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2018 PAC Minutes, Computer Systems Technology

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School of Information Technology
Computer Systems Technician & Computer Systems Technology
Program Advisory Committee

AGENDA
March 15, 2018
H1005

- 5:00 PM – Welcome and Introduction
- 5:30 PM – Ministry Update (Bill Fallis via Skype) [Tentative]
- 6:00 PM – CTN/CTY Overview and Statistics
- 6:30 PM – Trends in Industry

Next PAC Date: November 2018
Attendees:
Chris Frank – Good Life Fitness
Jesse Bartholomew – Auto Data
Steve Bendis – Auto Data
Bob Zwarych – Auto Data
Ken Donaghy – McKenzie Lake Lawyers
Ian Smiley – Digital Extremes
Jonathan Van Den Boogart – Coordinator, CTN, CTY
Gayle Horchover – Assistant to the Chair
Marg Medeiros – Co-operative Education Consultant
John Lidzbarski – Faculty
Mike McNorgan – Faculty
Klaas Stoker – Faculty
Kevin O’Leary – Faculty
Gary Zavitz – Faculty
Perry Hammoud - Faculty

Skype:
Bill Fallis, Project Officer, Program Standards Unit, Postsecondary Education Quality Assessment Branch - Ministry of Advanced Education and Skills Development

Regrets:
Jim Edwards – Chair, School of Information Technology
Scott Dart – Program Coordinator
Welcome

Jonathan Van Den Boogart, Coordinator, CTN, CTY welcomed everyone and outlined the purpose of the meeting. Our team is looking for feedback on how we can improve our programs and better meet the needs of our employers.

Ministry Update with Bill Fallis via Skype

Bill Fallis is working on elements of performance for the programs and noted programs had common core outcomes.

CTN/CTY Overview and Statistics by Jonathan Van Den Boogart reviewed with panel

- Curriculum & Course Details
- Student Profile
- Co-op Component

Discussion Questions:

1. What is trending in our industry that would be a value to add to our programs?
   - Students are competing for jobs on a global scale, so they should ask themselves, how do they differ from global students?
   - Students should be able to provide web based solutions. They should be current with knowledge of trends to offer suggestions and cost effective recommendations to the employer
   - Auto scaling technology
   - Home automation
   - Technology in transportation
   - Students should have skill sets for cloud users, i.e. Help desk-Zen Desk

2. What would be your response if the following program changes were made?
   a) CTN – Focus on Front Line Support – PAC seemed supportive of separating CTN and CTY into more focused areas, CTN geared towards front line (but still knowing basic server/networking components) CTY – focus on Back end operations and increase skillset in scalability and failover
   b) CTY – Focus on Back end Operations – Joins with Point A
   c) CTY – Create specialists – PAC was interested in keeping CTY students as generalists which may have a focus on a specific area
d) **Hardware Course – Remove hardware components and focus more on Data Center Elements, Server and Power Management**

- Depends on the environment, removing a server is important and our employees should have a certain level of comfort in doing this; the basics are important
- Some basic level of hardware may not be needed in CTY

3. **What should a co-op student be able to do in 3 years?**

- Be more security savvy, know how to leverage cloud service in a secure way
- The student should understand “Tech Debt” and how will the student generate revenue for his/her employer?

4. **What would the ideal skill sets for our graduates be?**

- Have the ability to go back and see “what happened” after being compromised; have the ability to dig backwards
- Knowledge of rules and regulations in respect to new privacy and information changes
- Fraud & hacking knowledge
- The ability to support 50 sets of needs within a day from end users and prepare the student to communicate effectively with a variety of end users

**Recommendations:**

- The course curriculum should include terms such as: “always on” and focus on scalability and failover
- Programs require a practical component
- Programs should teach troubleshooting, with an emphasis on migration and a “break & fix” section
- Programming by default – language – (no language was specified)
- More scripting using PowerShell
- Databases – SQL