Camden County College

Office of Information Technology (OIT)
Three Year Technology Plan
2017-2020

July 2017

TABLE of CONTENT

Executive Overview…….....4

College Mission…….....4

Office of Information Technology (OIT) Mission and Purpose……...5

Camden County College OIT Mission...…….....5

Administrative Services……..... 6

Academic Services…….…..... 6

User Services……..... 6

Network Services……..... 6

Telecommunications Services…….…….…..... 6

OIT Technology Plan Overview ……..... 7

Goals: July 1, 2017 - June 30, 2020……..…….....7

Goal 1 - Build solid OIT support structure ……...…….....7

Goal 2 - Implement reliable, secure, scalable, and redundant data and Network infrastructure ……....7

Goal 3 - Respond to the needs of the regional labor force, collaborative partners and community members ..……..…….....8

Goal 4 - Develop and manage institutional resources focused on supporting student success and organizational effectiveness ……..... 8

Goal 5 - Streamline processes for efficiency and effectiveness supporting student success ……..... 8

Goal 6 - Implement Policies, Procedures, and Structure constructed from best practices ……..... 9

OIT Goals and Projects Chart ……..... 10

APPENDIX A……..... 10

OIT Goals and Projects ……..…… 10

Year 1 ……..……..…….. 12
Year 2 ……..……..……. 19
Year 3 ……..……..……. 24

Executive Overview

College Mission

Camden County College is committed to the success of a diverse student body through collaborative engagement that provides high quality, accessible and affordable education. The College is responsive to the needs of the community through continuous enhancement of its programs and services.

Office of Information Technology (OIT) Mission and Purpose

The Office of Information Technology (OIT) will assist all students to achieve their full potential and to meet their academic and career goals. OIT will provide a technology-rich environment that supports teaching, learning, and working and expand the future of technology in education at the institution. OIT will promote academic excellence, be accountable for setting and attaining goals and always been seen as a group acting with the highest integrity and the showing the utmost respect to their constituents. The student and the student experience will always be held as the primary focus by OIT to ensure his or her success in their education and community.

Camden County College Office of Information Technology (OIT) department provides comprehensive technological resources to the students, faculty and staff of the college. OIT strives to provide a stable and reliable network infrastructure, applications and technical resources for quality and timely service to its users.

The purpose of this plan is to provide the framework from a technology-based perspective by aligning OIT goals and strategies with the four goals and various strategies defined in the 2017-2019 strategic plan of the College. These goals and strategies are summarized below:

Goal 1 - Provide accessible and affordable education opportunities

1.1 Expand learning opportunities for all residents of Camden County through collaborative partnerships, including local agencies and school districts.

Goal 2 - Foster student success through high-quality learning experiences and support services - continued

2.1 Improve retention and student success through student-centered instruction, co-curricular opportunities and support initiatives (i.e. tutoring, advising, transfer, and student engagement).

2.2 Improve completion and transfer through implementing systems that support students' academic and career plans using Guided Pathways model.

Goal 3 - Respond to the needs of the regional labor force, collaborative partners and community members.

3.1 Improve Workforce Readiness through expanded partnerships with business and Industry.

3.2 Identify and overcome barriers to success in workforce readiness for special populations (e.g. under-represented populations, veterans, displaced workers, limited English Proficient, International students, economically disadvantaged, academically underprepared, senior citizens, etc.).

3.3 Establish the College as a *Center of Excellence* to train students in high demand occupations

Goal 4 - Develop and manage institutional resources focused on supporting student success and organizational effectiveness.

4.1 Expand revenue generating opportunities (Grants, foundation, leasing, etc.).

4.2 Develop human resource capacity (i.e. leadership and professional development, diverse workforce).

4.3 Enhance Processes, resources, and infrastructure to better fulfill mission and goals.

4.4 Improve College effectiveness and efficiencies through continuous improvement.

Administrative Services

Administrative Services provides leadership and technical assistance in the programming, consultation, system design, new applications review, security and maintenance of the College's enterprise resource planning systems. These systems include Ellucian Colleague (Student Information System), Student Self Service (Planning/Advising/Registration), Web Advisor (the web interface to the student information system), Mobile solution, Superion One Solution (Financials, Human Resources, and Payroll system), Informer Reporting solution, Collegenet Calendar/Scheduling, and Hyland Onbase Document Imaging and Workflow system.

