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.

Summer Term FY25 QTR1 Overview

In this fiscal quarter, the Information Technology Portfolio remained healthy and stable, with a strong focus on high-priority projects that continue enhance teaching, learning, and operational excellence through innovative technology solutions.

During the quarter, our IT project teams successfully delivered a variety of technology projects, closing a total of 16 projects. Of these,14 were completed successfully with high client and stakeholder satisfaction. Two IT projects were canceled due to resource constraints with plans to be reopened once resources become available.

Additionally, we received 14 new project requests, reflecting a 28.6% increase in intake compared to the FY24 Summer Term. This increase in demand is a testament to the engagement and value our department brings to PCC. This quarter's project closure count was only one fewer than the same period last year, indicating steady productivity and portfolio health (see page 3 for detailed insights).

Number of Projects Closed For Quarter	Number of Project Intakes For Quarter
16	14
▼ -1%	▲ 28.6%

The IT department remains dedicated to advancing equitable technology usage while closely aligning with PCC's Strategic Initiatives, the YESS program, community impact goals, and Diversity, Equity, and Inclusion objectives. These efforts significantly benefit staff, faculty, and students, ensuring that technology consistently supports PCC's mission of promoting equitable student success while safeguarding institutional integrity.

### % Projects Alignment with PCC Strategic Initiatives Benefits & Goals
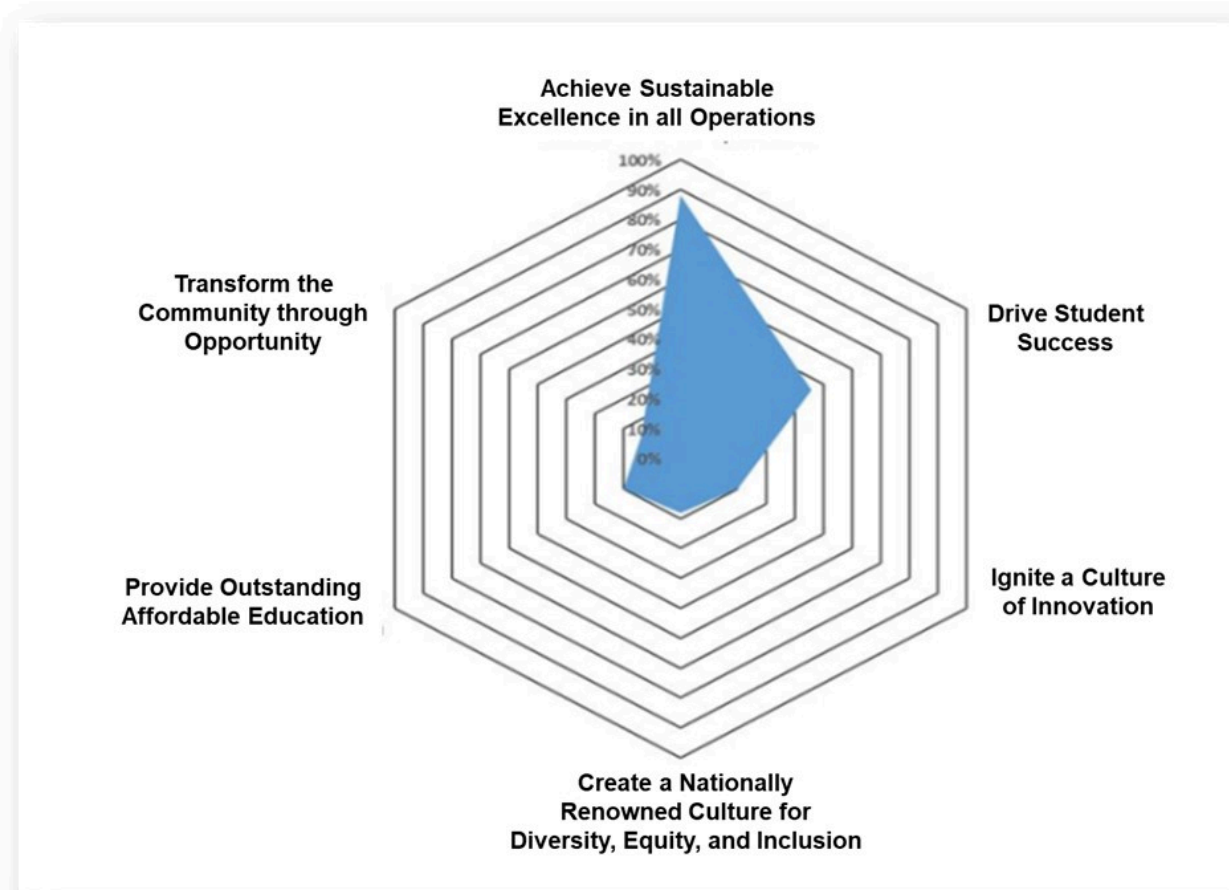
Highlights Completed Projects

