



**INFORMATION TECHNOLOGY
STRATEGIC PLAN IMPLEMENTATION MATRIX
For Years 2010/2011 through 2015**

A. MAINTAIN AND ENHANCE INFORMATION TECHNOLOGY ACCESSIBILITY

Goal 1: Provide reliable and secure network, infrastructure and telecommunication services to the Saint Joseph's Campus Community, including voice, data and video services.

	Strategy	Action Steps	Responsibility	Timeframe
1	Build upon current campus-wide core network infrastructure. (Infrastructure today supports known technologies with adequate processing speed, but is continually challenged by new and changing applications, such as mobile computing.)	<ul style="list-style-type: none"> a. Install additional cable; including, coax, copper and/or fiber optic periodically, as determined by annual assessments. b. Develop plan to address anticipated need related to mobile technology and expanded wireless usage. 	IT Director/ Network Admin	<ul style="list-style-type: none"> a. Annually b. Annually
2	Provide a wireless infrastructure that delivers a robust signal and adequate geographical coverage throughout campus.	<ul style="list-style-type: none"> a. Expand current wireless coverage to be campus-wide. Add administrative offices, followed by athletic fields, and lastly all remaining locations, such as beachfront. b. Work with [third party] to [schedule] upgrade wireless network connections from 100 mbps to 1 gbps at the core for entire campus community. c. Upgrade wireless network connections beginning with academic locations, followed by residence halls, and finishing with administrative buildings d. Upgrade 3 residence halls with newer access points (currently have rollover units from 2004). 	Network Admin	<ul style="list-style-type: none"> a. Spring 2013 b. Spring 2013 c. Summer 2011 through Summer 2013 d. Completed
3	Maintain for faculty and staff a current base of personal computers and laptops, equipped with College-based applications. (Best practices recommend 3- to 5-year desktop	<ul style="list-style-type: none"> a. Re-evaluate current rollover plan, as it has become a nearly 9-year replacement cycle due to budget constraints. b. Evaluate possible expansion of thin clients and report 	IT Director/ Network Team HD Team	<ul style="list-style-type: none"> a. Annually b. Fall 2012

	Strategy	Action Steps	Responsibility	Timeframe
	equipment lifecycle; many are more than 7 years old; many locations never receive new equipment; it is always repurposed).	findings to VPAA.		
4	Ensure reliable print services through use of networked late-model printers that meet the needs of varying applications and functions that use them.	<ul style="list-style-type: none"> a. Develop 5-year replacement schedule based on age and department needs. b. Maintain print management system to encourage student responsibility toward equipment. 	Network Admin	<ul style="list-style-type: none"> a. Spring 2012 b. Fall 2011
5	Upgrade and maintain the hard disk storage devices to accommodate the necessary bulk of data and backup strategies.	<ul style="list-style-type: none"> a. Analyze usage and anticipate need for additional storage; report to VPAA. b. Develop plan based on best practices and budget awareness for replacements and upgrades; report to VPAA. 	Network Administrator	<ul style="list-style-type: none"> a. Fall 2012 b. Spring 2013
6	Maintain and expand, as needed, a server farm to provide access to core application services throughout the SJC community. Servers must be of current technology and capacity for hardware, operating systems, and application functions. (Best practices recommend 3- to 5-year server life; ours are as old as 8 years).	<ul style="list-style-type: none"> a. Re-evaluate current server rollover plan (which has become outdated due to budget constraints) ; report to VPAA. b. Continue implementation of virtual servers for those services that are well-suited for virtualization. c. Purchase additional servers as core business requirements dictate, based on annual evaluations; report to VPAA. 	IT Director/ Network Admin	<ul style="list-style-type: none"> a. Annually b. Ongoing c. Annually
7	Provide the best possible internet experience, exclusive of bandwidth, for all users through the use of packet shaping technology and network performance strategies (using Packeteer appliance).	<ul style="list-style-type: none"> a. Develop plan to improve network traffic monitoring and to evaluate internet experience of users; report to VPAA. b. Evaluate and modify policies and strategies for management of packet flow to and from the internet; report to VPAA. c. Analyze hardware performance and make recommendations for upgrade (Packeteer); report to VPAA. 	Network Admin	<ul style="list-style-type: none"> a. Fall 2011 b. Spring 2012 c. Spring 2012
8	Provide a modern telephone system, including VOIP system and enhanced communication platform, that integrates voice with email and other emerging technologies.	<ul style="list-style-type: none"> a. Research and evaluate options for replacement of existing end-of-life telephone system with up-to-date IP telephony. b. Install recommended phone switching system and provide training to users, as installation progresses. 	IT Director Network Admin Telecom Tech	<ul style="list-style-type: none"> a. Completed b. Completed
9	Provide a solution to manage the bulk of email storage and implement an archiving system to meet changing legal	<ul style="list-style-type: none"> a. Research, evaluate and recommend an archiving solution that meets legal requirements. 	IT Director Network Admin	<ul style="list-style-type: none"> a. Summer 2012 b. Fall 2012

