

Operations Leadership Team District Office Room 252 & Lync

**June 2nd, 2015
2:00 – 3:30 PM**

IN ATTENDANCE: Jackie Lasch (Co-Chair), Roger Corriveau (Co-chair), Kari Makepeace (Council Coordinator), Terry Allcorn, Daniel Charriez, Mary Beth Clifton, Sherri Dixon, Suzette Dohany, Kathy Hauser, Chili Heredia, Jonathan Hernandez, Sonya Joseph, Carmine La Pietra, Alex Larzabal, Mike Lergier, Jennifer Page, Jamie Rost, Michelle Sever, Darla Sharpe, Renee Simpson, Patti Smith, Todd Treece, Rhonda Ulmer

MEETING SUMMARY

I. INFORMATIONAL ITEMS

- A. Jennifer Page was announced as the new Operations Leadership Team Co-Chair for July 2015- July 2017.
- B. An update was provided on the College's new food service vendor for cafeteria and catering dining experiences.
 - 1. On May 27, 2015 the District Board of Trustees awarded the ITN 2015-05 for food services to Food Services, Inc. (FSI) and for vending services to Canteen, to be effective on Wednesday, July 1, 2015. FSI is a leading, on-site management company operating in Central Florida and the Midwest and offers full food-service management to colleges, universities, corporations and other organizations.
 - 2. Important information to note regarding the transition is as follows:
 - FSI has been on campus for the past four weeks working with the College to ensure a smooth transition. Catering quotes can be requested via email: valenciacatering@valenciacollege.edu.
 - FSI is excited to be a part of the Valencia community and has new food concepts planned for all of its sites. These items include bringing national brands to many of the campuses, such as Erbert & Gerbert's Sandwich Shop (menu can be viewed online at www.erbertandgerts.com), and incorporating more fresh and made-to-order offerings, better social media marketing, local and sustainable efforts in food preparation and service, and expanded on-the-go options for the time sensitive consumer.
 - Another goal for FSI is to continue to be a major student and community employer on campus. All existing staff will be given an opportunity to work in the new structure. Also, an expanded emphasis on more student staff will be pursued for all locations.
 - Some food venue updates and changes can be expected, and retail pricing across campuses will remain competitive. As another added benefit, FSI will provide limited time offers, frequency reward offerings, new product samplings and a new mobile purchasing app for some of their offerings.
 - Canteen Vending will provide a market place on various campus locations to include both Coke and Pepsi products, Starbucks Coffee, and fresh vending food options.
 - Both firms will work with the College to support sustainability.
- C. The OLT received information on the new centralized purchasing model for the acquisition of all technology/computer hardware and software.

1. Background:

- The current spend and ordering of technology is a challenge to report, track, monitor and support. Information security is crucial and demands that the college be able to track and configure technology systems to minimize risk in the event of loss or theft of technology systems. The opportunity for loss and theft of both hardware and data, increases as more devices are purchased, loaded with data, and taken off campus. In addition, the college's Property Control department only tracks equipment above \$1,000 so there are currently no comprehensive and consistent procedures for tracking and configuration of minor equipment (less than \$1,000).

2. Recommendations:

- To enhance overall tracking and security, OIT is implementing a technology asset management system separate from the college's Property Control system to provide IT asset management and Service Desk support.
- To facilitate and improve procurement procedures for technology hardware and software, OIT is implementing a website that will be used by departments to request and order technology hardware and software. OIT will maintain a small inventory of standard equipment and will have processes in place to ensure efficient delivery, inventory tracking, and configuration of college hardware and software. Workflows, including supervisor approvals, will be built into the system to facilitate the process. Lastly, the finance and budget offices will receive detailed information from the system to support proper budget allocation and tracking. OIT will maintain evolving standards for hardware and software and update the website regularly to support ease of ordering of college-wide equipment.

3. Hypothesis/Working Theory:

- A centralized model for technology hardware and software will ensure:
 - Streamlining of the procurement and acquisition processes;
 - Increased efficiency and savings;
 - Improved internal controls and security;
 - Compatibility with the college's network environment;
 - Licensing compliance for software purchases;
 - Hardware and software that can be efficiently supported;
 - Future availability of sufficient resources to meet the changing needs of faculty and staff.

4. Goals/Expected Outcomes:

- This program will enable a greater opportunity for college-wide savings. Procurement and OIT will be a driver for sustainable savings, through strategic sourcing initiatives. Greater savings can be realized through volume purchasing by combining the acquisition of similar computer products and services. The result is reduced costs and leveraged year after year savings.
- Through centralization, OIT and Procurement can maintain a detailed college-wide spend map that can be easily updated for cost control and budget forecasting. In addition to savings, soft savings from efficiency is also gained through compatibility with OIT support and the college's network and software systems.
- Standardization will simplify equipment specifications and service requirements, as OIT will be able to effectively assess user needs and offer a standard brand or model at a discounted contract price. With a standard list of equipment offerings, OIT can plan in advance for peak periods of need, as well as more effectively provide the required technical support.

- The proposed program will assist in minimizing losses of computer hardware, and more importantly, data, through the ability of OIT to:
 - Scan/barcode all equipment;
 - Track equipment through a centralized inventory system;
 - Ensure proper configuration, compliance, and security settings of equipment and software;
 - Provide suitability of hardware and software based on assessment of needs and configurations.

5. Timeline:

- In order to allow sufficient time for the program design, transition plan and implementation, as well as for college-wide communications, the new Technology Procurement Procedures would become effective July 1, 2015.

II. ACTION ITEMS

A. Dates and locations for the 2015-16 Operations Leadership Team Meetings were agreed upon. The OLT will continue to meet at the District Office (and provide a Lync option) on the following dates:

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|---------------------|--------------------|
| ➤ August 4, 2015 | ➤ February 2, 2016 |
| ➤ September 1, 2015 | ➤ April 5, 2016 |
| ➤ October 6, 2015 | ➤ May 3, 2016 |
| ➤ November 3, 2015 | ➤ June 7, 2016 |
| ➤ December 1, 2015 | |

III. SUMMARY OF MEETING EVALUATION

The OLT utilized the + / Δ evaluation method (via Qualtrics) to provide feedback. Feedback was as follows:

+: What did you like about the meeting?
Project input and collaboration.
We are efficient and share great college-wide Information. Also, we can ask questions to make sure we all understand.
The topics covered and the people in the meeting.
Relevant information.
Stuck to the agenda and got out early as soon as we were done. In and out!
Information about what is coming with the food services initiative/contracts.
Relevant information, the opportunity to help inform upcoming changes, and offering a Lync meeting option.
This meeting was very informative.
Δ: What would you like to see changed?
Better connection for Lync participants.
I would appreciate if we could ensure that materials are made available to the Lync audience.

IV. NEXT MEETING SCHEDULED

The Operations Leadership Team will be meeting again on August 4, 2015 from 2-5pm via Lync or in-person at the District Office in Room 330.