Academic Services

Academic Services area provides leadership and support of academic technology for the academic community. This includes the design, installation and support services for instructional facilities, support for courseware development, and project planning for academic technology initiatives.

User Services

User Services provides operational support, development and maintenance for the academic and administrative computing environments at the College. This support is provided to faculty, staff and students and is centralized through the Office of Information Technology Help Desk. Services include technical support and services for desktop computers, printers and associated peripheral equipment, application software, email, computer classrooms, open access labs, and technology education.

Network Services

Network Services provides the development of Camden County's network infrastructure and network applications. These services include the installation, management and operational support of the College's local and wide area networks, Internet connectivity, network security, network servers, email systems, wireless connectivity, and virus protection.

Telecommunications Services

Telecommunications Services provides voice communication services to the College community. This includes the support, maintenance and development of the telephone and voice mail system and equipment, management of the physical infrastructure that supports voice services, and the College's relationship with our local and long distance communications providers.

OIT Technology Plan Overview

The goals within the OIT Technology Plan are linked to the Camden County College Strategic Plan 2017, Middle States Commission on Higher Education and the Mission Statement of OIT to create a comprehensive, accessible and affordable college experience for students. The goals for OIT are to provide excellent teaching and learning environments, reliable network connectivity, a complete disaster recovery plan and state of the art applications and technologies that creates a competitive and engaging environment to support students, faculty and staff. These goals represent the technology plan outlined by OIT to create a desirable and affordable institution of choice for students of all ages seeking a college degree.

The goals and objectives of OIT are achieved through the various departments, including User Services, Network Services, and Administrative Systems. Each department focuses on strategic technical long term and short term goals to improve the technological environment for students, faculty and the college community. The goals and objectives incorporated in this document begin with the current fiscal year July 1, 2017 to June 30, 2020.

Goals: July 1, 2017 - June 30, 2020

Goal 1 - Build solid OIT support structure

OIT will develop a clearly defined comprehensive career training path for all employees and disciplines encompassed within OIT.

OIT will enhance their current Technology Disaster Recovery Plan and execute a Security Audit to identify and analyze different types of emergencies and responses required by OIT. They will also test the plan to ensure that the business resiliency remains intact.

Business Justification: The proper positions must exist to support and enhance the technologies that are in place. There will be a lower cost of ownership eliminating services from third parties with a properly developed staff.

Constituents: Students, OIT, Administrative Staff and Administrators.

Goal 2 - Implement reliable, secure, scalable, and redundant data and Network infrastructure

OIT will build a solid, modern, scalable, secure, integrated, and redundant technology base.

Business Justification: Information and applications will be accessible and available to students, faculty, and staff for all industry standard devices promoting student success

Constituents: Students, Staff, Administrators, OIT, Faculty and Potential Students

Goal 3 - Build Self Service framework unifying systems and creating personal access to Information and functionality for all College Constituents.

Data and systems will be presented according to the person accessing Colleague systems. Systems will be presented as a unified service easily navigable.

Business Justification: Provide the information and tools that student, faculty, and staff need to ensure the students succeed.

Constituents: Students, Staff, Administrators, Faculty and Potential Students

Goal 4 - Provide a modern technology based classroom with operational technical support

OIT will continue to provide campus wide support for all technical aspects of the college.

Business Justification: As new classrooms are created or modified, OIT will design, implement, install and support technical software and hardware to help the college continue a high academic and administrative standard.

Constituents: Students, Faculty, Staff and Administrators

Goal 5- Streamline processes for efficiency and effectiveness supporting student success

Systems, processes, and tools will be analyzed to create plans to make improvements that will serve the College community

Business Justification: Student success.

