

# Technology Plan

2004-2007



**Access**  
**Improvement**  
**Support**  
**Knowledge**  
**Security/Ethics**

# **Technology Strategic Plan 2004-2007**

## **Introduction**

The 2000- 2003 Technology Plan served to articulate and implement a coherent and systematic response to the current and future information technology needs of the College. The work that was accomplished throughout this planning cycle established an infrastructure to effectively maintain, enhance, and support student learning and student service delivery through technological advancement and innovation. We therefore assert that the current state of information technology at the Community College of Philadelphia is indeed capable and well-prepared to support the College's goal of providing "Education for a Changing World".

Over the past three years, personal access to computer technology has greatly increased in both number and efficiency for all constituencies at both the Main Campus and the Regional Centers. Network reliability and capacity has been upgraded and extended to all offices and classrooms college-wide and is supported by a "Computer Hardware Acquisition Program" that has been implemented to ensure access to the latest technology for all faculty, staff, and students. Prior to the Plan's implementation, web-based course offerings were virtually non-existent at the College. Today, there are over 50 internet courses being offered. Parallel with the progressive expansion of web-based course development and offerings has been the significant growth of enrollments in these courses. Students are now offered the opportunity to create a more

## **Technology Strategic Plan 2004-2007**

flexible and individually designed educational experience through the availability of alternative-course delivery options. Technology enhanced classrooms have facilitated faculty members' use of computer-based teaching and instruction across a wide range of disciplines and curricula. Instruction has been further supported outside of the classroom by computer lab facilities that have been enhanced both in quantity and quality to ensure student out-of-classroom access to computers and the Internet. The College also embarked on a "change management" initiative through the acquisition of a new Administrative and Student Information System (SCT Banner) and, through the OASIS Project, engaged all levels of the institution in a reexamination of its business processes and procedures to redesign, modify, and integrate those processes into the technological framework of SCT Banner. An increase in user support along with the provision of user-oriented training opportunities were key factors in achieving the goals of the 2000-2003 Technology Plan and will continue to play a crucial role in achieving the goals of the 2004-2007 Plan.

Within the current structure of the college, all executive officers have the responsibility for identifying new technology initiatives and prioritizing stated initiatives within their areas of responsibilities.

The impact of the initiatives set forth in the 2000-2003 Technology Plan and the subsequent accomplishments have been far reaching. The result has given rise to institutional renewal and change that dramatically altered both the internal and

# Technology Strategic Plan 2004-2007

external fabric of our institution. Thus, it is upon this foundation that we have created the 2004-2007 Technology Strategic plan.

Accomplishments as related to the 2000-2003 Technology Plan may be reviewed at the TCC website <http://www.ccp.edu/tcc/> "*Jan 2003 Major Initiatives with Progress Annotations*".

---

## Technology Strategic Plan 2004-2007

### Technology Coordinating Committee 2003-2004

**Jody Bauer**

**James Canonica** - Alternate

**Gregory M. Carr** - Alternate

**Connie Dauval**

**Arnold DiBlasi**

**Fran DiRosa** - Alternate

**Nicole Duncan-Kinard** - Alternate

**Jae Fisher**

**Dennis Gingell**

**Tom Hawk**

**Sam Hirsch** –Chair

**Gary Grissom**

**Charles Herbert**

**Steve Horwitz**

**Joan Johnson**

**Bea Jones**

**Steve Jones**

**Peter Llewelyn** - Alternate

**Jeanne O'Neill**

**Susan Piergallini**

**Noelia Rivera-Matos**

**Jim Spiewak**

**Karen Schermerhorn**

**Stan Shire**

**Sharon Thompson**

# Technology Strategic Plan 2004-2007

---

<p><b><u>I. ACCESS:</u></b> To ensure that faculty, staff, and students have equitable and appropriate access to technology to meet their teaching, learning, information, and communication needs.</p>
---

