

# CIS Advisory Committee Meeting Minutes – 04/22/2022

<b>PROGRAM COMMITTEE NAME:</b>		Computer Information Systems Business Leadership Council				
<b>CHAIRPERSON:</b>		Karen Boatman				
<b>MEETING DATE:</b>		04/22/2022	<b>MEETING TIME:</b>	3:00 pm	<b>MEETING PLACE:</b>	Amarillo City Hall, Room 306
<b>RECORDER:</b>		Kathy Davenport		<b>PREVIOUS MEETING:</b>	03/04/2022	
<b>COMMITTEE MEMBERS</b>						
	<b>NAME</b>	<b>TITLE</b>	<b>EMPLOYER INFO</b>	<b>PHONE</b>	<b>EMAIL</b>	
X	Rich Gagnon	Chief Information Officer	City of Amarillo	806-471-1516	<a href="mailto:Rich.Gagnon@amarillo.gov">Rich.Gagnon@amarillo.gov</a>	
X	Michael Keogh	Technology Officer	Region 16	806-290-2061	<a href="mailto:michael.keough@esc16.net">michael.keough@esc16.net</a>	
	Trevor Wagner	Instructor	AmTech	806-881-9733	<a href="mailto:trevor.wagner@amaisd.org">trevor.wagner@amaisd.org</a>	
X	Jeff Stoughton	Instructor	AmTech		<a href="mailto:jeff.stoughton@amaisd.org">jeff.stoughton@amaisd.org</a>	
X	Kyla Collier	Nanotechnology	Kamino	806-553-0303	<a href="mailto:kyla@kaminotech.com">kyla@kaminotech.com</a>	
	Brad Sanders	General Manager	Westgate Computers	806-570-2226	<a href="mailto:bsanders@westgatecomputers.com">bsanders@westgatecomputers.com</a>	
X	Star Raburn	Owner/Software Company	Skylabs Technology	480-343-5451	<a href="mailto:star@skylabstechnology.io">star@skylabstechnology.io</a>	
<b>EX-OFFICIO MEMBERS</b>						
	Robin Malone	BSET Chair Person	Amarillo College	806-345-5671	<a href="mailto:r0114502@actx.edu">r0114502@actx.edu</a>	
	Edythe Carter	Dean of STEM	Amarillo College	806-371-5335	<a href="mailto:elcarter@actx.edu">elcarter@actx.edu</a>	
X	Adrine Harrell-Carter	Director of Perkins Basic Grant	Amarillo College	806-371-5166	<a href="mailto:ajharrellcarter@actx.edu">ajharrellcarter@actx.edu</a>	
X	Barbara Wahi	Director of Work Based Learning	Amarillo College	806-371-5974		
X	Hope Cotner	President	Center for Occupational Research and Development		<a href="mailto:hcotner@cord.org">hcotner@cord.org</a>	
X	Karen Boatman	CIS Program Coordinator	Amarillo College	806-371-5930	<a href="mailto:keboatman@actx.edu">keboatman@actx.edu</a>	
X	Chris George	CIS Instructor/Esports Coordinator	Amarillo College	806-371-5374	<a href="mailto:c0245396@actx.edu">c0245396@actx.edu</a>	
X	Lynne Kenney	CIS Instructor	Amarillo College	806-371-5275	<a href="mailto:l0504159@actx.edu">l0504159@actx.edu</a>	
X	Delane McUne	CIS Instructor	Amarillo College	806-371-5220	<a href="mailto:s0059629@actx.edu">s0059629@actx.edu</a>	
	Joseph Melius	CIS Instructor	Amarillo College	806-371-5213	<a href="mailto:jamelius@actx.edu">jamelius@actx.edu</a>	
<b>AGENDA ITEM</b>		<b>ACTION / DISCUSSION/ INFORMATION</b>				

