



May 17, 2022

MEMORANDUM

TO: Jim Murdaugh, President

FROM: Bret Ingerman, Vice President for Information Technology 

SUBJECT: Information Technology Plan for FY 2022-23

As we begin a new fiscal year, I wanted to outline for you the Information Technology Plan for the upcoming year.

- Continue to explore, procure and deploy appropriate technologies to support the academic and business continuity plans of the College as it relates to the coronavirus pandemic. Also explore, procure and deploy technologies that will support any changes to the academic and business operations of the College post-pandemic.
- Explore and/or implement chatbots, digital assistants and similar technologies, including any related technologies such as artificial intelligence (AI), natural language processing (NLP) and integration platform as a service (IPaaS) that can help provide information and support to students, parents, community members, faculty and staff via self-service and technology-mediated support channels.
- Explore and/or implement technologies related to digital ID cards for students and employees.
- Explore and/or implement technologies related to digital badging and microcredentials.
- Continue to explore, upgrade, and/or replace the technologies used to communicate with students, employees and others especially those that deliver automated, personalized information by integrating with various data sources.
- Continue to explore, upgrade, and/or replace the technologies used to store and access data as well as the software and technologies used for reporting, data analysis, predictive analytics and prescriptive analytics.
- Continue the process of replacing and/or upgrading the College's ERP, SIS and related systems (including but not limited to CRM, curriculum management, catalog

management, degree audit, financial aid, advising, and other systems that either require change due to ERP conversion or whose change in conjunction with the ERP conversion will benefit the College

- Replace, acquire and/or upgrade the technologies used for the College's public website, intranet, portal and internal and external communication and collaboration sites.
- Continue to acquire software technologies that offer robust features and flexible, modern integration capabilities that can be used in conjunction with other College-owned technologies to develop creative solutions to meet institutional needs.
- Replace and/or upgrade end-user computing devices and associated hardware and software components (including but not limited to desktop computers, laptop computers, tablets, etc.)
- Explore and/or implement a robust centralized network and data security program including but not limited to physical and logical network security (hardware, software); intrusion detection and prevention (hardware and software); network access control (hardware and software); log collection, aggregation and analysis; privileged access management (PAM); security information and event management (SIEM); and data security policies and procedures (on premise, and cloud/hosted).
- Continue to enhance end-point protection, access controls, and data security (such as two-factor authentication, passwordless login, identity management tools, PII scanning tools, anti-virus software, mobile device management, etc.).
- Replace and/or upgrade classroom instructional technologies and associated hardware and software components
- Replace and/or upgrade networking equipment (wired and wireless), servers, and associated technologies (including but not limited to Uninterruptible Power Supplies, data storage devices, backup devices, etc.) with an eye towards increasing redundancy of critical systems and a goal of increasing the use of virtualization and / or hosted and cloud technologies.
- Replace and/or upgrade the security systems in use at the College (including video cameras and related systems, dispatch software, door access, etc.).
- Replace and/or upgrade campus police department technologies including but not limited to database systems, reporting systems, records management, computer aided dispatching, evidence/property/incident/activity tracking, and case management systems along with any hardware, software, training, and/or maintenance needs that might be necessary to implement and support present and future needs and systems or integration and/or communication with other systems.
- Support technology needs and initiatives at all campus sites and locations.