Constituents: All

Goal 6 - Implement Policies, Procedures, and structure using best practices

Business Justification: Strategically define technical career training paths to help standardize trouble shooting, implementation procedures, development and other important components of learning and staying current within OIT.

Constituents: Managers, OIT Staff, Administrative Staff and Help Desk

Personnel

APPENDIX A

OIT Technology Goals and Priorities 2017-2019	Year Completed 20XX		
	17 18	18 19	19 20
	1	2	3
Goal 1: Build OIT Organization			
Fill technical support gaps in organizational structure	√	√	
Develop Professional Development Plan with Budget	√	√	√
Implement cross training strategy for OIT staff	√	√	√
Goal 2: Implement reliable, secure, scalable, and redundant data and network infrastructure			
Replace Virtual Server Environment	√		
Upgrade Operating Systems to Microsoft 2012	√		
Upgrade Mail system to Microsoft Exchange 2010	√		
Consolidate Telephone Systems	√		
Upgrade One Solution ERP to current Version	√		
Upgrade Help Desk Software to current Version	√		
Create Strategy to mitigate loss of system availability due to power outages	√	√	√
Replacement of networking equipment	√	√	√
Collegenet 25Live Calendar/Scheduling upgrade		√	
Increase Wireless Footprint	√	√	√
Virtual Desktop Infrastructure (VDI)		√	√
Replace Colleague ERP hardware			√
Move data center to third party colocation site		√	√
Goal 3: Build Self Service framework unifying systems and creating personal access to Information and functionality for all College constituents.			
Implement Student Self Service Planning/Advising	√		
Implement Student Self Service Financial Aid	√		
College Portal Implementation	√	√	√
Migrate Staff and Full Time Faculty to Microsoft Office 365 suite		√	
Integrate Information Systems	√	√	√
Consolidate sub domain names		√	
Implement auto creation and maintenance of network accounts		√	√
Implement Single Sign on technology	√	√	√
Implement Self Service for Password Change		√	
Increase licensing footprint for Document Imaging, Online Forms, and Workflow		√	√
Implement Document Imaging Online Forms	√	√	
Implement Document Imaging Workflow		√	
Data Warehousing	√	√	√
Reporting Dashboards		√	√

Ellucian Colleague SQL Migration			
Goal 4: Provide a modern technology based classroom with operational technical support			
Design and Implement New Classroom Technology	√	√	√
Provide Technical Classroom Support	√	√	√
Provide Software Management for College Community	√	√	√
Reevaluate Distance Learning solution		√	√
PC Life Cycle Management	√	√	√
Goal 5: Streamline processes for efficiency and effectiveness supporting student success			
Fixed Assets Inventory Control	√		
Self-Service Help Desk	√	√	
Consolidate administration software for College signage	√	√	
ERP (Colleague and One Solution) Business Process Analysis	√	√	√
Goal 6: Implement Policies, Procedures, and Structure constructed From best practices			
Campus Wide OIT Governance	√	√	√
Annual Review of OIT Contracts	√	√	√
Incorporate a Process Management Discipline	√	√	√
Campus Wide Software and Equipment Purchasing Policy	√	√	√
Documentation of Processes and Procedures	√	√	√
Incorporate Accepted Use Policy	√	√	√
Technical/Cyber Security Training for Students, Faculty and Staff	√	√	√
Conduct Security audits	√	√	√
Business Continuity and Disaster Recovery	√	√	√