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Old Business:	N/A	
Continuing Business:	NA	
New Business:	<ul style="list-style-type: none"> <li>• Overview of KSA process</li> <li>• Results of KSA review</li> <li>• Discussion of prioritized items</li> <li>• Next steps for curriculum enhancements</li> <li>• Additional feedback for Perkins/CTE local needs assessment</li> </ul>	
Curriculum Decisions:	NA	
Other:	NA	
<b>KEY DISCUSSION POINTS</b>	<b>DISCUSSION</b>	
Continuing Business		
New Business:	<p>The meeting was called to order at 3:05PM by Karen Boatman. There were no new business leaders present, so introductions were limited to the new program presenters. Ann Beheler and Tom Crampton introduced themselves.</p> <p>Hope Cotner took a few minutes to review the BILT model. She stated that today's discussion will focus on the Knowledge, Skills, and Abilities that entry-level technicians will need. Hope turned the meeting back over to Ann.</p> <p>Ann Beheler asked Karen Boatman to explain what was meant by the CIS department being a pilot program. Karen stated that we are paving the way! Ann stated that they have never used Calibrate before to get the results of the survey, so she was appreciative of Karen taking the results from Calibrate and putting them into a spread sheet. She asked for confirmation of what the weighted numbers stood for. She stated that she knew that 4 was "critical" and 1 was "not needed". Delane McUne spoke up and gave the following: 4 is critical, 3 is important, 2 is beneficial, 1 is irrelevant. Ann stated that our definitions of the number weights are not too far off from what they use. She stated that the votes were then tallied and each skill listed had an average score. She stated that any score of 2.8 or lower would be marked differently and those are the ones that would need to be discussed more in depth to figure out why they were scored the way they were.</p> <p>Ann started at the top of the list.</p> <p>The following items are under "Work Activities from Calibrate":</p>	

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“Analyze information technology problems” – score 3.8 – one person voted this a two, and Ann asked if that person was present to tell why they voted this a 2. The person that voted was not present in the meeting, so she moved to the next line item.

“Analyze operational or management report to inform business decisions” – score 2.6 – only one person voted it as critical and the rest were 3s and 2s. Ann asked for some discussion on this. Michael Keogh stated that he wouldn’t expect an entry level person to need to do this. He stated that someone higher up in the company would need this, but not a new hire. Ann asked them if it was something that the students might at least need to be aware of, that it might be something they would need to do later on in life. Rich Gagnon and Michael agreed that yes, the students might need to know it happens, but not know details just yet.

“Perform software crash analysis” – score 2.8 – Michael Keough and Star Raburn both started off saying that while a technician might need to know how to read an analysis, they both stated that most of the time, the way to know if system is vulnerable is to “break it” and expose the weak points, so an entry level person might not need to know the analysis of a report, but rather how to do it. Kyla Collier stated that she feels it is dependent on the company in that if the company runs everything on their own servers and something crashes, the employee will need to know how to read the analysis to know what went wrong in the first place. The other agreed with her on that point.

“Consult customers concerning needs” – score 3.0 – Michael Keough stated that for him, there are three different customer bases, so there really is no way to teach for a specific customer base, but it is possible to teach general effective communication skills. By teaching them how to communicate with customers, they can then turn around and interpret what the customer needs. Star Raburn stated that he rated this skill rather low because he felt like this was more of a help desk situation, and he wouldn’t expect his developers to speak with customers, but he did agree with the effective communication part. Kyla stated that she voted this higher because she would want her people to be able to go into a business and identify their networking needs and be able to tell them what they need.

“Discuss issues or concerns with vendor representatives” – score 2.9 – Michael Keough stated that he wouldn’t have a lower level person talking to vendors, so this was a low score for him. The others agreed that while the students would need to learn effective communication, they likely won’t be talking with vendors early on the jobs.

“Collaborate with others to resolve information technology issues” – score 3.4 – They all agreed that this was very important and all employee need to know how to get along with others. They stated that there will always be people they don’t get along with, but they all have to learn how to work together.

“Discuss problems with customers or users” – score 3.3 – They all agreed that this was similar to the previous two, and once again emphasized the importance of communication. Ann agreed and stated that it was important getting technical people to know how to communicate with non-technical people.

“Document network maintenance activities or tasks” – score 3.9 – They all agreed how important this is, especially when working on systems. Rich Gagnon stated that in his area, employees have to document the change before they make it, and then verify that they did exactly what they said they were going to do. He said there is nothing more frustration than making a mistake on a core system and not knowing what you did.