- A. Conduct an annual computer technology inventory and maintain an electronic database listing all pertinent data to include the level, location and lease structure of all computer hardware and installed software for version, platform, date purchased, location, updates applied and licensing model.**
- A.1.** Gather hardware and software inventory status for all classroom, faculty, student and administrative workstations and servers.
  - A.2.** Develop and implement the lease replacement schedule for all computer technology. This lease replacement schedule will assist in the deployment activities and provide information for planning within the divisions of the College.
  - A.3.** Develop a fixed asset Oracle interface for Banner to allow for inventory tracking, updating and reporting.
- B. Evaluate and update configurations and availability of computer technology in the following areas:**
- **Technology enhanced classrooms**
  - **Faculty and staff access centers**
  - **Staff and faculty office workstations**
  - **Student Academic Computer Centers (SACC)**
  - **Banner access workstations for students**
  - **The wireless infrastructure**
  - **The distance learning infrastructure**

## **Technology Strategic Plan 2004-2007**

- B.1.** Assess and update, as appropriate, technology-enhanced classroom workstations for adequate availability and software requirement compliance for existing educational software, network applications, Banner self-service modules and portal access.
- B.2.** Assess and update, as appropriate, all faculty and staff access centers for adequate availability and software requirement compliance for existing educational software, office productivity software, network applications, Banner self-service modules and portal access.
- B.3.** Assess and update, as appropriate, all staff and faculty office workstations for compliance for adequate availability and software requirement compliance for educational software, office productivity software, network applications, Banner self-service modules and portal access.
- B.4.** Assess and update, as appropriate, the SACC workstations for compliance for adequate availability and software requirement compliance for educational software, network applications, Banner self-service modules and portal access.
- B.5.** Assess and update, as appropriate, student workstations for adequate availability and software requirement compliance for network applications, Banner self-service modules and portal access.
- B.6.** Assess and update, as appropriate, the wireless infrastructure for adequate availability and secure configuration.
- B.7.** Assess and update, as appropriate, the distance learning infrastructure for academic teaching and learning initiatives.
- B.8.** Assess and update, as appropriate, all college workstations within this objective for future software initiatives.

## **Technology Strategic Plan 2004-2007**

**C. Through the OASIS project and subsidiary technology projects, improve and ensure access to college services through Banner self-service modules and the web portal.**

- C.1.** Implement, maintain and enhance the Banner Luminis web portal as defined by the OASIS Project.
- C.2.** Implement, maintain and enhance the Banner self-service modules as defined by the OASIS Project.
- C.3.** Implement, maintain and enhance the single sign-on methodology for all College services delivered via the web.
- C.4.** Develop training plans for each area, as needed, to support the Banner self-service modules (end-user training and train-the-trainer).
- C.5.** Develop training plans for each area, as needed, to support the web portal (end-user training and train-the-trainer).
- C.6.** Develop communication methods to ensure success in the implementation of the web portal and Banner self-service modules.
- C.7.** Implement integration with the College web pages through the content management solution provided with the web portal.
- C.8.** Assess the impact of this objective through tracking of portal utilization and survey of users for adequate support and availability.

**II. IMPROVEMENT: To ensure that the college develops new technology initiatives to ensure improvement in all administrative and teaching and learning environments.**

**A. Develop multi-year Technology Plans for each Organizational Unit within the college. These plans should explore current or new applicable technologies to enhance teaching/learning and enhancements to the administrative environment.**

## **Technology Strategic Plan 2004-2007**

- A.1** Create an organizational unit technology plan template.
- A.2** Develop technology plans for each academic and administrative organizational unit.
- A.3** Monitor and assess plans for feasibility given available infrastructure and financial resources.
- A.4** Develop implementation schedules for feasible initiatives.

### **B. Provide support for the implementation of the 2007 Facilities Master Plan by ensuring that the building infrastructure is optimized to meet the needs of programs and promote efficient, safe building operations.**

- B.1.** Research and develop building design standards to ensure that space constructed in the future can accommodate necessary current and future technology.
- B.2.** Assess current and future smart building technologies for feasibility regarding both impact on academic programs and services and cost effectiveness.
- B.3.** Implement planning strategies for all facility construction that ensures timely consideration is given to all academic program, administrative and facility technology needs.
- B.4.** In all new and renovated facilities develop classrooms and institutional student support spaces that enable the best practice use of current and future technologies.

