



Proposed Agenda Item
Board of Trustees Meeting

Complete this form and submit it to the Office of the President by 5:00 pm on the eleventh day before the following Tuesday meeting of the Board of Trustees. If this form does not provide enough space, you may use an expanded version *as long as you follow the format specified below.*

Date of Board Meeting: August 17, 2021

Date of This Proposal: August 9, 2021

SUBJECT (item as it will appear on agenda):

Approve the restructuring of the Technology and Cyber Security departments as below:

- Upgrading the current position title of Manager of Technical Services to Director of Technical Services.
- Eliminating the position of Director of Cyber Security
- Outsourcing Information Security as a Service to Columbia Advisory Group (CAG)

RECOMMENDATION:

Approve the restructuring of the Technology and Cyber Security departments by upgrading the current position of Manager of Technical Services to Director of Technical Services and outsourcing cyber security services to Columbia Advisory Group for a period of 2 year(s) eliminating the need for the Director of Cyber Security position.

BACKGROUND/RATIONALE:

In order to more effectively and efficiently manage the growing core technologies of the institution, a vast knowledge of a wide variety of technology areas is needed to successfully oversee these core technologies. Outsourcing to a service provider with extensive knowledge and expertise in the area of Cyber Security will benefit the college by keeping abreast of immerging cyber threats and the requirements needed for Texas Administrative Code 202 compliance. The services for Columbia Advisory Group were priced using E&I Cooperative Contract # CNR01469. Under section 271.102 of the Local Government Code, and again in Texas Government Code 791 contracts used from these purchasing cooperatives satisfy State of Texas bid requirements and comply with the Code of Federal Regulations 200.318(e).

Estimated Cost and Budgetary Support (how will this be paid for?): Estimated cost savings of \$38,000.00

RESOURCE PERSON(S) [name(s) and title(s)]:

Philip Wuthrich, Director of Purchasing
Pamela J. Youngblood, Vice President of Technology

SIGNATURES:

Pamela J. Youngblood [Signature]
Originator

8/9/2021
Date

Pamela J. Youngblood [Signature]
Cabinet-Level Supervisor

8/9/2021 8/10/2021
Date

PRESIDENT'S APPROVAL:

[Signature]

8-10-21
Date



JOB DESCRIPTION
Human Resources Department

JOB TITLE: Director of Technical Services	FLSA: Exempt GRADE: CA
LOCATION: Peace Building, Room 110, Wharton Campus	EFFECTIVE DATE: September 1, 2004 REVISION DATE: July 15, 2021
REPORTS TO: Vice President of Technology	

PURPOSE AND SCOPE:

The Director of Technical Services provides oversight to the management of the college's computer systems, servers, and networks. This is a hands-on position, managing a team as well as resolving higher level technical and customer relations issues. Achieve and maintain a working, technical knowledge of the institutions core technologies in order to provide full top-level technical support. This position plans, installs and maintains the college's networking activities to include the network connectivity requirements between buildings and campuses, Internet access, implementation and maintenance of local area networks and telecommunications. The position reports to the Vice President of Technology.

ESSENTIAL JOB FUNCTIONS:

1. Manage customer technical relationships as required and work with internal resources to ensure a high level of customer satisfaction.
2. Take ownership of unresolved technical issues, and liaise with immediate supervisor to solve and/or develop solutions.
3. Manages the Tech Support Team to include the Network Administrator, IT Reliability/Maintenance Technician, and IT Technicians supporting the core technologies for the entire institution.
4. Establishes and maintains network users, user environment, directories, and security.
5. Monitor for trends: equipment failures, faulty bridges, firmware issues, typical installer issues, and software bugs.
6. Monitors and administers all networking activities and keeps system log information up-to-date.

7. Installs and updates software applications as required.
8. Maintains system backups of all files, security, and rights.
9. Supervises other personnel, including part-time help, contractors and third-party technology providers, involved with the college network.
10. Develops and implements maintenance plans to minimize down time of the college network due to equipment failure.
11. Develops, acquires, and maintains procedure manuals for use of personnel who will operate and/or repair said equipment.
12. Consults and coordinates with faculty and administrative staff in the operation and maintenance of equipment utilized in conjunction with the college network.
13. Evaluates and recommends vendor contracts for hardware, software, and technology related services as needed.
14. Provides installation, diagnosis and repair of microcomputers, printers, and other peripheral equipment, data communications cables and lines connecting equipment on campuses.
15. Procures microcomputers, parts, peripherals, and software in accordance with Wharton County Junior College purchasing guidelines and policies.
16. Tracks the additions, deletions, and moves of computer inventory.
17. Respects and protects the confidentiality of data stored on the central computer system.
18. Manages the telecommunications system.
19. Performs other duties as defined by the Vice President of Technology.

