

MIS Department Standard Operating Procedures (SOP) List 2019

On-demand or as Requested Processes

1. Obtaining MIS Services (Team MIS)
2. Technology Procurement (Team MIS)
3. Computer Resources (Team MIS)
4. Requisition Review, Approval or Disapproval (Francisco Camacho, Kenneth Bautista)
5. Financial Aid REREX FTP processing (Catherine Solidum, Kenneth Bautista, Francisco Camacho) **(sensitive)**
6. Bookstore Booklog export process to Banner Financial Aid tables for transactions tracking into Banner Student AR (Victor De Roca, Kenneth Bautista, Francisco Camacho) **(sensitive)**
7. Users' assistance with server access, IFS/FTP account, Banner Internet connection, Banner printing, Banner applications and upgrades, and Banner desktop / laptop settings (JAVA troubleshooting, IE, etc.), MyGCC portal/Channels, Student My Courses Tabs, Banner INB, Banner Sleep-wake; e-mail system and accounts and alias groups, MyGCC/Banner roles, class groups, and COGNOS, ODS, etc. application and database access modifications for employees and students, name changes, aliases troubleshooting and updates, in addition to synchronizing / mapping MyGCC-Banner / LDAP accounts, re-enabling / resetting, reactivation or suspension of accounts and passwords (Francisco Camacho, Kenneth Bautista, Catherine Solidum, Gerard Dacanay, Chris Camacho, Andrew Marquez) **(sensitive)**
8. Creation of additional user account in Banner (Gerard Dacanay, Catherine Solidum) **(sensitive)**
9. Adding users (email and passcode settings) to XEROX Workcentre (Gerard Dacanay) **(sensitive)**
10. Assist users with setup of laptop or desktop to work with projector (Team MIS)
11. Banner Upgrades Coordination (Catherine Solidum, Kenneth Bautista, Gerard Dacanay, Andrew Marquez, Francisco Camacho) **(sensitive)**
12. MIS staff representation at meetings for committees, construction or construction-related projects, training sessions, etc., (Team MIS)
13. Full system and network shutdown for typhoon or extended power outage preparation (Team MIS) **(sensitive)**

Daily Processes

1. "All Systems Go" check (Morris Eblacas, Victor De Roca, Systems Analysts as alternates) **(sensitive)**
2. Network and ERP Monitoring **(sensitive)**
3. Instructional Computer Lab & Network Technical Support
4. Employee Offices Computer & Network Technical Support
5. Applications & ERP Systems In-House Technical Support **(sensitive)**
6. Student Center Student Open Lab preparation and support (Morris Eblacas, Victor De Roca, Margarita David) **(sensitive)**
7. Work Order Service Request dispatching and closing (Dispatchers Morris Eblacas, Margarita David, and Andrew Marquez) (Closing of Work Orders Team MIS) **(sensitive)**
8. Banner and all server backups (Team MIS members with respective server or system responsibility) **(sensitive)**
9. Ongoing backups for IFS & Moodle server (database, student files) / database-online and to external drives (Kenneth Bautista) **(sensitive)**

Weekly / Bi-Weekly (or as needed) Processes

1. Weekly Activities Reporting and Staff Meeting (Team MIS)
2. FAD Administrators' weekly meetings (Francisco Camacho)
3. Website Group weekly meetings (Francisco Camacho, Andrew Marquez)
4. Technology Working Group (TWG) Oversight (Francisco Camacho)
5. BANNER Core Group meetings (Kenneth Bautista, Gerard Dacanay, Catherine Solidum, Francisco Camacho, Andrew Marquez)
6. Ongoing communication with ICON for projects, system maintenance, and troubleshooting ERP system issues (Banner 8/9/XE, Luminis 5, etc.) support & upgrades (Francisco Camacho, Catherine Solidum, Kenneth Bautista, Gerard Dacanay, Chris Camacho, Andrew Marquez) **(sensitive)**
7. Review, upload / submission of Payroll Direct Deposit, ACH Vendor Payments, and Child Support transfer (Kenneth Bautista, Catherine Solidum, Francisco Camacho) **(sensitive)**
8. Creation and submission of Retirement Office Electronic Data File (Define Benefit Plan (DB), Define Contribution Plan (DC), Death and Disability Plan (DD), DB Hybrid Plan (DB 1.75), Guam Retirement Security Plan (GRSP), 457