### **C. Improve administrative user productivity through the implementation of the new technology environment provided by the OASIS Project.**

- C.1.** Develop and implement a communication/professional development plan to ensure awareness among all administrative



## **Technology Strategic Plan 2004-2007**

staff of the improved technology available at the College that will ensure delivery of services.

- C.2.** Develop and implement improved printing solutions for administrative network users.
- C.3.** Develop and implement improved login procedures for administrative staff to access technology resources at the College.
- C.4.** Develop, implement and assess an institutional effectiveness program that benchmarks, collects, and uses performance data to improve overall administrative effectiveness through technology.
- C.5.** Systematically explore new applications of administrative technologies that can build upon the new Banner environment and enhance offering and opportunities in the delivery of administrative services.

### **D. Identify and implement improved technology to integrate and strengthen academic services of the College.**

- D.1.** Improve academic user productivity through the implementation of the new technology environment provided by the OASIS Project.
- D.2.** Develop and implement a communication/professional development plan to ensure awareness among all academic staff of the improved technology available at the College that will improve delivery of services.
- D.3.** Develop and implement improved printing solutions for academic network users.
- D.4.** Develop and implement improved login procedures for academic staff to access technology resources at the College.
- D.5.** Develop, implement and assess an institutional effectiveness program that benchmarks, collects, and uses performance data to improve overall academic effectiveness through technology.

## **Technology Strategic Plan 2004-2007**

### **E. Provide improvement in the reliability of network access. This includes:**

- **disaster recovery planning**
- **network monitoring – reliability, performance and security**

**E.1.** Develop a continually renewable and tested information technology disaster recovery plan.

**E.2.** Implement 99.999% reliability in the College network infrastructure. (The five-nine's of reliability is an industry standard within the network community.)

**E.3.** Develop and implement improvements in performance tuning and services through continuous network monitoring.

**E.4.** Assess and update network performance as related to service delivery reliability.

**III. SUPPORT:** To ensure the effective and reliable application of appropriate technology throughout the College by analyzing, evaluating, and recommending improvements to technology support.

### **A. Redesign the Technology Support Center within the Information Technology Services department to provide technical support services in the new and changing technology environment created by the Banner implementation.**

**A.1.** Develop and implement a staffing plan to provide appropriate personnel to extend technology support services to all College staff and students.

**A.2.** Develop and implement a plan to provide procedures to extend technology support services through the web.

## **Technology Strategic Plan 2004-2007**

- A.3.** Develop an internal communication procedure with the administration, faculty, staff, and students for information exchange regarding technology projects and operations.
- A.4.** Based upon on-going monitoring, continue to strengthen the successful support of users in the new technology environment created by the Banner implementation.

### **B. Redesign Banner technology training to provide support in the new and changing technology environment created by the Banner implementation.**

- B.1.** Develop and implement staffing to provide appropriate personnel to extend Banner training services to all College staff.
- B.2.** Develop and implement training plans for faculty and academic staff in Banner technology applications relative to support of their job responsibilities.
- B.3.** Develop and implement training plans for administrative staff in Banner technology applications relative to support of their job responsibilities.
- B.4.** Develop and implement communication and scheduling methods to meet the needs for training the college community in Banner.
- B.5.** Develop formative assessment strategies which will facilitate the improvement in training programs over time.

### **C. Redesign support for College staff and faculty in the new web content management environment.**

- C.1.** Develop and/or hire staff to ensure adequate support extending new web technology applications to all faculty and staff.
- C.2.** Develop and implement a transition plan for movement and support

## **Technology Strategic Plan 2004-2007**

of all College web pages to the new content management environment.

- C.3.** Develop and implement a training plan for support of web page creation within the new content management system.

**IV. KNOWLEDGE:**      **To ensure that all faculty and staff have opportunities to obtain required knowledge and an increased awareness of new and available technology.**

### **A. Develop and implement a plan for institution-wide technology training.**

- A.1** Implement strategies which enable the current skill sets for each employee to be established and identified where new or improved skills are essential.
- A.2** Provide all employees with appropriate and timely training on technology-related to the College standard office productivity software (Basic Computer Skills) and Banner applications.
- A.3** Provide training to all staff in the applicable advanced features of the College email and calendaring system.