	Strategy	Action Steps	Responsibility	Timeframe
	requirements.	b. Budget and project manage installation of recommended solution.		
10	Enhance protection of the network through diligent use of anti-spam and anti-virus solutions.	a. Research and evaluate possible candidates to combat infected email and unwanted spam. b. Propose recommendation; report to VPAA. c. Budget and project manage installation of recommended solution.	Network Admin	a. Fall 2011 b. Spring 2012 c. Summer 2012
11	Provide a more robust internet connection to address bandwidth needs and manage the throughput of data for optimum performance; i.e., bandwidth management. (College doubled bandwidth last year from 20 to 40 Mbps, w/bursting to 100 Mbps.; increased downloading has negated capacity.)	a. Research and recommend appropriate size of internet connection and evaluate contractual obligations with the provider. b. Propose recommendation; report to VPAA. c. Budget and project manage installation of recommended solution. d. Conduct annual assessment of bandwidth needs.	IT Director Network Admin	a. Summer 2011 b. Summer 2011 c. Fall 2011 d. Annually
12	Provide for the most advanced technology that enhances security and offers the flexibility to implement that security.	a. Uplift all core server operating systems to Windows 2008 server. b. Educate College community as to security risks through website information and training classes.	Network Admin IT Department	a. Summer 2012 b. Ongoing
13	Provide protection for the campus network through the use of firewall appliance technology.	a. Research and recommend a firewall appliance to replace existing firewall; report to VPAA. b. Budget and project manage installation of recommended solution.	IT Director Network Admin	a. Spring 2013 b. Summer 2013
14	Provide digital signage and associated components to bring a distributed and flexible system of communication and marketing to the College community.	a. Evaluate and recommend solution; report to VPAA. b. Budget and project manage installation of recommended solution.	IT Director Network Admin Multimedia Coordinator	a. Completed b. Fall 2011
15	Implement a campus-wide system that provides video conferencing, webcasts and rich media presentations for interactive communications. May include recording and	a. Research options and make recommendations. b. Install and implement the server based application and storage server components as required by the recent	IT Director Network Admin Multimedia	a. Completed b. Spring 2012