	Year 1		
	2017-2018	**Estimated Annual Cost**	**Funding Capital (C), Operating (O). Grant (G), Internal (I)**
Goal 1	**Build OIT organization**		
	Create structure that fulfills technical support Current structure has technical support gaps. **Business Justification:** The technical expertise required for a large organization that is dependent on technology for success is critical to have a well organization in place. An analysis has exposed support and expertise deficiencies. These gaps will be filled with appropriate personnel that may exist within the College, by shifting resources, by redefining positions, and by hiring outside the College.	$38K	O
	Develop Professional Development Plan Create a plan for training IT staff to keep current with technology support and enhancements. **Business Justification:** There is currently no professional development in the OIT budget. The technical expertise required for a large organization that is dependent on technology for success is critical to have a well trained workforce in place.	TBD	O
	Implement Cross Training for OIT Staff Create plans and methods to cross train staff in OIT. **Business Justification:** The responsibilities in OIT positions carry a need for a plethora of information, experience, and expertise to successfully complete a task. There are many single positions in OIT where this knowledge is held by one person. If this one person is not available due to several circumstances including resignation of the position, technology cannot properly be supported. Cross training provides several benefits. First, there is more than one person who has some knowledge. Two, it boosts morale by exposing a staff member to something outside their wheelhouse. Thirdly, it can support policies and procedures goals by documenting the process.	NA	I

Goal 2	**Implement reliable, secure, scalable, and redundant data and network infrastructure**		
	Replace Virtual Server Environment and storage The current servers need to be upgraded. Eleven year old storage devices must be replaced. **Business Justification:** Upgrade will increase system access and availability with ability to scale and build redundancy at two College locations using VMware virtual environment.	**$235K**	**O,G**
	Upgrade Operating Systems, Mail systems, Help Desk, One Solution, and Scheduling Current Microsoft O/S and mail software need to be upgraded to current versions. Help Desk application, One Solution ERP, and Room/Event Scheduling need to be upgraded to current versions as well. **Business Justification:** Products must be upgraded to newest version so they can be supported, are secure, and offer new features. Other projects are dependent on these upgrades being in place.	**$400K**	**O,C**
	Increase Wireless Footprint Increase wireless accessibility throughout the college. **Business Justification:** Site survey and student survey indicate Blackwood campus needs more wireless access implemented.	**$45K**	**C**
	Replace end of life networking equipment Sixty to eighty networking devices need to be replaced. **Business Justification:** Current networking equipment ensures connectivity to services and improves security. Risks and support costs rise when equipment is at end of life.	**$140k**	**O,C**

	Implement new telephone system solution Shut down 20 year old systems in Camden and Cherry Hill and consolidate to telephone system in Blackwood,NJ.. **Business Justification:** The Camden and Cherry Hill systems are eighteen years old. The systems are no longer supported or compatible. The Blackwood needs to be upgraded to the newest version of the software or all systems need to be replaced with one new system that has better administrative tools and takes advantage of the current network investment in operation.	**$92k**	**O**
	Move data center to third party colocation site .Identify colocation site to move technology environment. First Phase will be internet connectivity. Second phase will be application environment. **Business Justification:** The College does not have the financial and human resources to create and maintain a modern data center at the College campuses. Power issues in the area support this initiative. This initiative also support business continuity and disaster recovery initiatives.	**$35K**	**O**
Goal 3	**Build Self Service framework unifying systems and creating personal access to Information and functionality for all College constituents.**		
	Implement Colleague Self Service for Student Planning and Financial Aid Implement new Colleague web modules serving students and faculty. **Business Justification:** The Student Planning module will allow students and faculty to collaborate me together online to build academic plans. The financial aid module will allow the student to view and accept financial awards. Systems are built on modern platforms that are responsive on smaller devices such as phones and tablets. The full implementation of these products will eventually replace Webadvisor which is an end of life product.	**$25K**	**G**
	College Portal Implementation Create an intranet that will serve as the central point of entry into College information systems.	**$100K**	**TBD**