- Network switch Mist integration
- Healthcare & Emergency Professions (HEP) Student Handbook Project
- K-12 & CP SIDNY4ALL Division Project
- Geography - Teaching Application Programming - Interfaces (APIs)
- AMAG Symmetry upgrade from 8.2 to 9.5
- Investigate hardware replacement for podium controllers
- Azure Landing Zone
- Swan Island TC Display monitor (information) digital signage
- Video Conferencing System Installation CC234A
- Tableau Cloud
- K12&CP Division: Tableau Bridge Install Request
- PCC - Perkins Equipment 23-24
- CASSB 210 Technology Need: Armer 43 inch Digital Smart Board

Summer Term FY25 QTR1 IT Portfolio Health Assessment

Projects in the portfolio looked promising and positioned the organization well for success this FY25 QTR1 fiscal year. At the end of summer term 2024, the IT Portfolio has 83 projects with the following health status.
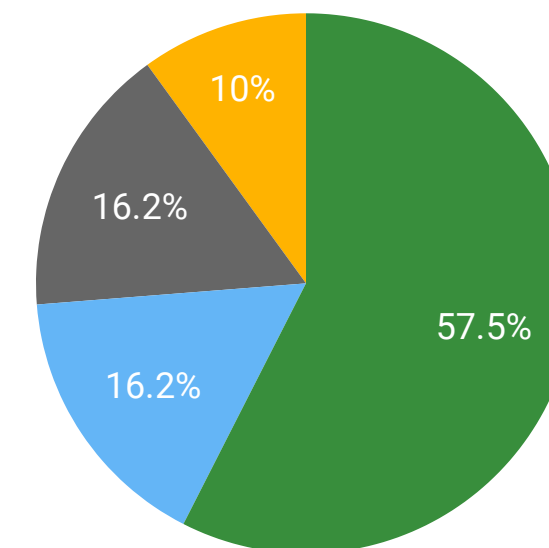
- Green - On track
- None - No health has been set
- On Hold
- Yellow - At risk with corrective actions

- **48 Green** projects in a good standing on track. Of those 11 are over 90% completed
- **10 Yellow** projects have issues with corrective action
- **13 On Hold** projects are on hold due to resources constraints
- **12 None (Backlog)** projects are approved but not started yet

