Yavapai College Technology Plan

FY 2022 & FY 2023

YC Information Technology Services

Contents

Introduction

The YC Technology Plan provides direction to the YC ITS Department and our partners related to technology support and services.

This plan is aligned with the three-year YC Strategic Plan (2022-2024).

This plan is architected by the ITS Department with input from the Technology Advisory Committee (TAC).

TAC is tasked with initial review of the plan. After the TAC review, input will be collected from the College community.

This plan is fluid and covers fiscal years 21/22 and 22/23.   ITS and TAC will work together to update this plan, as necessary.

Determining Priorities

- Supporting YC Strategic Initiatives

- Supporting College Plans
  - Strategic Enrollment Plan
  - Campus Master Plan

- TAC and stakeholder input

- Maintaining and advancing IT security

- Continuation of projects that span planning cycles

- Enhancing services related to student success

- ITS SWOT Analysis

Technology Plan - Key Strategic Areas

YC STRATEGIC INITIATIVES

APPLICATION AND SYSTEM ENHANCEMENT

INFORMATION SECURITY

TECHNOLOGY SUPPORT SERVICES

INFRASTRUCTURE

The Yavapai College ITS Department will be recognized as a high-performance team which provides technical services that enable our institution to be more effective in the areas of teaching, economic development, and cultural enrichment.

YC ITS Vision

The mission of the Information Technology Services (ITS) Department is to increase the effectiveness of our institution in the areas of teaching, economic development, and cultural enrichment through the efficient use and cost-conscious management of information technology resources.

YC ITS Mission

YC ITS Values

- **Respect** – We value the experiences and opinions of our constituents.

- **Collaboration** – We value knowledge sharing, partnerships, and relationships with our stakeholders.

- **Service** – We value providing excellent, consistent, and reliable service.

- **Fiscal Stewardship** – We value technological solutions that are standards-based and cost-effective.

- **Continuous Improvement** – We value the on-going development of our staff and the technologies they support.

YC ITS TEAMS

Technology Support Services

- Provides direct support to constituents (Helpdesk)
- Responsible for the design, implementation, and maintenance of district presentation (audio/visual) systems
- Deploys and maintains all computer workstations/laptops and computer labs/classrooms

Application Development

- Accountable for the district enterprise system (Ellucian Banner), myYC Portal, web services, single sign-on, and custom applications

YC ITS TEAMS

Systems and Networking Services

- Designs, implements, and maintains the wired and wireless network, storage, virtual desktops, and the phone system

IT Security

- Responsible for protecting the College's information assets by utilizing the latest cybersecurity tools and best practices
- Leads efforts related to information technology compliance

Student Development Tech Team

The Student Development Tech Team partners with the ITS Department to advance and maintain student systems/applications.

- Salesforce CRM (Outreach, Advising, Analytics)
- Transact OneCard System (ID, Dining, Mobile Credentials, FlexiCash)
- Campus Logic (Financial Aid Document Management)
- Ellucian Banner and DegreeWorks (Degree Audit)
- Ivy.ai Chatbot
- Jotform (Online Form Management)
- RegisterBlast (Test Scheduling)

Supported Software and Systems

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YC Software and Systems [Enterprise]

- Ellucian Banner

- DegreeWorks

- 25 Live (Room Scheduling)

- Cashnet Payment System

- Campus Logic (Financial Aid)

- Cognos Reporting

- Blackbaud Raiser's Edge

- Dynamic Forms

YC Software and Systems [Admin Software]

- M-Files Document Management

- Ivy.ai (Chatbot)

- Dynamic Forms (Forms/Workflow)

- JotForm (Online Forms)

- Maxient – Conduct Management

- Accommodate (Disability)

- Blumen (Trio)

- Cascade CMS (Website)

- AudienceView - Tickets

YC Software and Systems [Collaboration & Academic]

- Canvas Learning Management System

- Office 365

- Zoom Conferencing and Phone

- Panopto (Video Streaming, Storage)

- Turnitin (Anti-Plagiarism)

- Adobe Creative Suite

- Grammarly

The Teaching & e-Learning Support (TeLS) team partners with ITS to support our academic software.

Goals and Initiatives

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Support for YC Strategic Initiatives

- Provide equitable professional development opportunities where all faculty and staff can enhance their skills to serve students better. These opportunities include providing IT skills training, the continuation of the Technology Liaison Program, and internal/external training for ITS employees.

- Fulfill the technology needs related to new or modified programs that are focused on imparting skills needed to secure living-wage jobs. Assist with expansion of workforce training programs.

- Partner with Academics, Marketing, Student Development, and Instruction to achieve a more learner-centric environment. Changes may include designing and implementing new classrooms and modification of information systems.

Application and System Enhancement

- Work with YC partners to test and migrate to Banner 9 Self-Service.   (Summer 2021 to Summer 2022)

- Continue research and create a long-term plan for enterprise systems to maximize services for students/employees, gain efficiencies, and ensure the best return on investment. (Summer 2021 to Spring 2022)

Application and System Enhancement

- Continue to enhance our custom access management application and related processes. Additions may include simplified Banner templates, door access, improving employee onboarding experience, and other new categories and integrations. (Summer 2021 to Spring 2022)

- Convert remaining custom Banner 8 Self-Service applications to Oracle Apex. (Summer 2021 to Summer 2022)

- Convert remaining classic ASP applications to .NET (Summer 2021 to Fall 2021)

- Continue static Adobe forms conversion to Dynamic Forms (Summer 2021 to Spring 2023)

INFORMATION SECURITY

- Improve information security by refining currently deployed technologies and implementing several new technologies related to endpoint detection/response, identity/access management, data loss protection, endpoint management, cloud application security, and email. (Summer 2021 to Fall 2022)

- Continue policy/procedure improvements related to risk management, Controlled Unclassified Information (NIST800-171), and compliance. (Summer 2021 to Spring 2022).

- Continue to improve information security vendor management procedures and practices. (Fall 2021 to Fall 2022)

TECHNOLOGY SUPPORT SERVICES

- Continue YC Laptop Initiative, which will provide laptops to all full-time employees over the next five years. (Ongoing)

- Continue rollout of large outdoor digital signage as locations/projects are approved. (Prescott Valley sign implementation Summer 2021).

- Improve night and weekend service desk support by improving existing partnerships and by exploring alternative vendors and in-sourcing options. (Summer 2021 to Spring 2022)

- Adapt ongoing equipment replacement plan to design and build a new generation of instructional technology systems in alignment with emerging post-pandemic academic strategies and right-sized for college operations. (Ongoing)

- Design and build new presentation systems as part of new construction and remodeling. (Verde Valley Skilled Trade Center – Summer 2021).

- Explore opportunities to ensure YC students have access to the technology needed (on-campus and off-campus) to complete their program of study (e.g., discount programs) (Fall 2021 to Fall 2022)

Infrastructure

- Improve redundancy and availability of services by modifying existing network infrastructure (further segmentation) as well as migrating to cloud-based solutions. Authentication and web services are moving to a hybrid model in Summer 2021. (Ongoing)

- Continue to upgrade intra-campus connections to 10 Gb. Explore different vendor solutions for edge switching components. (Ongoing)

- Remove remaining components from the Cisco phone system (Summer 2021 to Fall 2021).

The Yavapai College ITS Department is looking forward to working with our partners and stakeholders on the initiatives outlined in this plan.

Please direct questions or comments to Patrick Burns (patrick.burns@yc.edu).