IT PMO) Information



Contact IT PMO:

For any questions regarding the IT Portfolio or the IT Project Management Office:

- IT PMO Group Email: itpmo@pcc.edu
- To make a technology project request: contact itpmo@pcc.edu or [book a project appointment here](#)
- More help can also be found on the IT PMO [spaces page](#)



More Helpful Information:

- Minutes for meetings can be found on spaces.pcc.edu at IT Portfolio Review
- IT PMO Portfolio Quarterly and Annual Reports visit [IT PMO PCC Website](#)
- You can [submit a project request](#) or [view active projects](#) via the TeamDynamix (TDX) Client Portal using your MyPCC login credentials

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Please join us if you can.

Buy technology:

Visit <https://www.pcc.edu/technology/buy/> or contact IT Purchasing @ itbuy@pcc.edu

Accommodations:

If you require accommodations, contact the **Access Tech Team** at access-tech-group@pcc.edu or call 971-722-TECH (971-722-8324)