Our focus remains continues to streamline processes that enable students, faculty, and staff to access secure, compliant, and effectively implemented technologies. We achieve this by utilizing standardized intake procedures within our Project Portfolio Management (PPM) framework, maintaining thorough documentation, and adhering to best practices, fostering a technology environment that aligns seamlessly with the college's strategic goals.
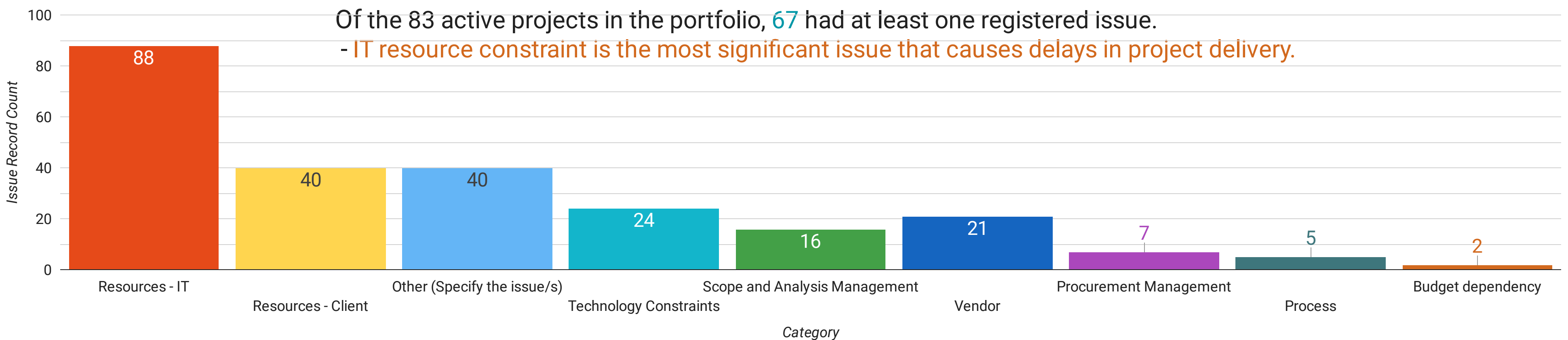
As always, the success of the IT portfolio is built and driven on the collaboration and dedication of our partners, clients, key stakeholders, and IT staff. We appreciate your ongoing contributions to these successes and look forward to supporting your next technology project.
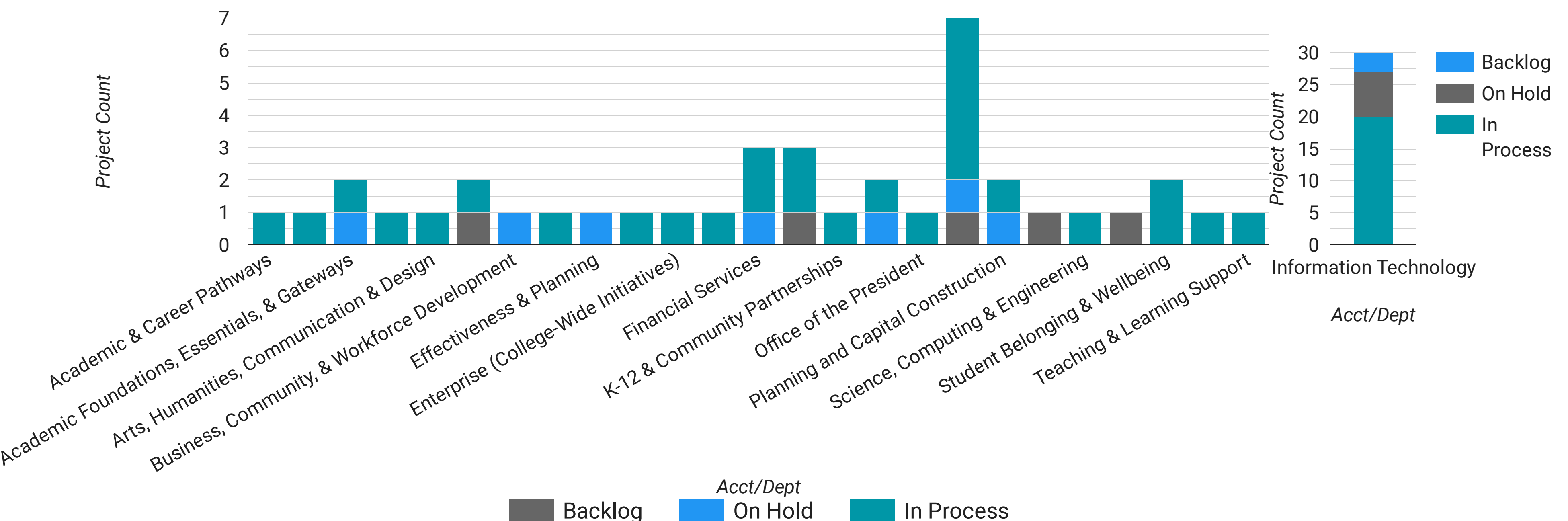
Closed Project July 2024 - June 2024