	Business Justification: This will be the College intranet that provides personal access to information and applications based on the role or roles of the user at the institution. Signal sign on to applications will also become available through this entry point. The implementation of the portal will also allow intranet content and items that currently reside on the public website to be migrated to the portal allowing the public website to be more focused on the appropriate audiences.		
	Data Warehousing Begin creating a framework for data warehouses that will transform transactional data into analytical data formats. **Business Justification:** The creation of data warehouses will store data relevant to periods in time so that data can be compared from one period to the next giving leaders the data they need to make informed decisions.	**NA**	**I**
	Implement Document Imaging Online Forms Begin introducing online forms using existing Onbase solution. **Business Justification:** Create the paperless environment using online forms as opposed to scanned paper documents.	**$20K**	**C**
Goal 4	**Provide a modern technology based classroom with operational technical support**		
	Create and support the modern classroom Design classrooms that support instruction with tools required by faculty and students. **Business Justification:** Build classrooms that include the newest hardware and software solutions. Continue onsite support of the classroom with the highest priority.	**TBD**	**O**
Goal 5	**Streamline processes for efficiency and effectiveness supporting student success**		
	Consolidate administration software for College signage Implement one solution to administer messaging on strategically placed digital sign boards and monitors throughout the college campus to display college information, events, and announcements.	**NA**	**I**

	Business Justification: There are currently four technologies to administer signs that makes the ability to change messaging very difficult perhaps missing the moment or opportunity a critical message needs to be presented especially in emergency situations. A centralized solution will improve the ability to post the right message in an efficient and effective time period.		
	Incorporate a Process Management Discipline	**NA**	**NA**
	Fixed Assets Inventory Control Analyze and design an updated fixed asset administration system. **Business Justification:** Perform an analysis of the fix asset process to streamline the process and ensure the proper controls are in place for acquisition, recording, and disposal of assets. The appropriate technologies will be identified to ensure success.	**NA**	**I**
	Self Service Help Desk Offer self-service to College constituents through the help desk system. **Business Justification:** Currently, students, faculty, and staff have to call the Help Desk center for assistance. The Help Desk system will be reconstructed giving the ability for stakeholders to enter their own tickets or find their own solutions in a framework of documentation that will be posted in the Help Desk system. This allows two things to occur. It expands the hours of coverage since the help desk system will be available 24 x 7. Secondly, IT staff can be assigned to other higher technical needs and responsibilities in the department.	**NA**	**I**

	Business Process Analysis in Colleague and One Solution ERP's Choose and analyze processes for improvements. **Business Justification:** Choose processes to analyze and streamline. The improvements should have an impact in student success.	**NA**	I
	Technical training sessions, technical sessions, and information tips and advice for students, faculty and staff including opportunities to promote cyber security. Offer technical training sessions for students, faculty, and staff that cover current tools used by these stakeholders and methods to promote cyber safety. **Business Justification:** Run tech sessions for different audiences. Join National Cyber Security Alliance giving access to resources to promote cyber security.	**NA**	**I**
Goal 6	**Implement Policies, Procedures, and Structure constructed from best practices**		
	OIT Governance Create a governance committee that steers the direction of technology at the College. **Business Justification:** There can be over a hundred technology initiatives or ideas that have been submitted and open with OIT at any given time. A committee representing all stakeholders at the	**NA**	**I**

	College is mandatory to ensure the needs and projects are prioritized according to those that are aligned with the strategic plan of the College and support student success.		
	Incorporate a Process Management Discipline Develop a Process Management Discipline to help standardize specific procedures and activities to increase controls and increase efficiency within the OIT staff. **Business Justification:** Internal controls must be implemented showing that changes are documented with multiple levels of oversight and approval.	**NA**	**I**
	Campus Wide Software and Equipment Purchasing Create process for purchasing technology at College **Business Justification:** OIT must review and approve all technology proposed to be purchased or implemented at the College. There are too many variables such as return on investment (do we already have a solution?), security, compatibility, etc. that could impact the institution in a negative fashion. Technology purchases need to be vetted by OIT and/or IT Governance. Create an easy method to make technology requests.	**NA**	**I**
	Incorporate Acceptable Use Policy Create and modify acceptable use policy for technology for College constituents to follow. **Business Justification:** The institution wants to make technology available to the entire community. To ensure the services and information are available and secure for all stakeholders, rules need to be defined and accepted. A policy must be written and maintained as technical environment changes. A policy must be drafted and approved and have a method for constituents to sign (e.g. Portal).	**NA**	**I**
	Security Audits Conduct security audits throughout information infrastructure. **Business Justification:** There are threats internally and externally that can prevent technical services and data to be available. Plans must be developed to minimize risk in system failures and being compromised. These plans must address minor and major events and acceptance with the acceptance of risk defined. Network will be scanned in this year.	**TBD**	**O**
	Business Continuity and Disaster Recovery Build plans to ensure technical resources and information are available. **Business Justification:**	**TBD**	**O**