KNOWLEDGE, SKILLS, EXPERIENCE:

This position requires a Bachelor's degree in Computer Engineering, Computer Science, Computer Information Systems, Management Information Systems, or closely related field, or eight years of related work experience or a combination of education and work experience. This position requires a minimum of four years' experience in working in a technical support role to include network support. This position requires a minimum of 1 year experience developing and managing a technical support team. This position requires the ability to work effectively and congenially with faculty, students, and staff and

possess outstanding time management and organizational skills. Criminal background check is also required.

SUPERVISION OF OTHERS:

This position supervises the Network Administrator, IT Reliability/Maintenance Technician, and Information Technology Technicians.

SUPERVISION AND DIRECTION RECEIVED:

The Director of Technical Services is responsible and accountable to the Vice President of Technology for fulfilling the objectives, standards, and duties listed in this document. Guidance for the performance of duties outlined in this job description comes from the policies and regulations of the college and any other applicable federal, state, and local statutes, ordinances, codes, rules, regulations, or directives.

EQUIPMENT USED:

PC workstation running in a Microsoft Windows environment, calculator, phone, and other general office equipment.

CONTACTS:

External contacts with the community and local and state agencies.

Internal contacts with administrators, faculty and staff.

COMPLEXITY/EFFORT:

Ability to read and interpret departmental policies, procedures and instructions. Ability to hear and understand staff and public inquiries, supervisor's oral instructions, and emergency announcements. Sufficient manual dexterity to prepare reports, graphics, and other data on the computer. Meet the public in situations requiring tact, diplomacy and poise. Professional working relationships, both with the college and with the general public require the incumbent to maintain a high degree of judgment, tact, and discretion at all times. Work requires characteristics supported by collaborative work efforts with external and internal customers in a collegial atmosphere. Demonstrated commitment to the mission of a comprehensive community college. Must be detail oriented. Ability to handle emergency situations as they arise in the office. Ability to work on a number of projects simultaneously and prioritize workloads. Ability to read and interpret departmental policies, procedures and instructions. Ability to hear and understand customer inquiries and oral instructions from supervisor. Sufficient manual dexterity to prepare letters, reports, graphics and other data on the computer.

WORKING CONDITIONS:

Work is performed primarily in a climate-controlled open office environment shared with others with computers with minimal exposure to safety hazards. Travel is required. Exposure to natural atmospheric conditions such as dirt and dust, etc. Ability to operate equipment. Capable of pushing, pulling, and lifting 100 pounds.

LAST MODIFIED: July 15, 2021

Employee's Signature

Date

Supervisor's Signature

Date

Initials

Exhibit: Information Security as a Service

2 Year Term

August 5, 2021

This Exhibit (the "Exhibit") is executed as of September 1st, 2021 between Columbia Advisory Group, LLC ("Columbia Advisory Group" or "CAG"), and Wharton County Junior College ("Client") and is subject to the terms and conditions of the E&I Cooperative Contract # CNR01469.

Statement of Work for Wharton County Junior College

- I. Effective Date; Term: The term of this Exhibit shall commence as of September 1st, 2021 (the "Effective Date") and shall continue to August 31st, 2023.
- II. Scope of Work – The purpose of this exhibit is to provide Client with outsourced technology services. Columbia Advisory Group will provide such services in support of Client operations, with the scope as described below.

CAG will provide Information Security services for Client. Specifically, as part of the agreement, Columbia Advisory Group will provide:

- Provide oversight to ensure security and privacy policies incorporate the best industry practices and fulfill all requirements of the Client.
- Coordinate planning activities related to responses to security events. Planning activities are to include cross departmental and cross campus procedures.
- Validate that activities and controls related to the prevention of security incidents are in place and being followed consistently.
- Ensure that appropriate controls related to the access of secure information are documented and are being followed.
- Provide guidance and counsel to the CIO and key members of the college leadership team, working closely with senior administration, academic leaders, and the campus in defining objectives for information security.
- Lead efforts to internally assess, evaluate and make recommendations to management regarding the adequacy of the security controls for the College's information and technology systems.
- Coordinate and track all information technology and security related audits including scope of audits, members involved, and outcomes. Provide guidance, evaluation, and advocacy on audit responses.
- Recommendations for risk to be identified on Risk Register.