	Strategy	Action Steps	Responsibility	Timeframe
	distributing classroom presentations, digital signage, graduation ceremonies, board meetings and seminars.	purchase of this package.	Coordinator GPS Dean	
16	Integrate mobile devices with network; optimize network for use with emerging and changing mobile computing devices; provide upgrades to network switches and increase capacity on the wireless network.	a. Monitor trends of the use of mobile devices; b. Make adjustments and upgrades to the network as necessary.	Network Admin	a. Summer 2012 b. Summer 2012
17	Provide the best possible network performance by keeping core network components up-to-date with software upgrades and a hardware replacement schedule.	a. Maintain aggressive schedule for software upgrades; b. Evaluate age and performance of core network devices such as switches and routers on annual schedule. c. Budget and project manage installation of recommended solution.	IT Director IT Department Network Admin	a. Ongoing b. Summer 2012 c. Fall 2012
18	Provide enhanced VPN (Virtual Private Network) so that off-campus users can access on-campus resources. The VPN allows for secure transmission of data to and from the College's systems via data encryption mechanisms.	a. Research and evaluate latest version of VPN related software. b. Develop and adhere to implementation of scheduled software releases.	Network Admin	a. Spring 2012 b. Summer 2012
19	Maintain and support on-campus student computer labs (both Mac and PC).	a. Refresh equipment with image of updated operating system. b. Upgrade thin client server with new hardware platform for latest operating system.	IT Department Network Admin	a. Annually b. Annually
20	Provide the paths and means for users to access web based applications that are integrated with security features, such as data encryption, for a secure and reliable connection.	a. Audit the data paths through the firewall and test for vulnerabilities and potential risks from outside as well as inside hackers. b. Evaluate and recommend changes to current encryptions practices.	Network Admin	a. Fall 2011 b. Fall 2011
21	Ensure optimal recovery of College's technology systems in the event of a disaster	a. Review, update and maintain current Disaster Recovery Plan. b. Continue research of evolving best practices. c. Install fire suppression system in primary switch room. d. Evaluate and recommend number and locations of backup generators.	IT Director; IT Management Team; ITAG	a. FY 2012 b. Ongoing c. Fall 2012 d. Fall 2012

Goal 2: Improve and enhance IT's service-oriented organization for Students, Faculty and Staff, to meet the growing demand for technology services.

	Strategy	Action Steps	Responsibility	Timeframe
1	Provide appropriate support coverage to meet the varying needs of faculty, staff, students and special events.	a. Review, recommend and implement new Help Desk hours b. Review and recommend proper student staffing levels. c. Review and recommend new mechanisms, such as instant messaging, texting, etc., to meet coverage needs. d. Inform College community of same.	IT Department	a. Fall 2011 b. Fall 2011 c. Fall 2012 d. Spring 2012
2	Provide improved informational materials via multiple platforms (digital, web site, printed materials).	a. Restructure IT web page. b. Produce and distribute newsletter.	IT Department	a. Fall 2011 b. Fall 2011
3	Create customer service survey, such as "Research Monkey."	a. Research affordable and applicable survey tool. b. Create and distribute survey on annual basis. c. Record, review and recommend changes based on results.	IT Department	a. Fall 2011 b. Annually c. Annually
4	Create appropriate service level agreements.	Research and recommend service level agreements for various College constituencies <ul style="list-style-type: none"> • students • faculty • administration 	IT Department	Spring 2012
5	Provide enhanced "ghosting" (machine imaging) to decrease deployment time for new equipment.	a. Determine software standards for College. b. Research, evaluate and recommend possible discount licensing agreements and enter into same. c. Train IT support staff in proper use and maintenance of imaging software.	IT Department	a. Spring 2012 b. Spring 2012 c. Fall 2012
6	Maintain and ensure appropriate staffing levels and key competencies across staff for optimum support of the College's technology systems.	a. Review and recommend IT staff metrics of similar colleges. b. Create proposal for recommendations, including compensation; report to VPAA	IT Department	a. Spring 2012 b. Spring 2012
7	Improve response time for reported problems.	a. Analyze problem tracking metrics to improve	IT Department	a. Spring 2012