### **B. Develop, maintain, publicize, and assess professional development activities that seek to enhance the appropriate use of currently available technology in teaching and learning.**

- B.1** Develop Professional Development modules related to advanced features of standard office productivity software.
- B.2** Develop Professional Development modules related to advanced features of administrative software in use by faculty members of the College.

## **Technology Strategic Plan 2004-2007**

- B.3** Develop Professional Development modules related to basic and advanced features of specialized educational applications and software.
- B.4** Publicize all Professional Development opportunities using a variety of media including web, print, and e-mail.
- B.5** Individually and collectively assess all Professional Development modules to maintain appropriate levels of accuracy and currency.

### **C. Create opportunities to discuss and explore innovations in technology for faculty and staff.**

- C.1** Make available print and online subscriptions to help faculty and staff keep abreast of the changing educational landscape involving technological innovations and solutions.
- C.2** Provide resources in the instructional technology development center to facilitate hands-on exploration of potential new technologies for faculty in support of all teaching and learning environments.

**V. SECURITY/ETHICS: To ensure that faculty, staff, students, and community members use technology in a lawful, ethical, and secure manner.**

### **A. Develop recommended to policies, guidelines, and procedures concerning the ethical use of technology within the context of new and existing technology.**

- A.1** The Technology Coordinating Committee will meet and review College policies and procedures related to the use of technology.
- A.2** Develop recommendations for the appropriate College governance

## **Technology Strategic Plan 2004-2007**

authority concerning policies, guidelines and procedures as related to technology.

- A.3** Develop and recommend ethical procedures and policies supporting the College mission and Core Values.

### **B. Create an organizational structure to oversee information security management and enhance internal and external audit procedures.**

- B.1** Develop an information security management Ad Hoc committee composed of delegates assigned by the College's executive officers including the College Internal Auditor.
- B.2** Develop the charge of the committee which should include monitoring the current status of information security, reviewing security incidents within the College, review of information security projects, assessing information security policies for federal regulatory compliance, and analyzing internal controls as recommended by the Office of the Controller, the Internal Auditor, external auditors and others.
- B.3** Assist the Office of the Controller, Information Technology Services and the Internal Auditor in preparing for security audits as related to the Banner administrative system.
- B.4** Assess and update as appropriate College policies and procedures related to security for compliance with federal acts; e.g., Gramm-Leach-Bliley, FERPA, HIPPA.
- B.5** Provide the findings of the Information Security Management committee with improvement suggestions to the President each quarter.
- B.6** Evaluate the reductions in data security risks based upon new policy and procedures.

## **Technology Strategic Plan 2004-2007**

**C. Develop the technology component of the College Disaster Recovery Plan that encompasses fail-safe procedures and backup/restore to ensure the safeguarding and security of College data.**

- C.1** Develop a disaster recovery team within Information Technology Services department.
  - C.2** Develop and implement a Disaster Recovery strategic plan for Information Technology Services.
  - C.3** Coordinate the Information Technology Services Disaster Recovery plan within the context of the College Emergency Response Plan.
  - C.4** Develop and assess internal controls for Information Technology Services to ensure reliability of data recovery and backup.
  - C.5** Assess the Disaster Recovery plan and its practices for adherence to newly developed disaster recovery standards in the Information Technology community.
-

# Technology Strategic Plan 2004-2007

## 2004-2007 Technology Strategic Plan Activity Matrixes

*The responsibility matrix is a draft. It will be completed during the summer of 2004.*