	There are threats internally and externally that can prevent technical services and data to be available. Plans must be developed to minimize risk in system failures and being compromised. These plans must address minor and major events with the acceptance of risk defined.		

	Year 2		
	2018-2019	**Estimated Annual Cost**	**Funding Source: Capital (C) or Operating (O) Budget**

Goal 1	**Build OIT organization**		
	Create structure that fulfills technical support Continue filling technical support gaps. **Business Justification:** The technical expertise required for a large organization that is dependent on technology for success is critical to have a well organization in place. An analysis has exposed support and expertise deficiencies. These gaps will be filled with appropriate personnel that may exist within the College, by shifting resources, by redefining positions, and by hiring outside the College.	**TBD**	**TBD**
	Develop Professional Development Plan Create a plan for training IT staff to keep current with technology support and enhancements. **Business Justification:** There is currently no professional development in the OIT budget. The technical expertise required for a large organization that is dependent on technology for success is critical to have a well trained workforce in place.	**TBD**	**TBD**

	Implement Cross Training for OIT Staff Create plans and methods to cross train staff in OIT. **Business Justification:** The responsibilities in OIT positions carry a need for a plethora of information, experience, and expertise to successfully complete a task. There are many single positions in OIT where this knowledge is held by one person. If this one person is not available due to several circumstances including resignation of the position, technology cannot properly be supported. Cross training provides several benefits. First, there is more than one person who has some knowledge. Two, it boosts morale by exposing a staff member to something outside their wheelhouse. Thirdly, it can support policies and procedures goals by documenting the process.	**NA**	**I**
Goal 2	**Implement reliable, secure, scalable, and redundant data and network infrastructure**		
	Collegenet 25Live Calendar/Scheduling upgrade Upgrade to the current version of Calendar/Scheduling that is eleven years old. **Business Justification:** Current version R25 is not supported by vendor. Features are missing from over eleven years of development. New version is totally web based in the cloud.	$56k	C
	Collegue ERP Hardware Replace current Colleague ERP hardware that is at the end of life. **Business Justification:** Collegue contains the Student system handling student services for the student and faculty. Administration is also heavily dependent on this application and database that must be reliable, scalable, secure, and has great response time.	NA	I

	Replace end of life networking equipment Twenty networking devices need to be replaced. **Business Justification:** Current networking equipment ensures connectivity to services and improves security. Risks and support costs rise when equipment is at end of life.	$100K	C
	Virtual Desktop Infrastructure Design and implement VDI for the college community **Business Justification:** VDI removes applications and programs from the client (PC) and places them onto centralized server(s) allowing the user to run operating systems and execute programs from any virtual desktop. VDI promotes user mobility and accessibility from any PC, Smart Phone or Thin Client with access to the network. Moving programs and applications to a centralized server creates a cost savings by reducing the number of licenses needed per user. In the VDI model, users share access to the software on the server instead of on each user having licensed software locally on their local PCs. The reduction of licenses per campus is a significant cost savings to the college. Other cost savings benefits include PC life cycles being extended 70-80%. Currently, we refresh PCs on average in 3-4 years after purchase. VDI could extend the life of a PC to 6 to 7 years.	**$333K**	G
	Move data center to third party colocation site First Phase was internet connectivity. This phase is moving application environment from campus data center to colocation site. **Business Justification:** The College does not have the financial and human resources to create and maintain a modern data center at the College campuses. Power issues in the area support this initiative. This initiative also support business continuity and disaster recovery initiatives.	**$35K**	O
Goal 3	**Build Self Service framework unifying systems and creating personal access to Information and functionality for all College constituents.**	I	I
	Migrate Staff and Fulltime faculty to Microsoft Office365 suite Migrate staff and full time faculty from Microsoft Exchange mail system to Office365 solution. **Business Justification:**	**NA**	**I**