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“Document operational activities” – score 3.1 – Michael Keough stated that for him, when you start talking about operational activities, you’re talking about higher level employees. Kyla stated that she was thinking of it more as being able to document what you did. She stated “this is how I updated the router” as an example. Star Raburn stated that from an educational standpoint, if you teach the students how to document each step as they go along, it will benefit them in the long run. He stated that he will have people that will do something, and then later have to go back and try to remember how they did it, whereas if they had documented from the beginning, there wouldn’t have been a problem.

Ann then took a minute to see how many tasks were on the list and stated that there would be no way to get through everything if we continue to focus on every task, so from that point on, she will focus only on the tasks with lower scores.

“Integrate field notes into technical drawings” – score 2.8 – Most agreed that they wouldn’t even have that in a lower level employee.

“Write documentation for hardware maintenance tasks” – score 2.4 – Ann asked if this wasn’t pretty much the same as previously discussed, and everyone agreed. Ann stated that it would be included, because they all wanted to include documentation badly.

“Write document for software, applications, or computer operation” – score 2.3 – Star stated that is more of a developer task, not a lower level employee task.

“Obtain approval for project plans” – score 2.6 – Star stated that he wouldn’t expect a new hire to know this kind of information. He stated it would be more for a higher-ranking employee.

“Identify software needed for specific project or task” – score 2.8 - Star stated that again he felt like this would be more of a higher level employee task. He stated that he wouldn’t expect a new hire to know what kind of software would be needed as it’s more of a learned skill within the organization. He did state it would be cool if they knew it, but not necessary. Michael Keough stated that he agreed with that. He stated that they have a large business and if every developer was trying to find a software to fix every need, there would no standards.

“Test computer hardware performance” – score 2.4 – Star Raburn stated that he would not expect an entry level person to do this, but stated that if he had hired someone to be his computer administrator and they couldn’t do this, he would be pretty frustrated. Michael Keough stated that he saw this more as everybody needs to at least know how to tell what is going on if their CPU is maxed out. He said they should at least be able to figure out why and know what is running that is maxing it. Kyla stated that she thinks it is a very good thing to know. She stated that if there are network problems, it’s good to know if it’s truly the network or if it’s a computer failure. The others agreed. Michael stated that he thinks he read it more literally originally and thought it meant like an entry level person knowing how to fix a mother board issue, but agreed that everybody should know basic computer functions and be able to tell generally what is wrong with a computer. Rich Gagnon stated that he won’t have entry level people testing the hardware, but they do need to be able to read a performance log and know if it’s a hardware issue or software, etc.

“Test computer programs, software, or systems” – score 2.6 – Michael Keough stated that he wouldn’t have an entry level person doing this. He stated that he would have someone with more experience working on that. The others agreed.

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“Assist users with software or hardware problems” – score 2.8 – Kyla stated that it really depends – she said if it was a computer hardware problem, no, but if it was a networking problem, then yes. Star stated that he agrees that it depends, but stated that he wouldn’t have a networking administrator talking to users. Michael Keough stated that he disagreed and stated that his network people work on-site and they better be able to talk to their customers. Michael stated that employees won’t really get to network administrator until they’ve gone up the ladder, starting at the help desk and working their way up. Ann Beheler stated that it sounded like it would be something that would be needed at all levels, starting with the help desk. Everyone agreed.

“Evaluate strengths and weaknesses of software or hardware technologies” – score 2.8 – Star stated that would be his job or his manager’s job, so someone higher in the company. Everybody else agreed.

“Maintain parts or equipment inventory” – score 2.5 – Kyla said she thinks it’s important for each person to know what they have and to make sure that they let someone know when things need to be ordered. Rich Gagnon said that he agreed with that, and stated that it only takes one time of having someone else come in behind you and not have what they need for you to never forget to order stuff again.

“Manage projects to keep with time, cost, and quality guidelines” – score 2.8 – Star stated that most of the time, this would be done by a higher up, but the time management needs to be done by all. He stated that a lot of the time spent could be avoided if they would just ask someone else for help. Kyla stated that she is really stubborn, too, and wants to figure things out for herself.

“Resolving customer or public complaints or problems” – score 2.6 – Michael Keough stated again that is something that would be handled by higher ups. He stated that his entry level people do need to know how to talk to people when they have a complaint, but it is not necessarily their job to fix the problem.