### I. Access

	<b>Activity</b>	<b>Target Date</b>	<b>Area of Responsibility</b>	<b>Resource Allocation</b>
A.1	Gather hardware and software inventory status for all classroom, faculty, student and administrative workstations and servers.	<b>Sept 2004</b>	<b>ITS</b>	
A.2	Develop and implement the lease replacement schedule for all computer workstations.	<b>Sept 2004</b>	<b>ITS</b>	
A.3	Develop a fixed asset Oracle interface for Banner to allow for inventory tracking, updating and reporting.	<b>Sept 2004</b>	<b>ITS</b>	
B.1	Assess technology enhanced classroom workstations for adequate availability and software requirement compliance for existing educational software, network applications, Banner self-service modules and portal access.	<b>Quarterly</b>	<b>ITS and Academic Computing departments</b>	
B.2	Assess all faculty and staff access centers for adequate availability and software requirement compliance for existing educational software, office productivity software, network applications, Banner self-service modules and portal access.	<b>Quarterly</b>	<b>ITS and Academic Computing departments</b>	
B.3	Assess all staff and faculty office workstations for compliance for adequate availability and software requirement compliance for educational software, office productivity software, network applications, Banner self-service modules and portal access.	<b>Quarterly</b>	<b>ITS and Academic Computing departments</b>	
B.4	Assess the SACC workstations for compliance for adequate availability and software requirement compliance for educational software, network applications, Banner self-service modules and portal access.	<b>Quarterly</b>	<b>ITS and Academic Computing departments</b>	
B.5	Assess workstations for adequate availability and software requirement compliance for network applications, Banner self-service modules and portal access.	<b>Quarterly</b>	<b>The Banner Portal Team, ITS, Academic Computing and Facilities department</b>	
B.6	Assess the wireless infrastructure for adequate availability and secure configuration.	<b>Quarterly</b>	<b>ITS</b>	



## Technology Strategic Plan 2004-2007

	<b>Activity</b>	<b>Target Date</b>	<b>Area of Responsibility</b>	<b>Resource Allocation</b>
B.7	Assess the distance learning infrastructure for academic teaching and learning initiatives.	Quarterly	ITS, Academic Affairs and Academic Computing	
B.8	Assess and update as appropriate all college workstations within this objective for future software initiatives.	As detailed by the replacement schedule.	ITS department in conjunction with the Director of the Budget and all College divisions	Budget driven by lease appropriation
C.1	Implement, maintain and enhance the Banner Luminis web portal as defined by the OASIS Project.	Phase 1 August 2004 Phase 2 Jan 2005	ITS and the Banner Portal Team	
C.2	Implement, maintain and enhance the Banner self-service modules as defined by the OASIS Project.	Phase 1 Sept 2004 Phase 2 Jan 2005	ITS and all Banner work teams	
C.3	Implement, maintain and enhance the single sign-on methodology for all College services delivered via the web.	Phase 1 Sept 2004 Phase 2 Jan 2005	ITS	
C.4	Develop training plans for each area as needed to support the Banner self-service modules (end-user training and train-the-trainer).	Phase 1 Sept 2004 Phase 2 Spring 2005	ITS and the Banner work Teams	
C.5	Develop training plans for each area as needed to support the web portal (end-user training and train-the-trainer).	Phase 1 August 2004 Phase 2 Jan 2005	Banner Work Teams	
C.6	Develop communication methods to ensure success in the implementation of the web portal and Banner self-service modules.	Phase 1 Sept 2004 Phase 2 Jan 2005	Banner Work Teams and the Office of Communications	
C.7	Implement integration with the College web pages through the content management solution provided with the web portal.	Phase 1 Jan 2005 Phase 2 Dec 2005	ITS, Academic Computing, and the Office of Communications	
C.8	Assess the impact of this objective through tracking of portal utilization and survey of users for adequate support and availability.	Quarterly	ITS and the Office of Institutional Research	

