

3-YEAR INFORMATION TECHNOLOGY STRATEGIC PLAN

LUNA COMMUNITY COLLEGE

2019-2021

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Executive Summary:

Over the past three years Luna Community College (LCC) has made progress deploying new systems, and improving our use of existing systems, to better serve the needs of the institution. These include:

- New wireless endpoints and management system
- Upgraded connectivity to the internet and between satellites
- New virtualization, storage and backup/DR infrastructure
- New IT inventory system.
- Training for Registrars, Admissions and Student Accounts to streamline procedures
- New website

For the next three years IT will be focused on improving internal processes to make the best possible use of college resources. These include:

- Documenting existing systems and developing written procedures.
- Extensive training for IT, Administrative, and Instructional staff to ensure existing systems are being fully utilized and identify areas of weakness.
- Identifying inefficiencies in current procedures and developing technological solutions to streamline operations.
- Replacing outdated computer lab equipment and implementing a predictable four-year replacement plan.

INTRODUCTION

The intent of this plan is to guide forward progress of technology use and implementation at Luna Community College. The Strategic Technology Plan will serve as a living document to provide guidance for achieving the institution's mission by outlining goals and initiatives that support goals outlined in the various institutional planning documents.

STRATEGIC OBJECTIVES, TIMELINE, AND COSTS

Objective A: Generate documentation and procedures for IT systems and functions

Document and develop procedures for all IT functions. Historically, staff turnover has been extremely disruptive due to loss of institutional knowledge. We will combat this by documenting all aspects of our operations.

Initiatives:

- A.1 Document existing systems, configurations, dependencies, and interrelations.
- A.2 Develop detailed procedures for all IT functions.

Timeline:

This will be an ongoing initiative due to procedures needing to be updated continuously to keep up with technology and procedure changes. Work has already been started and the bulk of the documentation backlog should be completed by 2020.

Costs:

No additional costs are anticipated.

Objective B: Training

Ensure that IT and instructional faculty and staff are fluent in currently employed technologies which apply to them.

Initiatives:

- B.1 Ensure that faculty and staff can leverage technology to perform their mission-related functions as efficiently as possible.
- B.2 Ensure IT staff are fully trained in existing systems and aware of emerging technologies.

Timeline:

This will be an ongoing initiative.

Costs:

Costs over the next three years will be determined by the amount of technology change. Jenzabar CX training for multiple departments was conducted in 2018. Three years of online general technology training was purchased in 2018. These purchases should keep the training costs for the next three years minimal, unless a large technology change occurs. The possible migration to a new ERP/SIS would necessitate a large amount of training, but the budget for that training will be addressed as part of the migration plan if it occurs.

Objective C: Identify inefficiencies and purchase or develop solutions

Evaluate current system usage and educate users on how to use technology to more efficiently perform their duties. If existing systems do not meet the needs of users, purchase or develop solutions that do.

Initiatives:

- C.1 Evaluate current processes and procedures and recommend/implement improvements
 - C.1.1 IT will sit with each functional area to evaluate their current processes and identify inefficiencies
 - C.1.2 IT will then address these inefficiencies through a combination of training, technology purchase recommendations, or software development

Timeline:

This will be an ongoing initiative. IT staff will continuously rotate through different functional areas to evaluate technology usage and requirements. An initial pass through the major functional units (Advising, Accounts Receivable, Accounts Payable, Registration and Admissions) should be complete by 2020.

Costs:

Costs will vary depending on what is found during the evaluation stage. The evaluation stage will require no additional funding.

Objective D: Computer lab equipment replacement

Replacement of computer lab equipment has historically been done by each department. By consolidating the lab replacement process under IT we can take advantage of bulk purchase pricing, standardization of equipment and a predictable replacement schedule.

- D.1 Evaluate current computer lab utilization
 - D.1.1 IT, in conjunction with the Registrar's office, will evaluate the current utilization, location, and scheduling of computer labs.
 - D.1.2 IT will determine the number and location of labs that best meet student needs in a fiscally responsible manner.
- D.2 Schedule purchase and deployment of replacement computers.

Timeline:

Replacement will begin Q1 of 2019 if the funding request is approved. All computers will be less than 5 years old and be on a four year replacement schedule by 2022.

Costs:

Costs will vary depending on a variety of factors outside of LCC's control. Current estimates are approximately \$40,000 per year, which is based on an estimate of replacing four labs per year. The required funding may change if an increase or decrease in the number of required labs is deemed appropriate during the evaluation stage.