“Provide computer hardware or software acquisition recommendations” – score 2.6 – All agreed that would not be an entry level job.

“Provide technical support for software maintenance or use” – score 2.8 – Michael Keough stated that he is somewhat on the fence on that. He stated that it depends on the type of software it is and what the customer is needing. He stated if it was something simple like Microsoft Office, that is okay for entry level to help with, but more technical stuff would be handled by someone higher up.

“Maintain computer hardware or accessories” – score 2.4 – Michael Keough stated that he feels that is not something for entry level. He stated that he feels like his administrative assistant would not necessarily know how to fix a problem, but would know who to call or where to go to get it fixed. Everyone else agreed.

“Write computer programs or code” – score 2.3 – Michael Keough stated that it really depends on the job. He stated that entry level people should not be touching the code at all, but his network administrator should know some of it. Everyone agreed.

“Prepare instruction materials” – score 2.5 – Star stated that he saw that as more of a higher-up thing. Rich Gagnon stated that he saw some of that at the help desk level for basic instructions, but not manuals. Star stated that documentation should cover it.

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“Prepare operational reports or presentations” – score 2.8 – Everyone agreed that would be done by higher-ups, not entry level.

“Train others in computer or software use” – score 2.3 – Kyla said it depends, and stated that some would share knowledge if they knew how to do something. The others agreed and stated that they thought it was more about training the customers, which an entry level person would not do, but training each other was different.

“Study emerging industry or technology trends” – score 2.6 – Kyla said that this is good because they need to know new ideas, learn about vulnerabilities, and more. The others agreed.

The following items are under “Knowledge”:

“Computer and electronics” – score 2.6 – Everyone agreed that this was too broad a term because “electronics” could mean anything from computers to door locks, and they wouldn’t need doorlocks!

“Knowledge of database theory” – score 2.4 – Everyone agreed that this was not needed as most would not really be working with databases.

“Knowledge of microservices and containerization” – score 2.8 – Star Raburn stated that he felt like this was very important because this is the future and everything will be handled with containerization. He stated that when he has to explain to an administrator what a container is, it’s very frustrating. Kyla agreed and stated that she had to upload a large document recently and it was too big, so she had to use this to get it to upload.

The following items are under “Tools from Calibrate”:

“AWS Cloud” – score 2.6 – Kyla stated that a base knowledge of what it is and how it works, but not detailed, extensive knowledge. Karen clarified that the students would need a base knowledge of cloud in general, not specifically AWS cloud. Everyone agreed.

“Password cracker software” – score 2.6 – Michael Keough stated that unless the job was specific to security, it really isn’t necessary.

“Python” – score 2.5 – Michael Keough stated that network and server people can do some cool stuff with Python, but it’s not really essential for anyone else. He stated that if someone need to learn one or the other, he would rather go with Powershell.

“Tcpdump software” – score 2.8 – Everyone agreed that not everybody needs to learn it – it is more specific to certain jobs.

“Structured query language SQL” – score 2.6 – Everyone agreed that this is more job specific, as well.

“UNIX” – score 2.4 – Everyone agreed that they do not use UNIX; they all use LINUX. There was further discussion about how even though most likely won’t use UNIX, it is good to know because so much of other things they will use is based off of UNIX. They all agreed that a base knowledge, at least, is good to have.

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	<p>“Virtualization software” – score 2.8 - Star Raburn stated that virtualization is very important from an administrative standpoint and should be included. The others all agreed.</p> <p>Ann stated that there really should be another meeting to go over in detail more of the options. She stated that there are so many things on the list, that in order for the program to teach effectively everything they need to teach, they need to know more details about everything. Ann asked Karen how they would like to set up a second meeting. There was some brief discussion about meeting in person or via Zoom and discussion about dates for the next meeting.</p> <p>The next meeting was scheduled for May 12, 2022, 3:00 – 5:00PM, located at AmTech’s Esports Room.</p>		
Other:	The meeting was adjourned at 4:40PM.		
Recorder Signature:		Date:	Next Meeting:
<i>Kathy Savenport</i>		04/27/2022	05/12/2022, 3:00 – 5:00PM