College of Lake County
Connect to Your Future

HOLABIRD & ROOT
CREATE PRESERVE TRANSFORM

MASTER PLAN 2020

USER GROUP PROGRAM NOTES

INFORMATION TECHNOLOGY

CLC User Group Program Notes Disclaimer
These notes identify CLC Master Plan programming as heard and documented by the Master Plan Programming Team at Holabird & Root LLC. They are by nature interpretive and do not represent any direct quotes or opinions by any of the interviewees or user groups.

Date of Meeting
October 02, 2019

Committee Participants
- Dave Aykroid
- Donna Bell
- Greg Kozak
- Austin Miller
- Russell Pearson
- Byron Sosa
- Ryan Briggs

Questions
Participants were asked to respond to the following questions. Responses are encapsulated below each question.

Q1 What makes CLC *CLC*?

Q2 What is essential to the college that must remain the same?

Q3 What aspect(s) of the college must change to move CLC toward its goals?
- Collab classrooms
- Extended space outside classrooms
- Pervasive WiFi and cellular data at all campuses – 3 physical campuses + online campus

Q4 How can CLC be more welcoming and inclusionary?

Q5 What role do you see your department / focus area playing in the future? How does your future role differ from your departmental / focus area role today?

Q6 What facility / space needs does your department have now and what might your department need in the future?
- IT was put into tier 2 space without much daylight
- 8 different office locations on campus so team not together so not collaborative; less of an organization because of it

Collaboration Space For IT Team
- Sitting near folks you work with every day – internal departmental adjacencies key
- Easy to work face to face rather than hide behind email to recognize urgency, divisiveness,
- Situational awareness is helpful being together
- White noise pumped throughout environ to focus on little things; open space make it work
- Private office, spaces for calls 6-8 people interconnected with video

- Long lived collaborative space / project / war / huddle room / project pin up space – flexible for drawing and posting things – not in a visible space to public (secure)
- Nureva span board – digital post-it boards

Individual workspace

- Cubicles with significant desk space to work on table, keyboard, couple of monitors
- Austin Miller team reads architectural plans so needs desk space accordingly
- Opportunities sit/stand desks increase productivity and energy
- Minimize casual conversations from one another
- Natural light for energy, creativity and see outside
- Outlets not controlled by switches or light sensors
- Consistent locations / implementation of light sensors to be on or off for their work

Office

- Key fobs (no keys) Electronic locks ties into data system, know who was in / auditability
- Shared kitchen space to reduce mini fridges – coffee, fridge, nicer break area – to interact and help morale

Q7 What maintenance and sustainability components should be considered beyond the Sustainability Plan?

Q8 What role do you need technology to play at CLC and what kinds of technology do you need now and in the future?

Consultative Help / Training Space

- Help desk on phone roll up window / Genius Bar – brick fix and what else can I help you with today (longer than 5 min conversations with computers). Sit plug in and talk, explain, work
- Accessible location but not in loud space – not same as event space
- Staff adjacent to other staff to share info with others, escalate as needed
- Can share conference space with IT or other team conversations
- Train faculty how to use tech – 5-15 in session
- Secure physical equipment
- Security rooms / secure separate

Value Spaces

- See into data center
- Student controlled data center adjacent but separate from IT data center
- Cross purposed spaces like active lab
- Easily charge devices
- Student spaces where encouraged to linger – change phone and stay with it to stay around; don't lock away asset to be charged. Use while charging. Wireless charging
    - May have to query customers on what technology they have to provide options
    - Reasons to be in collaboration area
- Outside pervasive WiFi at event areas like sports

Classroom

- Highly configurable classrooms
- Multiple displays on wall

- Glass wall expand into hall to work on projects / gathering
- Classroom of future / physical integration of AV tech and integrate into space around it
- Leave classroom and go to gathering area to stay here, learn and use tech
- Outdoor classrooms? Hasn't come up beyond outside teaching requirements

Q9 What tools, spaces, technology, support, etc. do you need to facilitate more or better interaction and collaboration with students, faculty, staff, and administration in the future?

Projects

- ALEC – active learning and collaboration - Working with group of faculty and admin what learning spaces look like
    - (Mock) Modern classroom models have tech but not turned out the way should
    - L113, A132, A135
    - All types of tech – what did we like best
    - Elmos implement from master plan, nothing else
    - Active learning – get them active
    - Lingering stations inside and out
- Disaster recovery / business continuity
    - Offsite data center now for things we host on Southlake campus
    - Enhance Southlake campus so more capable for full recovery
    - Started as IDF and transformed into larger center but no backup generator, no ups, only one HVAC so not redundant, needs redundant infrastructure
    - Is on 2nd floor so helpful
    - Looking at evaluation of on vs off site for data center backup
    - Space reduce if take Grayslake and Southlake offsite. Space at Southlake is sufficient if configured properly
    - Focus - Critical systems first, lower end system not mission critical last
    - All IDFs have UPDS 15 min-1+ hrs outside of data center; data center needs backup with generator power

Projectors vs backlit monitors

Data Center / closets

- Working on relating consistent UPS and generator backup
- Reducing, reliable and easy to access
- Electronic lock no key
- Environmental controls independent of classroom controls, humidity, fire suppression

Secure Storage

- Safe, room, locked storage with recognized access fob/key auditable
- Shared with HR and others

Staff for IT 50+/- (52)

- Expanding by 7-8 min
- Study 25-30 people expansion needed

Vendor Equipment

- Inside or outside data center
- Performance value

- Parameters for credit card servers and credit card machine access

Digital Signage
- Small room size digital signage
- Address multiple languages
- Classes cancelled
- Digital link, mini LED – in lieu of room number signs
- Pull from 25 live to integrate with system
- Forecasting availability for space
- Tie into ability to reserve space / linger spaces for use

Q10 How do you interact with the other campuses now? How do you want to interact with these CLC locations in the future?

Lakeshore
- Server room being built now (loading capacity had to be added)
- System upgrade after server online
- Know more after disaster project results are in

Southlake
- Know more after disaster project results are in

Q11 How do you interact with the Lake County community and workforce now? How do you want to interact with these groups in the future?

Other Discussion:

- End of Section -