	College is currently maintaining two mail systems. Microsoft Exchange is hosted internally and supports Staff and Fulltime faculty mail. Students and adjunct faculty are on MS Office365 which is hosted in the cloud. Licenses for Office365 are offered free to Camden County College. By migrating to one platform, several things happen. First, all hardware and software and backup costs for maintaining Microsoft Exchange are eliminated. Secondly, there is a huge benefit to consolidate the College community into on platform. The human resource requirements for mail diminish.		
	Consolidate sub domain names Consolidate several subdomains like @student.camdencc.edu into one standard - @camdencc.edu **Business Justification:** The subdomains were required in the past for several purposes such as creating distribution lists. This is no longer required. Combining sub domains will reduce administration and development overhead.	**NA**	**I**
	Implement auto creation and maintenance of network accounts Implement a system that automatically creates, update, and purges College network and mail accounts automatically using information contained in the Colleague student ERP and the One Solution employee ERP. **Business Justification:** There are numerous manual steps involved to create, update, and purge College network and email accounts. This system will streamline the entire process by using the data in the ERP systems maintained by the data owners to determine the creation and modification of accounts and the permission assigned to each. This process speaks to efficiency, security, shifting of the use of resources, and standardization. New accounts will be created in this Phase.	**$200k**	**TBD**
	Implement single sign on Add the ability in the portal to access application systems that a person is authorized to enter without logging in again after signing into the Portal. **Business Justification:**	TBD	**TBD**

	This will enhance the user experience and support the vision of all systems acting as one for the benefit of the student, faculty, and staff member.		
	Implement Self Service for Password change Add a module in the portal to allow password change by the end user. **Business Justification:** Supports the concept of self-service where the ability is available 24 x 7 and does not require staff to be stationed at the Help Desk.	**TBD**	**TBD**
	Implement site license for Document Imaging, Online Web forms, and Workflow Renegotiate current licensing agreement with Hyland for Onbase. **Business Justification:** Current licensing model restricts the benefit of having an Online form and workflow system that will streamline information sharing and approvals for the College. Negotiate a site license and budget accordingly.	$20K	**TBD**
	Implement Onbase Document Image Workflow Implement workflow to handle common College processes that require collaboration and approvals. **Business Justification:** Onbase has the ability to digitalize current interoffice processes and create a workflow defining stakeholders, reviews, and approvals. This streamlines processes by eliminating interoffice mail that requires review and approvals by several stakeholders creating a more efficient and effective process.	NA	**I**
Goal 4	**Provide a modern technology based classroom with operational technical support**		
	Reevaluate Distance Learning solution	**TBD**	**TBD**

	Review popular Learning Management systems to ensure current solution is best solution for Camden County College. **Business Justification:** The learning landscape has changed in Higher Education and the expansion in network bandwidths have open opportunities beyond geographical boundaries tied to brick and mortar classrooms. A bleeding edge distance solution may be the answer to push the College beyond these traditional boundaries.		
Goal 5	**Streamline processes for efficiency and effectiveness supporting student success**		
	Continue Business Process Analysis in Colleague and One Solution ERP's **Business Justification:** Continue to choose processes to analyze and streamline. The improvements should have an impact in student success.	**NA**	**I**
Goal 6	**Implement Policies, Procedures, and Structure constructed from best practices**		
	Security Audits Conduct security audits throughout information infrastructure. **Business Justification:** There are threats internally and externally that can prevent technical services and data to be available. Plans must be developed to minimize risk in system failures and being compromised. These plans must address minor and major events and acceptance with the acceptance of risk defined. Information ERP security schema will be analyzed in this year.	**TBD**	**O**
	Business Continuity Continue to build plans to ensure technical resources and information are available. **Business Justification:** There are threats internally and externally that can prevent technical services and data to be available. Plans must be developed to minimize risk in system failures and being compromised. These plans must address minor and major events and acceptance with the acceptance of risk defined.	**TBD**	**O,C**
	Year 3		
	2019-2020	**Estimated Annual Cost**	**Funding Source: Capital (C) or Operating (O) Budget**
Goal 1	**Build OIT organization**		

