

## Information Technology – Strategic Plan (FY 2010 – 2013)

Revised – March 2011

### Mission Statement

*“The Information Technology area supports the constantly changing high technology environment of HCC by providing comprehensive technology services to advance instruction, college services, and business processes for students, faculty, and staff.”*

### Goal #1. Student Success and Lifelong Learning

Objective	Owner	Timeline	Cost	Priority	Comments
Implement student portal	ITS, AIS, UNS, SCS	FY2011 – 2012 (Begin project Jan. 2011)	\$180,000	High	Currently project underway. Equipment being configured May 2-6, 2011. Work groups established. Governance team training – 3/21/11. Goals & objectives established.
Upgrade Blackboard to 9.1 or next generation <i>(Objective changed by Academic Affairs to implement Canvass)</i>	Academic Affairs and SCS	FY2011-2012	Funded through Academic Affairs	High	N/A. Canvass will become hosted LMS for implementation for Fall 2011 semester
Infrastructure to support Early Alert System for at-risk students	VPSS and VPIT	FY2011 - 2012	\$30,000	High	<b>Supports college strategic objective 1.2b</b> RFP for application to be released April, 2011
Implement Mediasite for Lecture capture and VOD	SCS	FY2011	\$35,000	High	Completed
Design and Identify technology requirements for new Health Sciences Building	SCS	FY2010 - 2012	Capital funds	High	In progress. Network contract awarded. Network core in RCF funded for 2011.
Research and identify use of mobile devices for student learning	Technology Cross-Functional Team	FY2011		High	Ongoing. Course Developed by Business and Computers Div.
Implement New Reporting Tools to track: <ul style="list-style-type: none"> <li>• Strategic initiatives</li> <li>• Retention</li> <li>• Enrollment</li> </ul>	AIS/PROD	FY2011-2012		High	In progress. Retention – testing and refinement. Enrollment – testing and refinement. Grade distribution

<ul style="list-style-type: none"> <li>• Grade distribution</li> <li>• Advancement reporting</li> <li>• HR (to be scheduled)</li> <li>• Finance(to be scheduled)</li> </ul>					– completed. Advancement – completed.
Develop a plan to update technology at the Laurel College Center	SCS, UNS	FY2011		Medium	In progress
<b>Goal #2. Organizational Excellence</b>					
<i>Information Security</i>					
Initiate corrective action from Presidio security audit	ITS, AIS, UNS, SCS	FY2010 – 2011		High	On Going. 25 findings have been resolved.
Ensure PCI compliance	All	FY2011-20012	\$15,000	High	Assessment completed by Campus Guard. Working on action items. 20% completed. ECD: Fall 2011
Rollout Kangaru flash drive systems	ITS	FY2011 (rollout to IT staff in Aug. 2010; President’s Team in Sept. 2010)	\$20,000	High	Completed
Implement Microsoft Network Access Protection	SCS	FY2011	\$1,000 cost center funding	High	In progress
Implement data encryption for the network	UNS	FY2011 – 2013	Cost to be determined	Medium	To be scheduled
<i>Services and Support</i>					
Update College Website  Phase 1. Redesign foundations pages; home page, employees, student and prospective students.  Phase 2. Redesign subordinate pages and update content.	ITS	FY2011 – 2012	\$45,000	High	Phase 1 completed.  Phase 2 projected to be completed by end of 2012.

Ad-Astra Upgrade	AIS	FY2011 – 2013	N/A	High	Upgrade of Ad Astra scheduled for completion by summer 2011
			\$100,000 Funded March 2011		Funding for Platinum Analytics in place as of March 2011
Reprogramming of Colleague to accommodate one summer term and Financial Aid requirements	AIS, VPIT	FY2010 -2011	\$38,000	High	Scheduled for completion by summer 2012.
Complete Middle States Self-Assessment	All	FY2009 – 2011		High	Report completed and submitted. Visit scheduled for March 2011.
Establish Quality Performance Cross-Functional Team to Review Baldrige Criteria and submit application	VPIT/PROD	FY2011	NA	High	Team established. Baldrige application to be submitted May 2011
Engineer and implement a high speed fiber optic connection to Johns Hopkins University and Howard County Hospital	VPIT, UNS, SCS	FY 2010 – 2012	\$60,000	High	Scheduled for April 2011 installation
Assist and implement connectivity to Howard County Network	UNS, VPIT	FY 2010 – 2012	\$35,000	High	In progress
Implement Colleague's communications mgt for President's Office and Development	AIS	FY2011 – 2012		Medium	To be scheduled
Upgrade Colleague UI to web-based platform	AIS	FY2011 – 2012		Medium	Planned installation for Summer 2011
Redevelop content for Adult Learners web page	ITS and committee	FY2011 (fall)	None	Medium	Support college Strategic objective 3.2a
Implement Colleague's Recruiter module	VPSS and AIS	FY2012	\$270,000	Medium	Funded in March 2011 for implementation 2012
<b><i>Infrastructure Improvements</i></b>					
Replace web infrastructure	ITS, UNS	FY2011	End of year funding 2010	High	Completed March 1, 2011. Installed, tested and

					deployed
Install servers for student portal	ITS ,UNS		End of year funding 2010	High	Installation scheduled for May 2 – 6, 2011 by Datatel
Start SQL conversion for Colleague	AIS	FY2011 - 2013	\$350,000	High	New SQL skill sets required. On hold
Install new network and 35 new computers for Test Center’s Rehab	UNS	FY2011	\$65,000	High	Scheduled for summer 2011
Complete technology design and implementation for new hospitality classrooms		FY 2010 – 2011	\$120,000		In progress
Windows 7 / Office 2010	UNS/SCS	FY2011- FY2012		High	In progress (8% of staff computers upgraded)
Replacement of NOC routers	UNS	FY2010	\$189,000	High	Completed
Upgrade Exchange (Email)	UNS	FY2012	\$132,000	High	Funded in March 2011. Awaiting hardware.
Replace WAN router	UNS	FY2011		High	To be scheduled. Equipment in place
Telephone Exchange Project and new campus phone numbers	UNS	FY2011		High	Completed in February 2011
SQL Upgrades (2008)	SCS	FY2011		High	90% complete
Digital Signage (2 phases)	SCS	FY2011		High	Completed phase 1 – Clark Library bldg.
Upgrade Internet Access	UNS and Tech. Cross-Functional Team	FY2011	\$108,000 annual	High	Upgraded to 200 Mbs in February 2011.
			\$72,000 annual		Second 200 Mbs connection to be added May 2011. Determine packet shaping and resource allocation by July 2011.
Replace and implement duplex printing in all computer labs/classrooms	SCS	FY2011	\$45 Core work funding	High	Completed
Switch Replacement in Duncan Hall	UNS	FY2011		Medium	Completed

Complete VoIP project	UNS	FY2011		Medium	In progress
Upgrade Windows 2003 operating systems Windows 2008 (40 servers)	SCS	FY2011 -2012	\$5,000 Core work funding	Medium	In progress. To be completed by 2012
Upgrade McAfee EGP for Windows 7	UNS	FY2011 – 2012		Medium	Completed
Endura rollout and install – infrastructure to support digital cameras	UNS, Plant	FY2011 - 2012		Low	Ongoing