	Strategy	Action Steps	Responsibility	Timeframe
		<ul style="list-style-type: none"> troubleshooting techniques. b. Produce necessary reports to track patterns of repeat problems. c. Schedule weekly staff meetings to discuss better resolution. d. Determine preventative measures for repetitive issues, such as forgotten passwords, by updating and revising IT web pg. 		<ul style="list-style-type: none"> b. Summer 2012 c. Spring 2012 d. Summer 2012
8	Provide means for end-user self help to reduce help desk visits, phone calls and emails.	<ul style="list-style-type: none"> a. Add FAQs to IT web page for end-user self service. b. Provide step-by-step instruction on IT webpage for troubleshooting common problems. 	IT Department	<ul style="list-style-type: none"> a. Summer 2012 b. Summer 2012
9	Provide multiple venues to faculty, staff and students to report problems and/or get help.	<ul style="list-style-type: none"> a. Develop and provide web forms for reporting issues or help requests. b. Inform community through email and bulletin-board postings of such available forms. c. Review and recommend alternative mechanisms for reaching help desk staff, such as instant messaging, texting, etc. 	IT Department	<ul style="list-style-type: none"> a. Summer 2011 b. Fall 2011 c. Fall 2011
10	Reorganize office space to address multiple concerns, including traffic flow, equipment repairs, drop off and pick-up, etc.	<ul style="list-style-type: none"> a. Review options to optimize work space/traffic flow, especially in help desk area. b. Determine most effective layout of physical space. 	IT Department	<ul style="list-style-type: none"> a. Summer 2011 b. Fall 2011
11	Ensure IT staff have appropriate training to be effective in supporting current and emerging technologies.	<ul style="list-style-type: none"> a. Research, recommend and provide offsite technical training opportunities to IT staff. b. Research, recommend and provide web-based technical training to IT staff. 	IT Department	<ul style="list-style-type: none"> a. Ongoing b. Ongoing
12	Address changing uses of the College ID/Datacard.	<ul style="list-style-type: none"> a. Review and recommend most effective location for ID card system. b. Review and recommend policies and procedures based on research of similar institutions' best practices. c. Review and recommend future uses for Datacard, such as comprehensive building access, expanded ecommerce functionality and flex dollars. 	IT Department CAO Facilities Dept.	<ul style="list-style-type: none"> a. Fall 2011 b. Fall 2011 c. Fall 2011

	Strategy	Action Steps	Responsibility	Timeframe
13	Establish and communicate effective internal IT policies and procedures for the support of College technology.	a. Review IT policies and procedures. b. Recommend standards and the procedures to enforce them. c. Produce appropriate policies and implement appropriate procedures. <ul style="list-style-type: none"> • Help Desk staff • Database Team • Network Team • Projects 	IT Department	a. Spring 2012 b. Ongoing c. Summer 2012
14	Expand software/application training opportunities for faculty, staff and students.	a. Provide technical training. b. Create training schedule for workshops/classes. c. Design training plans, guides and hand-out materials. d. Initiate Lunch 'n Learn for various constituencies.	IT Department	a. Fall 2011 b. Fall 2011 c. Fall 2011 d. Spring 2012
15	Improve large technology implementation.	Use formal project management best practices and related software.	IT Department	Fall 2011
16	Provide funding for IT Strategic Plan.	a. Align both operating and capital budgets with IT Strategic Plan. b. Work with ITAG to secure approval of IT funding requests.	CFO VPAA IT Director	a. Ongoing b. Ongoing

B. DEVELOP TECHNOLOGY EXPERIENCED FACULTY, STAFF AND STUDENTS

Goal: The College will provide appropriate faculty, staff and student training and support services to enhance the understanding and use of technology.

	Strategy	Action Steps	Responsibility	Timeframe
1	Provide instruction for emerging classroom technology, such as tablets, mobile computing, and other enhancements to classroom instructor workstations.	a. Provide end-user training for all new equipment installations. b. Provide IT staff training.	IT Department VPAA ITAG	a. Ongoing b. Ongoing

	Strategy	Action Steps	Responsibility	Timeframe
2	Provide Angel software training and support.	a. Train instructors. b. Maintain and upgrade application. c. Attend conferences and relevant user group meetings.	IT Department GPS, as applicable	a. Ongoing b. Ongoing c. Annually
3	Provide ePortfolio training and support to faculty to enhance scholarship, collaboration and teaching.	a. Provide continuing ePortfolio training for faculty via workshops, lunch 'n learns and one on one training. b. Provide annual user conference attendance for appropriate IT staff and faculty.	IT Department	a. Fall 2011 b. Ongoing
4	Enhance the current training options for faculty, staff and students through the use of video conferencing/digital media services.	a. Research, recommend and develop appropriate training materials. b. Training for IT staff and end-users as appropriate. c. Develop plan for academic use of equipment. d. Develop plan for non-academic use of equipment. e. Research, evaluate and recommend proper staffing to support video conferencing and digital media services.	IT Department GPS Online Course Design ITAG VPAA	a. Fall 2011 b. Ongoing c. Spring 2012 d. Spring 2013 e. Spring 2013
5	Make reasonable accommodations, such as providing ADA compliant hardware and software, to persons needing such support.	a. Work with ADA coordinator to determine needs and best practices. b. Educate and inform college community of availability. c. Upgrade and/or purchase hardware and software as needed.	IT Department ADA Coordinator HR Dept.	a. Fall 2011 b. Ongoing c. Ongoing
6	Collaborate with GPS to evaluate Learning Management System software in light of purchase of Angel by Blackboard and resulting increase in cost.	a. Research and recommend appropriate software.	GPS IT Department ITAG	Summer 2012
7	Support College's Academic Plan.	Incorporate use of technology wherever useful to reach the Plan's goals.	IT Department ITAG VPAA	Ongoing
8	Provide training to College faculty and staff for effective use of SCAN system and related web services.	a. Work with key personnel to develop department-specific operations manuals. b. Work with key personnel to develop relevant reports for management and presentation purposes.	IT Director Database Team	a. Spring 2013 b. Spring 2013

