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Information Technology "*Excellent Service is our #1 Job*"

The Information Technology Department is committed to providing high-quality support to ensure the delivery of requisite technical services to meet the educational and administrative requirements of the Riverside Community College District. Specifically, Information Technology is responsible for district-wide information delivery, infrastructure, and its supporting components. Organizationally, Information Technology is comprised of the following service and support teams:

- **Administration:** Responsible for the quality and administration of information systems and services throughout the district.
- **Administrative Applications:** Provides software services and development ensuring quality and appropriate administration and provides consulting support and direction for computerized information applications.
- **Network Systems:** Oversees the operation and maintenance of the District's data network which includes LAN, WAN, WLAN, Wifi, security, servers, and network printers.
- **Network and Communications Infrastructure Design and Implementation:** Provides leadership and expertise in the design and implementation of network and communication infrastructure for the District.
- **Telephone Support:** Supports the District-wide telephone systems and technology. Also procures and supports District-wide cell phones.
- **Service Desk:** Answers service calls, routes service tickets to appropriate support teams, monitors quality of service.

Information Technology Strategy Council (ITSC)

The Information Technology Strategy Council provides a collaborative forum to advise and inform the Chancellor's Executive Cabinet and the District Strategic Planning Council in setting priorities and making strategic decisions involving the provision of information services and technology to advance the institutional goals of the Riverside Community College District and its three colleges.

Voting Membership

Christopher Blackmore Associate Vice Chancellor Information Technology District	Vacant Chief of Staff and Facilities Development District
Nathaniel Jones	

Links

- [Accreditation](#)
- [Athletics \(NC\)](#)
- [Athletics \(RCC\)](#)
- [Board of Trustees](#)
- [Business Assistance/Training](#)
- [Center for Social Justice & Civil Liberties](#)
- [Community Education](#)
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- [Employment/Jobs](#)
- [Henry W. Coil Sr. and Alice Edna Coil School for the Arts](#)
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- [RAVE Guardian](#)
- [RCCD Foundation](#)
- [RCCD Quick Look](#)
- [RCCD Strategic Plan \(DRAFT - updated 09-26-2019\)](#)

Department Links

Educational Services

- [Strategic Communications](#)
- [Program Review](#)
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- [Information Technology](#)
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- [Institutional Research](#)
- [Instruction](#)
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- [Enrollment Management](#)
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Vice President, Business Services Moreno Valley College	Terrie Hawthorne Faculty Moreno Valley College	Associate Faculty Reemployment Preference Professional Growth & Sabbatical Leave Office Hours: Monday-Friday 7:30 a.m. to 5:00 p.m. Saturday and Sunday Closed Mailing Address: 3801 Market Street Riverside, CA 92501
Chip West Vice President, Business Services Riverside City College	Patrick Scullin Faculty Riverside City College	
Michael Collins Vice President, Business Services Norco College	Vacant Manager, Technology Support Services Norco College	
Julio Cuz Manager, Technology Support Services Moreno Valley College	Joe Gonzales Classified Moreno Valley College	
Bill Manges Manager, Technology Support Services Riverside City College	Vacant Classified Riverside City College	
Natarkia Williams Morris Recorder District		

Non-Voting Membership

Regular Sit in Attendance & Guest Attendee for Subject Expertise

Scott Tracy Director, Enterprise Applications District	Susanne Ma Director, IT, Infrastructure & Systems District
Darren Dong Director, Creative Services District	Kathy Holstein Network and Communications Specialist District

Upcoming Meetings

- June - **DARK**
- July - **DARK**
- August - **CANCELLED**
- September - 09/13/2019
- October - 10/11/2019
- November - 11/08/2019
- December - 12/13/2019
- January - 01/17/2020
- February - 02/14/2020
- March - 03/13/2020
- April - 04/10/2020
- May - 05/15/2020
- June - 06/12/2020

Meeting Agendas & Minutes

- 2019
 - [02/19/2019 Agenda - Minutes](#)
 - [04/26/2019 Agenda](#)
 - [05/24/2019 Agenda](#)
 - [09/13/2019 Agenda](#)
- 2018
 - [09/18/2018 Agenda - Minutes](#)