## Technology Strategic Plan 2004-2007

### II. Improvement

	<b>Activity</b>	<b>Target Date</b>	<b>Area of Responsibility</b>	<b>Resource Allocation</b>
A.1	With support from cabinet and the Technology Coordinating Committee, create an organizational unit technology plan template.		<b>TCC and Cabinet</b>	
A.2	Develop technology plans for each academic and administrative organizational unit.		<b>College Divisions</b>	
A.3	Assess each plan for feasibility given available infrastructure and financial resources.		<b>TCC and Cabinet</b>	
A.4	Develop implementation schedules for feasible initiatives.		<b>College divisions and TCC</b>	
B.1	Research and develop building design standards to ensure that space constructed in the future can accommodate current and future technology needs.		<b>ITS and Finance &amp; Planning</b>	
B.2	Assess current and potential smart building technologies for feasibility from both their impact on academic programs and services and cost effectiveness.		<b>ITS and Finance &amp; Planning</b>	
B.3	Implement planning strategies for all facility construction that ensures timely consideration is given to all academic programs and administrative and facility technology needs.		<b>ITS, Academic Affairs, Enrollment Services and Finance &amp; Planning</b>	
B.4	Develop classrooms and other institutional and student support spaces in all new and renovated facilities that enable the best practice use of current and future technologies.		<b>ITS, F&amp;P, Academic Affairs, Enrollment Services</b>	
C.1	Develop and implement a communication/professional development plan to ensure awareness among all administrative staff of the improved technology available at the College that will ensure delivery of services.		<b>Professional Development Committee and Human Resources</b>	
C.2	Develop and implement improved printing solutions for administrative network users.		<b>ITS</b>	
C.3	Develop and implement improved procedures for administrative staff to obtain account login for access to technology resources at the College.		<b>ITS</b>	

## Technology Strategic Plan 2004-2007

	<b>Activity</b>	<b>Target Date</b>	<b>Area of Responsibility</b>	<b>Resource Allocation</b>
C.4	Develop, implement and assess an institutional effectiveness program that benchmarks, collects, and uses performance data to improve overall administrative effectiveness through technology.		<b>Institutional Research</b>	
C.5	Systematically explore new applications of administrative technologies that can build upon the new Banner environment and enhance offering and opportunities in the delivery of administrative services.		<b>OASIS Teams and all college divisions</b>	
D.1	Improve academic user productivity through the implementation of the new technology environment provided by the OASIS Project.		<b>OASIS Teams</b>	
D.2	Develop and implement a communication/professional development plan to ensure awareness among all academic staff of the improved technology available at the College that will improve delivery of services.		<b>OASIS Teams and Professional Development Committee</b>	
D.3	Develop and implement improved printing solutions for academic network users.		<b>ITS and Academic Computing</b>	
D.4	Develop and implement improved procedures for academic staff to obtain account login for access to technology resources at the College.		<b>ITS and Academic Computing</b>	
D.5	Develop, implement and assess an institutional effectiveness program that benchmarks, collects, and uses performance data to improve overall academic effectiveness through technology.		<b>Institutional Research</b>	
E.1	Develop a continually renewable and tested information technology disaster recovery plan.		<b>ITS</b>	
E.2	Implement 99.999% reliability in the College network infrastructure. (The five-nine's of reliability is an industry standard within the network community.)		<b>ITS</b>	
E.3	Develop and implement improvements in performance tuning and services through continuous network monitoring.		<b>ITS</b>	
E.4	Assess and update network performance as related to service delivery reliability.		<b>ITS</b>	

## Technology Strategic Plan 2004-2007

### III. Support

	Activity	Target Date	Area of Responsibility	Resource Allocation
A.1	Develop and implement a staffing plan to provide appropriate personnel to extend technology support services to all College staff and students.		<b>Human Resources and all college divisions</b>	
A.2	Develop and implement a plan to provide procedures to extend technology support services through the web.		<b>ITS</b>	
A.3	Develop an internal communication procedure with the administration, faculty, staff, and students for information exchange regarding technology projects and operations.		<b>ITS</b>	
A.4	Based upon on-going monitoring, continue to strengthen the successful support of users in the new technology environment created by the Banner implementation.		<b>ITS</b>	
B.1	Develop and implement staffing to provide appropriate personnel to extend Banner training services to all College staff.		<b>ITS</b>	
B.2	Develop and implement training plans for faculty and academic staff in Banner technology applications relative to support of their job responsibilities.		<b>ITS and OASIS Teams</b>	
B.3	Develop and implement training plans for administrative staff in Banner technology applications relative to support of their job responsibilities.		<b>ITS and OASIS Teams</b>	
B.4	Develop and implement communication and scheduling methods to meet the needs for training the college community in Banner.		<b>ITS and OASIS Teams</b>	
B.5	Develop formative assessment strategies which will facilitate the improvement in training programs over time.		<b>Human Resources</b>	
C.1	Develop and/or hire staff to ensure adequate support extending new web technology applications to all faculty and staff.		<b>ITS</b>	
C.2	Develop and implement a transition plan for movement and support of all College web pages to the new content management environment.		<b>ITS</b>	
C.3	Develop and implement a training plan for support of web page creation within the new content management system.		<b>ITS</b>	