	Cabinet Project Sponsor	Accounts/Department	Name	Status Name ▾
1.	Kurt Simonds	Effectiveness & Planning	Tableau Cloud	Completed - Met Expectations
2.	Troy Berreth	Information Technology	Azure Landing Zone	Completed - Met Expectations
3.	Katy Ho	Public Service, Education, & Social Sciences	Geography - Teaching Application Programming Interfaces (APIs)	Completed - Met Expectations
4.	Troy Berreth	Information Technology	Computer Lab Assistant website unification	Completed - Met Expectations
5.	Troy Berreth	Information Technology	Investigate hardware replacement for podium controllers	Completed - Met Expectations
6.	José Dela Cruz	K-12 & Community Partnerships	K-12 & CP SIDNY4ALL Division Project	Completed - Met Expectations
7.	José Dela Cruz	K-12 & Community Partnerships	K12&CP Division: Tableau Bridge Install Request	Completed - Met Expectations
8.	Adrien Bennings	Marketing and Communications	Video Conferencing System Installation CC234A	Completed - Exceeded Expectations
9.	Katy Ho	Advanced & Applied Technologies	Swan Island TC Display monitor (information) digital signage	Completed - Exceeded Expectations
10.	Troy Berreth	Planning and Capital Construction	Network switch Mist integration	Completed - Exceeded Expectations
11.	Katy Ho	Healthcare & Emergency Professions	Healthcare & Emergency Professions (HEP) Student Handbook Project	Completed - Exceeded Expectations
12.	Katy Ho	Academic Affairs	PCC - Perkins Equipment 23-24	Completed - Exceeded Expectations
13.	Katy Ho	Business, Community, & Workforce Development	CASSB 210 Technology Need: Armer 43 inch Digital Smart Board	Completed - Exceeded Expectations
14.	Troy Berreth	Information Technology	AMAG Symmetry upgrade from 8.2 to 9.5	Completed - Exceeded Expectations
15.	Troy Berreth	Information Technology	Password Expiration Re-introduction	Cancelled by IT
16.	Troy Berreth	Information Technology	NSX Distributed Firewall	Cancelled by IT

1 - 16 / 16   ‹ ›

Projects with Identified Issues by Category – FY25 Q1 Summer Term 2024

Of the 83 active projects in the portfolio, 67 had at least one registered issue.
- IT resource constraint is the most significant issue that causes delays in project delivery.