- 2017
 - [01/10/2017 Agenda - Minutes](#)
 - [02/24/2017 Agenda - Minutes](#)
 - [09/15/2017 Agenda - Minutes](#)
 - [10/12/2017 Agenda - Minutes](#)
- 2016
 - [01/29/2016 Agenda - Minutes](#)
 - [02/26/2016 Agenda - Minutes](#)
 - [03/25/2016 Agenda - Minutes](#)
 - [04/29/2016 Agenda - Minutes](#)
 - [05/27/2016 Agenda - Minutes](#)
 - [06/23/2016 Agenda - Minutes](#)
 - [09/16/2016 Agenda - Minutes](#)
 - [10/19/2016 Agenda - Minutes](#)
 - [12/16/2016 Agenda - Minutes](#)
- 2015
 - [03/06/2015 Agenda - Minutes](#)
 - [03/27/2015 Agenda - Minutes](#)
 - [04/24/2015 Agenda - Minutes](#)
 - [05/29/2015 Agenda - Minutes](#)
 - [06/08/2015 Agenda - Minutes](#)
 - [09/25/2015 Agenda - Minutes](#)
 - [10/16/2015 Agenda - Minutes](#)
 - [11/20/2015 Agenda - Minutes](#)
- 2014
 - [02/11/2014 Agenda - Minutes](#)
 - [02/28/2014 Agenda - Minutes](#)
 - [03/28/2014 Agenda - Minutes](#)
 - [04/22/2014 Agenda - Minutes](#)
 - [05/23/2014 Agenda - Minutes](#)
 - [07/31/2014 Agenda - Minutes](#)
 - [10/24/2014 Agenda - Minutes](#)
 - [12/19/2014 Agenda - Minutes](#)

Related Documents

ACCJC District Recommendation
 IT Audit Recommendation Project Status Summary
 District IT Audit Report

- District Technology Plan
- [ITSC - Charter](#)
- [IT Implementation Committee - Final Draft](#)
- [IT Audit - Project Summary](#)

Audits

 Type	Name	Modified	Modified By
	2005-2006	9/19/2012 1:18 AM	Vickie Vega
	2006-2007	9/29/2012 1:50 AM	Vickie Vega
	2007-2008	9/29/2012 1:39 AM	Vickie Vega
	2008-2009	9/29/2012 1:39 AM	Vickie Vega
	2009-2010	9/29/2012 1:39 AM	Vickie Vega
	2010-2011	9/29/2012 1:39 AM	Vickie Vega
	2011-2012	2/5/2013 3:28 PM	Denise Hernandez
	Agenda and Minutes	5/14/2019 7:45 AM	Williams Morris, Natarkia
	IT-2_Banner	6/3/2019 11:17 AM	Williams Morris, Natarkia
	Measure C Audit 2012-2013	11/22/2013 8:37 AM	Rachelle Arispe
	NIB_Reroofing.IS.Cosmo	3/22/2013 10:56 AM	Melissa Elwood

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Information Technology

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- ITSC Members**
- RCCD Service HelpDesk
- Wireless Network Instructions

Information Technology Strategy Council Membership

Recorder - Natarkia Williams-Morris - District

Voting Members

Christopher Blackmore - District
AVC, Information Technology & Learning Services

Michael Collins - NC
Vice President, Business Services

Julio Cuz - MVC
Manager, Technology Support Services

Joe Gonzales - MVC
Classified Representative

Terrie Hawthorne - MVC
Faculty Representative

Nathaniel Jones - MVC
Vice President, Business Services

Bill Manges - RCC
Manager, Technology Support Services

Tim Ragusa - RCC
Classified Representative

Patrick Scullin - RCC
Faculty Representative

Chip West - RCC
Vice President, Business Services

Vacant - NC
Manager, Technology Support Services

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Director, Enterprise Applications

Susanne Ma - District
Director, IT, Infrastructure & Systems

Kathy Holstein - District