- Deferred Compensation (457 Savings), 457 Deferred Compensation Loan (457 Loan) (Kenneth Bautista, Catherine Solidum) **(sensitive)**
9. Tape rotation of backups to/from Bank of Guam and GCEC (Guam Commission for Educator Certification at UOG campus) (Victor De Roca, Morris Eblacas) **(sensitive)**
 10. Requisitioning for Vendor Invoicing / Billing payment processing (Francisco Camacho, Team MIS)

Monthly Processes

1. Internet Bandwidth Graphic capturing (15th of every month) for Assessment (Richard Reyes) **(sensitive)**
2. Assessment Planning, Data Collecting, Assessment Reporting, and Implementing Use of Results for Improvements (Francisco Camacho, Team MIS) **(sensitive)**
3. Invoices Review, Approval / Disapproval for vendor services/product payment **(sensitive)**

Quarterly Processes

1. Functional User Testing / Training for Banner INB DR & MYGCC DR (Francisco Camacho and MIS Banner Core Team) **(sensitive)**
2. Quarterly BOT & SWICA Qtr. Report (Jan-March, April-June, July-Sep, & Oct-Dec) (Francisco Camacho, Kenneth Bautista) **(sensitive)**
3. GCEC Invoicing (Francisco Camacho)
4. MyGCC production Export & Import to MyGCCDR and MyGCCTEST with 3rd Party Support (Francisco Camacho, Catherine Solidum, Gerard Dacanay, Andrew Marquez) **(sensitive)**
5. Disaster Recovery (DR) Testing / Training (Francisco Camacho, Catherine Solidum, Gerard Dacanay) **(sensitive)**

Semester Processes

1. Scheduled semester-running of DB Maintenance Script for ESTA (Catherine Solidum, Kenneth Bautista) **(sensitive)**
2. Night Administration duties twice during Fall and Spring semesters (Francisco Camacho)
3. MIS Assessment Semester Inputting & Reporting / 2-Year Cycle (Francisco Camacho) **(sensitive)**
4. In-between semester computer lab upgrades, re-imaging, and preventive maintenance (Team MIS) **(sensitive)**
5. PC & Mac bid specifications review and, if necessary, to be updated and to begin bid process (Francisco Camacho)
6. Mass Drop Technical Support (Catherine Solidum, Kenneth Bautista) **(sensitive)**

Bi-annual / Annual / Yearly Processes

1. Banner Tax Table Updates (Kenneth Bautista, Catherine Solidum) **(sensitive)**
2. Banner Fiscal & Calendar Year-end (Kenneth Bautista, Catherine Solidum)
3. Subscriptions & Services Renewal (Creation Engine for Adobe, Evisions for Argos, FormFusion & IntelleCheck, SirsiDynix for LRC, Ellucian for AHS/Perpetual/Oracle, Third Party Support for MyGCC & DR sites, GTA / PDS / DOCOMO for Internet, GTA for GUDTV, DMR for Limited Service Plan & Symantec EndPoint, ICON for 3rd-Party ERP Support, GTSsoftware for NetCOBOL, PenTest, CISCO Umbrella, XEROX for Open Lab Lease, HelpSystems for InterMapper, EDUCAUSE for .EDU domain, APNIC for IP/AS numbering, etc.) **(sensitive)**
4. Budget Development and Submission (Francisco Camacho)
5. Midyear and year-end MIS Evaluation (Team MIS) / Chief Information Technology Officer Performance Evaluation (Francisco Camacho, Team MIS) **(sensitive)**
6. Vendor contracts review and renewal (Internet, ERP Professional Technical Services, Telephone, Copier / Printer Fleet Services, Surveillance System, Projectors, Cable TV, VoIP, DR sites, ERP software and business licenses, Network Solutions, 3rd Party Outsource Support, EDUCAUSE, etc.) and if necessary, update specifications and begin bid process (Francisco Camacho) **(sensitive)**
7. Other vendor contracts review and renewal (Symantec EndPoint, Symantec Backup EXEC, CISCO, OpenDNS, VMWare, DELL Blade Warranty, Ruckus - WiFi Management, etc.) (Team MIS) **(sensitive)**
8. MIS Employees Performance Evaluation (Francisco Camacho) **(sensitive)**
9. PC & MAC standards specifications review, update, bid, evaluation, award, and publication (Francisco Camacho)
10. Mobile apps for Banner functional and self-service use pending ERP Cloud migration completion (Francisco Camacho) **(sensitive)**