C. PROVIDE TECHNOLOGY ENHANCED EDUCATION

Goal: Establish appropriate levels of technology in campus classrooms and computer labs. The College will provide assistance to faculty in instructional design and the integration of technology in teaching and in the curriculum.

	Strategy	Action Steps	Responsibility	Timeframe
1	Maintain and upgrade classroom devices, allowing faculty and students to use technology designed for presentation and learning purposes; including, overhead projection units, smartboards and video distribution devices.	<ul style="list-style-type: none"> a. Engage faculty in all uses of such technology. b. Evaluate and recommend replacement schedule based on classroom needs according to faculty and other users. 	Network Admin Multimedia Coordinator	<ul style="list-style-type: none"> a. Annually b. Summer 2012
2	Maintain current, and identify emerging, classroom technology, such as OPUs, mobile technologies and enhanced instructor workstations.	<ul style="list-style-type: none"> a. Identify and recommend emerging technologies. b. Purchase and install equipment, as identified. 	IT Department VPAA ITAG	<ul style="list-style-type: none"> a. Ongoing b. Summer 2013
3	Provide access to computing services through the implementation and upkeep of several computer labs on-campus.	<ul style="list-style-type: none"> a. Refresh the computer labs with an updated image of the operating system on each pc; b. Upgrade the thin client server to a new hardware platform with the latest operating system. 	IT Department Network Admin	<ul style="list-style-type: none"> a. Summer 2011 b. Spring 2012
4	Provide Angel software support to improve distance learning environments for online and blended classroom instruction.	<ul style="list-style-type: none"> a. Provide Angel software support to maintain a high level of data integration between SCAN and Angel. b. Provide routine monitoring of data delivery. 	IT Department Dir. Course Development; Database Team	<ul style="list-style-type: none"> a. Fall 2012 b. Ongoing c. Ongoing
5	Provide ePortfolio support to faculty to enhance scholarship, collaboration and teaching.	<ul style="list-style-type: none"> a. Provide continuing ePortfolio training for faculty via workshops, lunch 'n learns and one on one training; b. Provide members of the IT Department with training to ensure proper maintenance of and upgrades to software and end-user training; c. Develop custom programming to integrate upgrades w/SCAN; 	IT Department Dir. Course Development; Database Team	<ul style="list-style-type: none"> a. Fall 2011 b. Ongoing c. Ongoing

	Strategy	Action Steps	Responsibility	Timeframe
		d. Provide routine monitoring of data delivery.		d. Ongoing
6	Enhance the current College and classroom educational offerings via video conferencing/digital media services.	a. Research, recommend and purchase appropriate equipment. b. Training for IT staff and end-users as appropriate. c. Develop plan for academic use of equipment. d. Develop plan for non-academic use of equipment. e. Research, evaluate and recommend proper staffing to support video conferencing and digital media services.	IT Director Dir. Course Development; ITAG; VPAA	a. Completed b. Spring 2013 c. Spring 2013 d. Spring 2012 e. Spring 2012
7	Aid in the evaluation and possible purchase of Learning Management Systems (LMS) in light of purchase of Angel by Blackboard and resulting increase in cost.	a. Research various LMS software packages; b. Identify and recommend superior LMS packages and work with vendors to arrange demonstrations; c. Evaluate cost, quality, robustness and support of contenders.	IT Department Dir. Course Development; ITAG	a. Spring 2012 b. c.
8	Support College's Academic Plan by incorporating the use of technology wherever useful.	Maintain, train and support an agile IT Department staff to aid and support the College's growing reliance and interaction with technology.	IT Department ITAG VPAA	Ongoing