- III. Special Projects or Add on Services – Columbia Advisory Group will provide separate Statements of Work to support any special project or additional service needs that Client may express that are beyond the scope of the Services defined herein.

- IV. Scope Changes - If the Scope of Work changes at any point during the term of this Exhibit, Columbia Advisory Group will need to adjust the engagement, possibly resulting in a price change. If a change to the Scope of Work is requested by Client during the delivery of the engagement, Columbia Advisory Group will provide Client a cost estimate for the new scope via a Change Order form or separate Statement of Work. Client will have the final determination as to which scope changes should be completed by Columbia Advisory Group and which should be postponed to a later date or altogether dismissed. No changes in scope will be accommodated unless the Client has approved the changes in writing.

- V. Expenses - If Columbia Advisory Group's resources are requested to travel to conferences, seminars or locations by Client, Client shall reimburse travel expenses (e.g., transportation, lodging and food) incurred in connection with the performances of Services, provided that all such expenses are pre-approved in writing by Client and appropriately documented.

- VI. Assumptions -
 - a. Any changes to these assumptions will result in a scope change under Section V above.
 - b. Columbia Advisory Group will have access to Client's operating documents relevant to the Services
 - c. Client is responsible for making key individuals available to Columbia Advisory Group to conduct meetings, forums, conference calls and presentations with respect to the Services
 - d. Client personnel will be sufficiently dedicated to the engagement to make achieving assigned tasks and responsibilities feasible and reasonable within the constraints of the Exhibit
 - e. A clear escalation process will be established and agreed upon prior to engagement kick-off
 - f. Client is responsible for providing all hardware, software and systems for Client's IT environment, other than the IT tools provided and used by CAG to deliver the Services
 - g. Client will provide access to a security analyst or other security team members with which CAG personnel under this contract will work with closely



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VII. Primary Contacts – Client agrees that the individuals listed below have full authority to direct and provide feedback relating to the Services described in this Exhibit, including but not limited to the ability to execute a Change Order and other authorizations relating to the Services.

Wharton County Junior College	Columbia Advisory Group
Pam Youngblood Vice President of IT	Brad Hudson Vice President of Cyber Security
pamy@wcjc.edu (979) 532 - 6542	bhudson@columbiaadvisory.com (972) 896-1752
Wharton County Junior College 911 E Boling Highway Wharton, Texas 77488	Columbia Advisory Group 17950 Preston Road, Suite 380 Dallas, Texas 75252

VIII. Additional Terms – the following additional terms apply to this Exhibit:

1. CAG will be operating under the direction of Client.
2. As part of the Services, CAG may make recommendations and provide advisory to Client as part of the Services, but decision and direction will reside with Client.
3. CAG utilizes both NIST 800-53 & NIST 800-171 for its security framework, to help meet PCI security standards, and/or other applicable standards such as FERPA, copyright laws. Additionally, CAG will make commercially reasonable efforts to comply with the Client’s applicable rules and standard administrative procedures, provided that such rules, procedures, policies, and regulations are provided to CAG in writing.
4. As TAC 202, HIPAA, Department of Education, or other regulatory compliance for which the client adheres increases in scope or complexity, the price of these services is also subject to change.
5. CAG reserves the right to increase fees for this service by up to 5% each year, effective each agreement anniversary date.
6. Client agrees that CAG’s entire liability to Client under this agreement, for any cause of action, shall in the aggregate be limited to the lesser of (i) the cost of correction or replacement by CAG of, or (ii) CAG’s charges applicable to, the specific Schedule(s) under this agreement for the specific services, systems, programs, documentation, equipment, or deliverables which are the subject of the alleged claim.
7. In no event shall either party be liable in connection with this agreement for any lost profits or indirect, special, or consequential damages, no matter how arising, even if such party has been advised of the possibility of such damages.



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IX. Fees for Services:

1. 2-year term \$5,750/month

This Exhibit is performed under the Terms and Conditions of the E&I Cooperative Contract # CNR01469.

Except as amended by this Exhibit, all other terms and conditions of the Agreement remain in effect.

Columbia Advisory Group, LLC

By: _____

Date: _____

Name: _____

Title: _____

Wharton County Junior College

By: _____

Date: _____

Name: _____

Title: _____



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