



**May 22, 2017**

**MEMORANDUM**

**TO:** Jim Murdaugh, President

**FROM:** Bret Ingerman, Vice President for Information Technology

**SUBJECT:** Information Technology Plan for FY 2017-18

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

- Continue the process of replacing and/or upgrading the College's ERP system and related systems (including but not limited to CRM, document imaging, cashiering and other systems that either require change due to ERP conversion or whose change in conjunction with the ERP conversion will benefit the College) {Strategic Priority: Technology}
- Replace and/or upgrade aging telephone voice communications systems and associated components (including hardware and software and associated components such as call center). {Strategic Priority: Technology}
- Replace and/or upgrade the technologies used for the College's public website, intranet, and internal collaboration sites (including Sharepoint). {Strategic Priorities: Technology, Communications/Marketing, Student Success}
- Replace and/or upgrade data backup technologies (including software and hardware) to improve reliability and scalability and to respond to the evolving design of our data and server architecture and infrastructure. {Strategic Priority: Technology}
- Replace and/or upgrade aging end-user computing devices and associated hardware and software components (including but not limited to desktop computers, laptop computers, tablets, etc.) {Strategic Priorities: Technology, Stewardship}
- 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), and data security policies and procedures (on premise, and cloud/hosted). {Strategic Priority: Technology}



- Continue to upgrade the College's Learning Management System (LMS) and related learning technologies that either require change or replacement due to the evolution of the LMS and the colleges strategic direction. {Strategic Priorities: Student Success, Technology}
- Explore and/or implement a campus “one-card” solution. {Strategic Priorities: Technology, Student Success}
- Explore and/or implement enhanced end-point protection, access controls, and data security (such as two-factor authentication, identity management tools, PII scanning tools, anti-virus software, mobile device management, etc.). {Strategic Priority: Technology}
- Replace and/or upgrade aging classroom instructional technologies and associated hardware and software components {Strategic Priorities: Technology, Stewardship}
- Replace and/or upgrade aging networking equipment and servers with an eye towards increasing redundancy of critical systems and a goal of increasing the use of virtualization and / or hosted and cloud technologies. {Strategic Priority: Technology}
- Replace and/or upgrade campus support technologies including but not limited to a service request ticketing and tracking solution, inventory management system, call center system and others. {Strategic Priorities: Technology, Stewardship}
- Replace and/or upgrade the security systems in use at the College (including video cameras and related systems, dispatch software, door access, etc.). {Strategic Priorities: Technology, Student Success}
- 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. {Strategic Priority: Technology}
- Support technology needs and initiatives at all campus sites and locations. {Strategic Priorities: Technology, Student Success}
- Continue to merge the various units of Information Technology organizationally as well as physically. {Strategic Priority: Technology}