D. IMPROVE COLLEGE BUSINESS OPERATIONS

Goal 1: In support of the College's strategic goal (Goal No. 5) to create "*a single, integrated technology infrastructure that enables Saint Joseph's College to become both effective and efficient meeting the needs of the campus community now and in the future,*" the options and feasibility of upgrading or replacing the current collection of business applications support the College's day-to-day operations will be analyzed and a recommendation made.

	Strategy	Action Steps	Responsibility	Timeframe
1	System analysis of the strengths and weaknesses of SCAN and add-on packages currently in place.	a. Perform a systems analysis of current system (SCAN and related applications) and gather departments' assessments of their unmet needs and "nice-to-haves." b. Provide a written report of findings to ITAG and Senior Staff.	IT Director DB Team ITAG subcommittee	a. Spring 2012 b. Summer 2012

	Strategy	Action Steps	Responsibility	Timeframe
2	Explore feasibility of the College's committing approximately three percent (3%) annually of the cost of a replacement package (3M min), to update, enhance and expand the current ERP system (SCAN), to include web-enabling all SCAN screens and providing comprehensive report writing capabilities for end users.	<ul style="list-style-type: none"> a. Conduct a cost benefit analysis of updating, enhancing and expanding the current SCAN system. b. Provide recommendation for add-on packages where appropriate. c. Provide a written report of findings to ITAG and Senior Staff. d. Begin implementation 	IT Director DB Team ITAG subcommittee	<ul style="list-style-type: none"> a. Spring 2012 b. Summer 2012 c. Summer 2012 d. Fall 2012
3	Explore the options and feasibility of moving the College to a next-generation Student Information System (SIS) or Enterprise Resource Program (often referred to as an ERP), a system that more fully encompasses the needs of all of the College's departments and eliminates add-on packages such as, RecruitmentPlus, Abra, PowerFacts, and Researcher's Plus.	<ul style="list-style-type: none"> a. Develop the criteria to be used when exploring feasibility of other packages. b. Using system analysis findings (Strategy 1 above), research other packages. c. Develop written report and present findings to ITAG and Senior Staff. 	IT Director DB Team ITAG subcommittee	<ul style="list-style-type: none"> a. Summer 2013 b. Spring 2014 c. Summer 2014
4	Offer recommendation to either purchase new or upgrade existing package; budget accordingly.	<ul style="list-style-type: none"> a. Working with the appropriate representation from the College Community, develop formal recommendation. b. Present same to ITAG and Senior Staff. 	IT Director DB Team ITAG subcommittee	<ul style="list-style-type: none"> a. Fall 2014 b. Fall 2014
Goal 2: ONGOING: Implement new, and enhance current, information systems to improve administrative and business operations, and provide easier access to those systems for faculty, staff and students.				
1	Improve and streamline administrative and business operations by meeting with each department on campus to determine new and beneficial database and software services to be provided.	<ul style="list-style-type: none"> a. Meet with and review requests of personnel, and make recommendations for improvements b. A variety of action steps might include report writing, menu modifications, database and web design, custom programming, testing, training, and documentation, depending on the services to be provided. 	IT Director Database Team	<ul style="list-style-type: none"> d. If approved three-month timeframe e. Ongoing
2	Provide department specific application solutions to bridge gap between the College's ERP, SCAN and standard software	Install new, and upgrade existing, full software systems and accompanying components.	Database Team Network Admin	