	Develop Professional Development Plan Continue planning for training IT staff to keep current with technology support and enhancements. **Business Justification:** There is currently no professional development in the OIT budget. The technical expertise required for a large organization that is dependent on technology for success is critical to have a well trained workforce in place. Add new funding to budget.	**TBD**	**O**
	Implement Cross Training for OIT Staff Continue plans and methods to cross train staff in OIT. **Business Justification:** The responsibilities in OIT positions carry a need for a plethora of information, experience, and expertise to successfully complete a task. There are many single positions in OIT where this knowledge is held by one person. If this one person is not available due to several circumstances including resignation of the position, technology cannot properly be supported. Cross training provides several benefits. First, there is more than one person who has some knowledge. Two, it boosts morale by exposing a staff member to something outside their wheelhouse. Thirdly, it can support policies and procedures goals by documenting the process.	**NA**	**I**
Goal 2	**Implement reliable, secure, scalable, and redundant data and network infrastructure**		
	Replace end of life networking equipment Twenty to thirty networking devices need to be replaced. **Business Justification:** Current networking equipment ensures connectivity to services and improves security. Risks and support costs rise when equipment is at end of life.	**TBD**	**C**
Goal 3	**Build Self Service framework unifying systems and creating personal access to Information and functionality for all College constituents.**		
	College Portal Implementation Continue to build the intranet that will serve as the central point of entry into College information systems.	**$100k**	**TBD**

	Business Justification: Implement the password change module into the portal that will be the centralized method for managing passwords.		
	Implement auto creation and maintenance of network accounts Implement a system that automatically creates, update, and purges College network and mail accounts automatically using information contained in the Colleague student ERP and the One Solution employee ERP. **Business Justification:** There are numerous manual steps involved to create, update, and purge College network and email accounts. This system will streamline the entire process by using the data in the ERP systems maintained by the data owners to determine the creation and modification of accounts and the permission assigned to each. This process speaks to efficiency, security, shifting of the use of resources, and standardization. Cleanup of Active Directory will allow automatic change of permissions for selected groups of stakeholders.	**$200k**	**TBD**
Goal 4	**Provide a modern technology based classroom with operational technical support**		
	Reevaluate Distance Learning solution Implement Distance Learning Management system. **Business Justification:** Choose and implement the distance learning system from the committee research.	**TBD**	**TBD**
Goal 5	**Streamline processes for efficiency and effectiveness supporting student success**		
	Continue Business Process Analysis in Colleague and One Solution ERP's **Business Justification:** Continue to choose processes to analyze and streamline. The improvements should have an impact in student success.	**NA**	**NA**
Goal 6	**Implement Policies, Procedures, and Structure constructed from best practices**		

	Security Audits Conduct security audits throughout information infrastructure. **Business Justification:** There are threats internally and externally that can prevent technical services and data to be available. Plans must be developed to minimize risk in system failures and being compromised. These plans must address minor and major events and acceptance with the acceptance of risk defined. New Information ERP security schema will be implemented in this year.	**TBD**	**O**
	Business Continuity and Disaster Recovery Continue building plans to ensure technical resources and information are available. **Business Justification:** There are threats internally and externally that can prevent technical services and data to be available. Plans must be developed to minimize risk in system failures and being compromised. These plans must address minor and major events and acceptance with the acceptance of risk defined.	**TBD**	**TBD**

Note: * = Project completed by internal staff.
TBD = To be determined
NA = Not applicable (Will be implemented with existing resources)