## Technology Strategic Plan 2004-2007

### IV. Knowledge

	<b>Activity</b>	<b>Target Date</b>	<b>Area of Responsibility</b>	<b>Resource Allocation</b>
A.1	Implement strategies which enable the current skill sets for each employee to be established and identified where new or improved skills are essential.		<b>Human Resources with all College divisions</b>	
A.2	Provide all employees with appropriate and timely training on technology-related to the College standard office productivity software (Basic Computer Skills) and Banner applications.		<b>ITS and all college divisions</b>	
A.2.1	Offer an extensive selection of scheduled training classes (at least 10) to employees on software and hardware. Publish the training schedule.		<b>ITS, Human Resources and Academic Computing</b>	
A.2.2	Develop performance feedback strategies that encourage and support employee development in the use of technology.		<b>Human Resources</b>	
A.3	Provide training to all staff in the applicable advanced features of the College email and calendaring system.		<b>ITS, Human Resources and Academic Computing</b>	
A.3.1	Conduct internal and external business and carry out communications using the web, email, and other electronic tools as they become available; work to put in place policies and procedures to better manage the flow of electronic communication.		<b>Office of Communications, ITS, Human Resources and Academic Computing</b>	
B.1	Develop Professional Development modules related to advanced features of standard office productivity software.		<b>ITS and Professional Development committee</b>	
B.1.1	Develop workshop sessions utilizing advanced components of Microsoft Word, Excel, Power Point, and Access to enhance educational practice based on discussions with Departments and faculty.		<b>ITS and Professional Development committee</b>	
B.1.2	Maintain a database of workshop topics organized by software title and educational use to be shared with Departments and faculty.		<b>ITS – Training Coordinator</b>	
B.2	Develop Professional Development modules related to advanced features of administrative software in use by faculty members of the College.		<b>ITS and Academic Computing</b>	

## Technology Strategic Plan 2004-2007

	<b>Activity</b>	<b>Target Dates</b>	<b>Area of Responsibility</b>	<b>Resource Allocation</b>
B.2.1	Develop workshop sessions utilizing advanced components of Novell GroupWise and SCT Banner to enhance educational practice based on discussions with Departments and faculty.		<b>ITS – Training Coordinator and OASIS Teams</b>	
B.2.2	Maintain a database of workshop topics organized by software title and educational use to be shared with Departments and faculty		<b>ITS and Academic Computing</b>	
B.3	Develop Professional Development modules related to basic and advanced features of specialized educational applications and software.		<b>Academic Computing</b>	
B.3.1	Develop workshop sessions utilizing basic components of equipment and software such as NetOp School, OCR scanning, technology-enhanced podiums, etc. to enhance educational practice based on discussions with Departments and faculty.		<b>Academic Computing</b>	
B.3.2	Develop workshop sessions utilizing advanced components of equipment and software such as NetOp School, OCR scanning, technology-enhanced podiums, etc. to enhance educational practice based on discussions with Departments and faculty.		<b>Academic Computing</b>	
B.3.3	Maintain a database of workshop topics organized by software title and educational use to be shared with Departments and faculty.		<b>Academic Computing</b>	
B.4	Publicize all Professional Development opportunities using a variety of media including web, print, and e-mail.		<b>Academic Computing</b>	
B.4.1	Maintain an online calendar on the Academic Computing website detailing the various Professional Development modules being offered monthly.		<b>Academic Computing</b>	
B.4.2	Create and distribute a print version of the above calendar on a monthly basis as needed to supplement the online version.		<b>Academic Computing</b>	
B.4.3	Coordinate the publication of the Professional Development modules with other Professional Development offerings throughout the College.		<b>Academic Computing</b>	
B.5	Individually and collectively assess all Professional Development modules to maintain appropriate levels of accuracy and currency.		<b>College Divisions</b>	