	Strategy	Action Steps	Responsibility	Timeframe
	needs.	a. Install Treasurer's Office BudgetPak on server. b. Upgrade Financial Aid student aid database. c. Install Admissions new recruitment software on server.		a. Fall 2011 b. Fall 2011 c. Fall 2011
3	Create web service for IA & Communications Management, allowing IAO to access detailed constituent information via the web with the option to record and schedule contact sessions by specific date.	a. Project currently being implemented, service in test phase. b. Presentation to Institutional Advancement group to take place in next few weeks.	Database Team	a. Completed b. Fall 2011
4	Create web service for Alford Center Activities, allowing individuals to fill out forms via the web to sign up for various activities. Payment for activities occur via secure payment portal in Heartland.	a. Develop custom integration programming b. Test and program necessary fixes. c. Develop user documentation and train users.	Database Team	a. Spring 2012 b. Spring 2012 c. Spring 2012
5	Via secure payment portal in Heartland, create a web service for students and parents, allowing the transfer of money to a student's SJC account for flex spending.	Service in testing phase. Further database and web design, custom programming, testing, training, and documentation required.	Database Team	Fall 2011
6	Develop a web service allowing students to report a missing or stolen SJC ID Card.	Project currently being implemented; service in testing phase. Further database and web design, custom programming, testing, training, and documentation required.	Database Team	Fall 2011
7	Implement a Check Payments service via a secure payment portal in Heartland.	a. Evaluate and recommend the process required to provide and implement new service; b. Develop custom integration programming, test same and program any necessary fixes; develop user documentation and train users.	Database Team	a. If approved four-month timeframe b. Spring 2012
8	Create a web service for on-campus registrations.	a. Research, evaluate and recommend a plan. b. Provide database and web design, custom programming, testing, training, and documentation	Database Team	a. If approved six-month timeframe b. Summer 2012
9	To provide greater ease of use to faculty and staff, create more dashboards on web services to provide information from SCAN that is currently being printed on paper.	a. Research, evaluate, and recommend a plan to implement new dashboards for various departments on campus. b. Database and web design, custom programming, testing,	Database Team	a. Ongoing - 3 months per department

	Strategy	Action Steps	Responsibility	Timeframe
		training, and documentation.		b. Ongoing
10	To provide greater ease of use to faculty and staff, upgrade the current SCAN “green screen” applications to new web based applications (called Web Facing).	<ul style="list-style-type: none"> a. Research and evaluate various tools to allow WebFacing our SCAN applications; make a recommendation for same. b. Research SCAN application per department to determine the functions that would benefit staffing. c. Evaluate server requirements and perform upgrades and training on web facing software for DB Team; provide custom programming, testing, training, and documentation. 	Database Team	<ul style="list-style-type: none"> a. Ongoing - 3 months per department b. 3 months per department c. 3 months per department
11	Create a SJC Parent Portal to allow the student to determine and assign the information he/she would want their parents to see.	<ul style="list-style-type: none"> a. Research, evaluate, and recommend a plan; b. Implement plan, including gathering server requirements, providing database and web design, custom programming, testing, training, and documentation. 	Database Team	<ul style="list-style-type: none"> a. If approved ongoing for some time. b. Ongoing
12	In anticipation of upcoming ANGEL software upgrade, develop programming modifications to current integration funnel between SCAN and ANGEL.	<ul style="list-style-type: none"> a. Attend training; b. Develop custom integration programming; test and program necessary fixes. 	Database Administrator	<ul style="list-style-type: none"> a. Completed b. Fall 2011
13	Integrate new software “BudgetPak” for Treasurer’s Office.	<ul style="list-style-type: none"> a. Develop data templates; b. Research and develop custom programming to allow budget data to be updated into SCAN automatically. c. Implement custom integration programming, testing, training, and documentation. 	Database Team	<ul style="list-style-type: none"> a. Completed b. Completed c. Fall 2011
14	Prepare for a new Admissions Software Package.	<ul style="list-style-type: none"> a. Research and evaluate the process of implementing the new software and integrating same with SCAN. b. Develop custom integration programming to bring new software online; work w/Admissions to test same and program any necessary fixes. 	Database Team	<ul style="list-style-type: none"> a. If approved, six-month timeframe b. TBD
15	Provide a more robust, user-friendly reporting tool for the College.	<ul style="list-style-type: none"> a. Evaluate Crystal Reports and DB Web Query and recommend one of these reporting tools to integrate with 	Database Team	<ul style="list-style-type: none"> a. If approved, one-year

