

## IT Departmental Academic Action Plan 2008-2009

2008-2009 Goals	Projects to be Accomplished in 2008-2009 (Manager responsible)	Ongoing Projects (Manager responsible)	Supports College Strategic Initiatives
Enhance distance learning technologies (Online Learning, ITV)	<ul style="list-style-type: none"> <li>○ Explore options and best practices pertaining to streaming media. Investigate the technology, process, and infrastructure needed. (S. Hilton, T. Aldridge, S. Hagan)</li> </ul>	<ul style="list-style-type: none"> <li>○ Continue to refine support levels and mechanisms. Adjust/modify as needed. (I. Whisenand, S. Hilton, T. Aldridge, P. Burns)</li> <li>○ Continue to reduce the barriers and detractors surrounding our distance learning platforms.               <ul style="list-style-type: none"> <li>○ Blackboard/ITV (S. Hilton, T. Aldridge)</li> </ul> </li> </ul>	1.6
Provide support for the Great Ideas for Teaching (GIFT) center	<ul style="list-style-type: none"> <li>○ Participate in the development of the Verde Campus GIFT Center. Implement the necessary technology infrastructure needed. (S. Hilton, T. Aldridge, I. Whisenand, P. Burns)</li> </ul>	<ul style="list-style-type: none"> <li>○ Continue to facilitate professional development workshops/activities. (S. Hilton)</li> <li>○ Assist in the identification of faculty development needs and opportunities. (S. Hilton)</li> </ul>	1.1, 1.6
Increase communication and knowledge transfer	<ul style="list-style-type: none"> <li>○ Increase internal and external contacts to bridge gaps in communication. Utilize multiple mechanisms – web (pages, blogs), email, forums, etc. (S. Hilton, T. Aldridge, I. Whisenand, P. Burns, W. Earles, S. Hagan, G. Cuthbertson)</li> </ul>	<ul style="list-style-type: none"> <li>○ Develop additional resources/information for students, faculty, and staff about academic technology. (S. Hilton, I. Whisenand, T. Aldridge)</li> </ul>	1.1

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Lead or participate in Enterprise Resource Planning (ERP) system activities.	<ul style="list-style-type: none"> <li>○ Begin Advancement System Implementation (P. Burns, G. Cuthbertson)</li> <li>○ Begin Human Resources System Implementation (P. Burns, G. Cuthbertson)</li> </ul>	<ul style="list-style-type: none"> <li>○ Continue Banner Implementation (P. Burns)               <ul style="list-style-type: none"> <li>○ Operating Environment (W. Earles, G. Cuthbertson, S. Hagan)</li> <li>○ Oracle database and Legacy migration operation and training (G. Cuthbertson)</li> <li>○ Email Migration (W. Earles, S. Hagan)</li> <li>○ Luminis Portal (S. Hagan)</li> <li>○ Functional Tech Support (G. Cuthbertson)</li> </ul> </li> </ul>	7.1, 1.2
Lower the cost-per-FTSE district-wide	<ul style="list-style-type: none"> <li>○ Sustainability Initiative - Reduce power consumption of desktop computers and servers (I. Whisenand, W. Earles, P. Burns)               <ul style="list-style-type: none"> <li>○ Increase the amount of</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ Project Oversight (P. Burns, D. Ransom, G. Cuthbertson)</li> <li>○ Continue to monitor desktop computer usage (I. Whisenand)               <ul style="list-style-type: none"> <li>○ Use Altiris software to monitor/measure</li> </ul> </li> </ul>	2.1

	<ul style="list-style-type: none"> <li>lab and office computers included in nightly automatic shutdowns. (I. Whisenand)</li> <li>o Reduce power consumption of physical servers via virtual technology (W. Earles)</li> </ul>	<ul style="list-style-type: none"> <li>computer usage.</li> <li>o Produce and communicate reports from collective data</li> <li>o Determine if reduction plan is plausible</li> </ul>	
Advance web site	<ul style="list-style-type: none"> <li>o Incorporate Luminis portal into design of college website (S. Hagan)</li> <li>o Facilitate new content vehicles utilizing Luminis (channels) (S. Hagan)</li> </ul>	<ul style="list-style-type: none"> <li>o Reduce communication (Data and Voice) expenses (W. Earles)</li> <li>o Support data driven decision making (S. Hagan)</li> <li>o Continue to improve content and design. (S. Hagan)</li> </ul>	1.2
Enhance telephony services/network services and emergency communications	<ul style="list-style-type: none"> <li>o Increase emergency communications (P. Burns) <ul style="list-style-type: none"> <li>o Purchase and implement outdoor notification system (P. Burns, W. Earles)</li> <li>o Participate in college-wide emergency planning efforts (P. Burns)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>o Continue installation of emergency phones in classrooms. (W. Earles))</li> <li>o AlertYC project <ul style="list-style-type: none"> <li>o Maintain and enhance AlertYC web related components (S. Hagan)</li> <li>o Maintain AlertYC telephony and computer components (W. Earles)</li> </ul> </li> </ul>	1.2
Develop a culture of customer service to support student recruitment and retention, and effective internal operations.	<ul style="list-style-type: none"> <li>o Analyze processes for student friendliness and incorporate action items into unit plans (S. Hilton , T. Aldridge, I. Whisenand, P. Burns, W. Earles, S. Hagan, G. Cuthbertson)</li> </ul>		4.0