11. Year 2020 Network Penetration and Vulnerability Testing (Scanning) as per budget (Francisco Camacho, Chris Camacho) **(sensitive)**
12. Review of Symantec Backup Exec daily and Month End backup process (Kenneth Bautista) **(sensitive)**
13. Testing of backup and restore procedures (Team MIS member respective of server responsibility) **(sensitive)**

Ongoing operational, training, and support activities or projects

1. Remote Learner Learning Space's Moodle Administrator and Course Developer Training (Francisco Camacho) **(sensitive)**
2. Moodle System Administrator Help Desk duties (Francisco Camacho) **(sensitive)**
3. Pearson VUE and testing systems updates (Victor De Roca) **(sensitive)**
4. Technology Fee, ERP Fund 11, MIS Incentive Funds, and General Fund items requisitions submissions (Team MIS) **(sensitive)**
5. WebLogic Knowledge Transfer, SOP on patches and upgrades projects with ICON (Banner upgrades, Security, Luminis 5, VM, DR, WiFi LDAP, Tax Table, ODS / DISCOVERER / EDW / COGNOS, etc.) & Review of Ellucian's Technical and Functional documentation for Banner and integrated systems (Francisco Camacho, Kenneth Bautista, Catherine Solidum, Gerard Dacanay, Chris Camacho, Andrew Marquez) **(sensitive)**
6. Network: Firewall installation and maintenance, Networking Equipment procurement, DNS Updates, InterMapper Updates, VLANs additions and changes, WiFi Download Violations Monitoring and Blocking, Identify Servers & Validate Services; Network & Internet Connectivity Requests (Chris Camacho, Richard Reyes) **(sensitive)**
7. Network: Merging of Networks; Master DNS Primary/Slave Testing; WIFI Access Verification for Banner ESTA, WebXtdr; DHCP Reservation Service IP Assignment (Computer Labs); Research SNMP Service MacOSX; Radius based Wire Network Authentication; WESCOM Router & Switch Deployment; Systems Application & Service Mapping (Firewall & Route Details); Identify Servers & Validate Services; Campus IP Mapping - IPV6 Oriented; InterMapper Monitoring Systems - Repurpose Mac Image Server to InterMapper service; Firewall Migration Plan (Departure from split horizon to simple DMZ configuration) (Chris Camacho, Richard Reyes) **(sensitive)**
8. Inventory updates (Margarita David, Richard Reyes) **(sensitive)**
9. Timesheet Processing (Margarita David, Francisco Camacho, Kenneth Bautista, Catherine Solidum, Gerard Dacanay, Andrew Marquez) **(sensitive)**
10. CASAS TopsPro, eCASAS, Key Train support (Gerard Dacanay) **(sensitive)**
11. Camera Surveillance Systems (Victor De Roca, Morris Eblacas) **(sensitive)**
12. Support for Sirsi Dynix software for library (Victor De Roca, Morris Eblacas) **(sensitive)**

Automated Processes Monitoring

1. Network daily shutdown and restart ONLY for specific areas on campus **(sensitive)**
2. SFRNSLC.txt (Clearinghouse data) to AIER every 30th of the month or end of February (Marlena Montague with file copies to Francisco Camacho and Catherine Solidum) (Catherine Solidum, Francisco Camacho) **(sensitive)**
3. Deactivation of Courses that are over two semesters old (every start of semester) (Catherine Solidum, Francisco Camacho) **(sensitive)**
4. Account provisioning and updates into LDAP and GMAIL as triggered by Banner employee or student record input or updates (Gerard Dacanay, Catherine Solidum) **(sensitive)**
5. CRN Course Numbering to descriptive naming **(sensitive)**
6. ACI Payment Gateway tests after Banner upgrades / To be changed to ACI Payment Gateway (Francisco Camacho) **(sensitive)**
7. eTranscript Processing (National Student Clearinghouse) (Francisco Camacho) **(sensitive)**
8. Activation of Password Expiration for MYGCC at 6 months starting 12/15/2016 (Gerard Dacanay) **(sensitive)**

MyGCC Online MIS SOPs, FAQs

1. Accessing GCC WiFi
2. Important Information
3. NEW! Students Frequently Asked Questions
4. NEW! Frequently Asked Questions for Management Information Systems (MIS)
5. Microsoft Outlook Email SOP
6. Download the Email Phishing Announcement here (PDF)
7. Management Information System (MIS) Site Management SOP

8. How to Set Your GCC Gmail as Your Browser's Default Email Client
9. How to deactivate Course Site in MYGCC
10. How to directly access your GCC Gmail when MyGCC is shut down due to maintenance or natural disasters
11. Online Credit Card Payment