	Strategy	Action Steps	Responsibility	Timeframe
		SCAN database. b. Implement tool by arranging training for the database team; develop custom integration programming for SCAN; test same and provide any necessary fixes; produce documentation and provide College community training.		timeframe b. TBD
16	Make an operations- and budget-based determination about lifecycle of the current ERP/SIS (SCAN). Current system is at end of life, based on generally accepted technology guidelines.	a. Evaluate current system for its strengths and weaknesses. b. Research replacement options with current custom functionality and budget constraints in mind.	IT Director Database Team; ITAG	a. Fall 2012 b. Fall 2012
17	Provide comprehensive event planning software and integrate with ERP.	a. Research, recommend and purchase appropriate software. b. Training for IT staff as appropriate. c. Perform initial data entry of cost centers, employees, rooms, equipment, etc. d. Develop process for and perform initial set up of approval process of events. e. Training for end-users. f. Maintain and upgrade as needed.	IT Director IT Staff as appropriate	a. Summer 2014 b. Fall 2014 c. Fall 2014 d. Spring 2014 e. Spring 2014 f. Ongoing
18	Replace current HR software package with up-to-date comprehensive HR software package.	a. Research, recommend and purchase appropriate software. b. Training for IT staff as appropriate. c. Plan and develop programming. d. Test programming. e. Train end-users as appropriate. f. Maintain and upgrade.	IT Director Database Team HR	a. Spring 2012 b. Summer 2012 c. Fall 2012 e. Fall 2012 f. Ongoing
9	Provide ability for faculty (GPS and Traditional) to access grades via Web.	a. Research appropriate strategy and formatting. b. Plan and develop programming. c. Test programming. d. Train end-users as appropriate. f. Rollout/completion of 10% of classes g. Rollout/completion of 35% of classes h. Rollout/completion of 75% of classes i. Rollout/completion of 100% of classes	IT Director; Database Team Dir. Course Development VPAA	c. Spring 2014 d. Spring 2014 c. Spring 2014 d. Summer 2014 f. Fall 2014 g. Spring 2015 h. Summer 2015 i. Fall 2015

E. INTERNET ENVIRONMENT

Goal: Provide an Internet environment that provides the College a current, cohesive and vibrant Web presence.

	Strategy	Action Steps	Responsibility	Timeframe
1	Support the development of a cohesive web design (the look and formatting) in such a way that it enhances the functionality, usability, attractiveness and relevance of the website to prospective students and the current College community.	<ul style="list-style-type: none"> a. Branding – consistency throughout the website b. Develop common website design templates and resources to increase the usability and efficiency of services. c. Consolidate the number of disparate website vendors and move to a robust, higher-ed specific, content management system. 	Executive VP VPAA IT and Marketing ITAG	<ul style="list-style-type: none"> a. Fall 2011 b. Summer 2012 c. Summer 2012
2	Support having web content control and maintenance located at department levels with specifically appointed web content managers.	<ul style="list-style-type: none"> a. Provide tools – training and mentoring – to help empower department web content managers b. Develop and propose core skills for web content managers; develop a job description. c. Identify best practices in policies and procedures for developing, contributing, and managing content. d. Implement workflow policies and management to control content oversight. 	IT Department Marketing Department	<ul style="list-style-type: none"> a. Spring 2013 b. Spring 2013 c. Spring 2013 d. Spring 2013
3	Training and development for content managers to be governed / managed by IT.	<ul style="list-style-type: none"> a. Provide training to department web managers to help them improve and maintain their web content. b. Form a users' group for the web content managers to assist them in staying current with trends and to establish strong communication opportunities amongst the group. 	IT Department Marketing Department	<ul style="list-style-type: none"> a. Ongoing b. Fall 2012
4	Improve the web presence and processes for incoming students.	Enhance the SJC online processes to improve registration, scheduling, and advising for incoming students.	IT Department Marketing Department	Ongoing