Current Project Status by Divisions

Highlights Clients and Stakeholders Feedback Regarding Project Closures

Strength:
- "Good collaboration and flexibility on solution options.
- "Yes, communications with IT staff was timely and effective."
- "It was great to have the IT people help us talk all of this through and develop a solution we had not considered.
- "We met the task deadlines and partnered well with the non-IT stakeholders... Work was completed in a timely manner..."
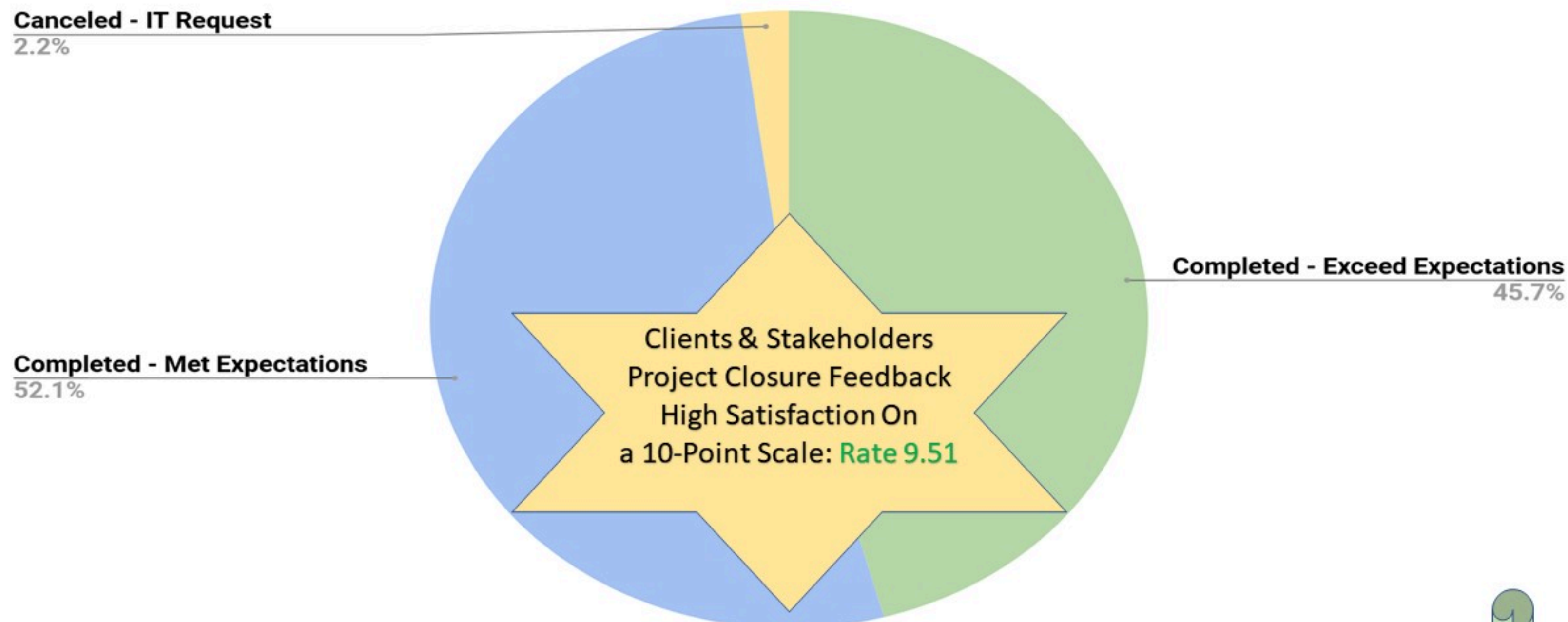
Collaboration:
- "Communication with all stakeholders were effective... swiftly worked to implement project and documented with great detail the process"
- "IT Staff performed tasks well despite many challenges."
- "Great team work and project has been well-executed... and we all worked as a team to reach a 100% success"

Improvement:
- It took a while to determine the right path forward, but getting there went well.
- "It was slow going, but that's the PCC way.... Large groups can be difficult to get committed to an effort and maintain momentum."
- "Project closed delayed due to the IT staff resources limitation..."
- "I learned a lot of things about IT work I didn't know before."

Project Closure: Client and Stakeholder Feedback, FY25 Q1 (July 2024 - September 2024)

Canceled - IT Request
2.2%

Completed - Exceed Expectations
45.7%

Completed - Met Expectations
52.1%

Clients & Stakeholders
Project Closure Feedback
High Satisfaction On
a 10-Point Scale: Rate 9.51

A remarkable achievement for our IT Project Teams! Our clients and stakeholders greatly value your dedication, hard work, and resilience.

As always, the success of our portfolio is powered by the collaboration and commitment of our clients, stakeholders, and IT staff. Great work, everyone!

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

Join US Quarterly PMO Group Discussion: Please join us if you can.
- Project Management Framework Next Meeting: December 11th, 2024 @1pm
- Community of Practice Portfolio and Project Management: January 23rd, 2025 @1pm

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)