

**NETWORK TECHNOLOGY ADVISORY COMMITTEE - MINUTES**

**Tuesday, May 26th, 2020 \* 5:00-6:30pm**

**Zoom Online**

**Members Present:** Eric Olmsted (Vice Chair), On Line Support; Steve Bohling, Clark PUD; Eric Cowen, Columbia Machine; Ryan Fanning, University of Western States;

**Members Absent:** Brian MacKay (Committee Chair), The Columbian Publishing Co.; Eric Hazen, ieSolutions; Michael Jaeger, Open to Industry; Brian Page, Fortinet; Patrick Rancore, Windstream, Steve Redman, EHFNET.WORKS

**Clark College:** Dwight Hughes, Network Technology Department Head; Michael Tucker, Professor; Adam Coleman, CTEC Instructor; April Cannon, Advising; SueAnn McWatters, Advisory Committees Coordinator

The meeting was called to order at 5:05pm and introductions were made.

**MINUTES OF THE PREVIOUS MEETING**

The minutes of November 12th, 2019 were presented: Eric Olsted made a motion to approve, Steve Bohling seconded and was unanimously approved.

**NEXT MEETING DATE**

The committee will meet next on

**OFFICE OF INSTRUCTION UPDATES**

Armetta Burney made the following announcements:

The college is in a significant budget cut of $5.4 million. We have gone through an entire budgetary process. The plans were recently announced, which will have great impact from executive council down to the classified staff. 86% of the budget is salary and wages. An Associate of Vice President from Planning and Effectiveness and a Vice President from Economic Development will be eliminated. A major impact that will affect WPTE is that the Dean of STEM will also be eliminated. There is a process right now of gathering thoughts and ideas on what the restructure of the unit will look like. WPTE will likely increase in size. Administrative professionals will also be required to take leave without pay one day a month.

She thanked the faculty for shifting so quickly during the COVID process. Many of the courses were not in a Canvas format, so they put in a lot of work to make it happen.

The new president Dr. Karin Edwards begins in July.

**ENROLLMENTS**

Dwight Hughes spoke on the college suffering on enrollments, however NTEC enrollments aren’t as affected with the budget cuts. The program is still pretty stable. The past 5 years have shown that the program has served over 200 students. He also included the CTEC enrollments, which are actually above the college average. They are still planning on adding the Cybersecurity BAS degree.

**BUSINESS CONTINUITY PLANS**

Dwight Hughes explained that they will be teaching online through the fall and potentially through spring. They are investing a lot in the online capabilities, with things like NETLAB and updating their VPN.

**ECD INTEGRATION W/ OOI**

ECD is considered to be corporate training for the college. With the budget cut, the college eliminated ECD and it will be correlated into the Office of Instruction (includes faculty and administration).

**UPDATES ON CYBERSECURITY BAS DEGREE**

Michael Tucker has recently been working on the upcoming spring mixer. One of the vendors will be in attendance. The program purchased the Virginia Tech US Cyber Range to show some of their examples and skills. He is in development of the NTEC 321 course and the labs needed for it; learning objectives, crosswalks, outcomes, etc. All of the books for the courses are on board and accounted for. He is also doing student outreach and making connections with other vendors. Fortigate is one such vendor as they are the #1 firewall provider in the country. Hopefully, they might have resources that can be implanted into the BAS curriculum.

Enrollments are positive. There are projections for 1 full-time cohort and 1 mixed cohort of part-time/full-time.

Equipment will be installed in the summer that include DELL switches. NETLAB will be 100% remote. It will be a pretty seamless integration. The SAN (storage area network) is at max capacity and is very well. Every time a hard drive fails, Dwight needs to buy a new one from DELL for almost $2,000 and it ends up being a used RNA drive. They are all firmware locked as well. Eventually, the EqualLogic will become a backup. However, with the delay on hardware, they are running on the edge.

Ryan Fanning offered up an HA Pair device for the BAS degree program. Michael Tucker explained that they could use it for basic configurations.

**Action Item:**

* **Dwight Hughes will contact Ryan Fanning about the EqualLogic drives and the HA Pair device.**

**DISCUSSION – INDUSTRY PERSPECTIVES**

*What are you seeing in the industry?*

* Security concerns – VPN and fraud. Working from home has created a lot of new challenges and opportunities for the IT support job.
* Working remotely – mindset and not physically being onsite
* Webcam shortages – needing to update home equipment. There are lots of security concerns with user awareness/training.
* Concerns with corporate devices being used at home on the home network.
* Increased need for user management training for security awareness.
* Cloud – virtualized desktops, software defined

*Strengths and Weaknesses?*

Ryan Fanning spoke on recently hiring two part-time help desk employees. Out of the candidate pool, they are great technically however they both lack the professionalism necessary. Their interpersonal skills are immensely lacking. Eric Olmsted stated that On Line Support runs a summer intern program so that they are able to teach some of those soft skills before they enter the floor. They will pair them with level 1 or 2 techs.

*What skills are in demand now?*

* Interpersonal Skills – CTEC 104 is recommended for students to work on those soft skills and maturity.
* Troubleshooting skills and hands on experiences
* New tools – Team Viewer, Screen Connect, Zoom, Teams, Office 365
* Broad exposure to multiple VDI platforms – Horizon, Citrix, RDS, EXSI, etc. The more exposure the better.
* Knowing set terms and technologies
* More storage in the Cloud – getting people to understand that it takes money in order to back up and receive larger storage
* Azure

There is currently no remote help desk support. However, there are aspects of the course where students will learn remote access accessibility.

The meeting was adjourned at 6:10pm.

Prepared by SueAnn McWatters