## Technology Strategic Plan 2004-2007

	<b>Activity</b>	<b>Target Dates</b>	<b>Area of Responsibility</b>	<b>Resource Allocation</b>
B.5.1	Administer individual evaluation forms at each module to assess the timeliness and effectiveness of the module.		<b>Academic Computing and ITS</b>	
B.5.2	Use the data collected to re-design modules based on participant feedback.		<b>Institutional Research</b>	
B.5.3	Aggregate the data from the evaluations forms to assess the overall effectiveness of the training modules offered.		<b>Institutional Research</b>	
C.1	Make available print and online subscriptions to help faculty and staff keep abreast of the changing educational landscape involving technological innovations and solutions.		<b>Academic Computing</b>	
C.1.1	Maintain print subscriptions to educational and technology journals and have these displayed in the Instructional Technology Development Center.		<b>Academic Computing</b>	
C.1.2	Maintain online subscriptions to electronic email lists that discuss and explore innovations and uses of educational technology.		<b>Academic Computing</b>	
C.1.3	Plan and direct at least one meeting per semester in the Instructional Technology Development Center to discuss innovations and new applications of educational technology.		<b>Academic Computing</b>	
C.2	Provide resources in the instructional technology department to facilitate hands-on exploration of potential new technologies for faculty in support of all teaching and learning environments.		<b>Academic Computing</b>	

## Technology Strategic Plan 2004-2007

### V. Security/Ethics

	<b>Activity</b>	<b>Target Date</b>	<b>Area of Responsibility</b>	<b>Resource Allocation</b>
A.1	The Technology Coordinating Committee will meet and review College policies and procedures related to the use of technology.		<b>TCC</b>	
A.2	Develop recommendations for the appropriate College governance authority concerning policies, guidelines and procedures as related to technology.		<b>TCC</b>	
A.3	Develop and recommend ethical procedures and policies supporting the College mission and Core Values.		<b>TCC and President's Cabinet</b>	
B.1	Develop an information security management ad hoc committee composed of delegates assigned by the College's executive officers including the College Internal Auditor.		<b>President's Cabinet</b>	
B.2	Develop the charge of the committee which should include monitoring the current status of information security, reviewing security incidents within the College, review of information security projects, assessing information security policies for federal regulatory compliance, and analyzing internal controls as recommended by the Office of the Controller, the Internal Auditor, external auditors and others.		<b>President's Cabinet</b>	
B.3	Assist the Office of the Controller, Information Technology Services and the Internal Auditor in preparing for security audits as related to the Banner administrative system.		<b>Information Security Management</b>	
B.4	Assess and update as appropriate College policies and procedures related to security for compliance with federal acts; e.g., Gramm-Leach-Bliley, FERPA, HIPPA.		<b>Information Security Management</b>	
B.5	Provide quarterly the findings of the Information Security Management committee with improvement suggestions to the President.		<b>Information Security Management</b>	
B.6	Evaluate the reductions in data security risks based upon new policy and procedures.		<b>Information Security Management and ITS</b>	



## Technology Strategic Plan 2004-2007

	<b>Activity</b>	<b>Target Date</b>	<b>Area of Responsibility</b>	<b>Resource Allocation</b>
C.1	Develop a disaster recovery team within Information Technology Services department.		<b>ITS</b>	
C.2	Develop and implement a Disaster Recovery strategic plan for Information Technology Services.		<b>ITS</b>	
C.3	Coordinate the Information Technology Services Disaster Recover		<b>ITS</b>	
C.4	Develop and assess internal controls for Information Technology Services to ensure reliability of data recovery and backup.		<b>ITS</b>	
C.5	Assess the Disaster Recovery plan and its practices for adherence to newly developed disaster recovery standards in the Information Technology community.		<b>Information Security Management and ITS</b>	