

FY 2022 & 2023 Technology Plan

REVIEW AND CREATION OF THE 2024 & 2025 PLAN

Application and System Enhancement

- Work with YC partners to test and migrate to Banner 9 Self-Service.
 - Finance is scheduled for release in January 2023
 - Reviewing Time Sheet migration
- 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.
 - Phase One
 - RFP for consultant to assist with Phase One and potential RFP release (Phase Two)
 - Banner Assessment with Ellucian
 - Market Research – Vendor engagement, Demos
 - Estimated Cost, Business Case (Business Value Assessment)
 - Final Report From Steering Committee – Recommendation for Phase Two
 - Phase Two – RFP Release and Award

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.
 - Incremental changes have been made (e.g., improved user experience)
 - Current Priorities – New account requests, Email notifications

Application and System Enhancement

- Convert remaining custom Banner 8 Self-Service applications to Oracle Apex.
 - Few remaining – currently blocked
- Convert remaining classic ASP applications to .NET
 - Few remaining – priority roadmap developed
- Continue static Adobe forms conversion to Dynamic Forms
 - Example forms created – Computer Request Form, Sensitive Data Inventory, Change Orders

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.
 - Transition to Microsoft for endpoint detection/response, data loss protection, and endpoint management.
 - Email security improvements
 - Cloud application security on target
- Continue policy/procedure improvements related to risk management, Controlled Unclassified Information (NIST800-171), and compliance.
- Continue to improve information security vendor management procedures and practices

Technology Support Services

- Continue YC Laptop Initiative, which will provide laptops to all full-time employees over the next five years.
 - Substantially complete. HEERF monies covered a large portion of replacements.
- Continue rollout of large outdoor digital signage as locations/projects are approved.
 - Prescott Valley completed. Awaiting Verde Valley location.
 - New digital scoreboard in gym - early November.
- Improve night and weekend service desk support by improving existing partnerships and by exploring alternative vendors and in-sourcing options.
 - Incremental improvements with 3rd party night and weekend support provider
 - Progress on staffing issues (increased pay for student and part-time employees)

Technology Support Services

- 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.
 - Increasing hybrid (i.e., Hyflex, Zoom-enabled) classrooms (e.g., Sedona).
 - Installing smarter technology for better quality (e.g., sound enhancements)
 - Evaluate technology deployment – Right size based on need/utilization.
 - Pandemic and post-pandemic supply chain issues continue.
- Design and build new presentation systems as part of new construction and remodeling.
 - Verde Valley Skilled Trade Center – 4 mobile presentation systems.
 - Planning Phase for Verde Digital Learning Commons

Technology Support Services

- 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).
 - Laptop and hotspot checkout program via the YC Library.
 - Enhancements to cloud.yc.edu – remote software access (e.g., SolidWorks, FeatureCAM) including the entire computer lab image.

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.
 - New residence hall network (ResNet) – Wireless/wired in-room connections in each room. Expanded bandwidth to accommodate increased streaming/gaming. New portal to register devices.
 - Internet capacity increase with diverse path from Phoenix (November/December 2022). Paths run along 89a and I17 from separate locations in the valley. New network infrastructure including higher capacity firewalls to accommodate redundant connections.
 - Transitioning from on-premise authentication infrastructure to Azure – targeted December 2022/January 2023.
- Continue to upgrade intra-campus connections to 10 Gb.
 - Transition from Cisco to Aruba for cost savings.
- Remove remaining components from the Cisco phone system.
 - Currently implementing a new fax system – last remaining component.

Creation of the 2024 & 2025 Plan



Educause 2023 Top 10 IT Issues

Leading with Wisdom

Technology leaders need wisdom in order to inspire, lead, and manage their institution, IT organization, and workforce.

- 1 A Seat at the Table**
Ensuring IT leadership is a full partner in institutional strategic planning
- 3 Evolve, Adapt, or Lose Talent**
Creating a workplace that allows for and supports movement up, down, and sideways to accommodate shifts in personal and professional goals and to foster healthier work/life balance
- 5 Enriching the Leadership Playbook**
Leading with humility and candor to engage, empower, and retain the IT workforce

Educause 2023 Top 10 IT Issues

The Ultra-Intelligent Institution

Data and analytics can provide institutions with intelligence offered through ongoing, useful, and increasingly sophisticated insights.

- 2 Privacy and Cybersecurity 101**
Embedding privacy and cybersecurity education and awareness in the curriculum and in the workplace
- 4 Smooth Sailing for the Student Experience**
Using technology, data, insight, and agility to create a frictionless student experience
- 6 Expanding Enrollments and the Bottom Line**
Focusing data and analytics initiatives on identifying academic programs with high potential for recruitment ROI
- 7 Moving from Data Insight to Data Action**
Converting data analytics into action plans to power institutional performance, enhance operational efficiency, and improve student success

Educause 2023 Top 10 IT Issues

Everything Is Anywhere

With the institution no longer confined to the physical campus, leaders must find new strategies for supporting technology everywhere and anywhere.

- 8 A New Era of IT Support**
Updating IT services to support remote and hybrid work
- 9 Online, In Person, or Hybrid? Yes.**
Developing a learning-first, technology-enabled learning strategy
- 10 SaaS, ERP, and CRM: An Alphabet Soup of Opportunity**
Managing cost, risk, and value of investments in new ERP solutions

Creation of the 2024 & 2025 Plan

- Collect stakeholder input: Students, Employees, Facilities and Technology Committee.
- Current Themes
 - Multi-year project to revamp ITS services bases on best-practices (e.g., ITIL). This project includes training for the ITS team, new service catalog, uniform ways to request service, etc.
 - ERP Modernization Project
 - Campus Master Plan renovations
 - Continue to move on-premise service to cloud
 - Fiscal control: right size technology deployments, migrate to new services when needed.
 - Expanded career paths and training for ITS employees – increase retention.
 - Using technology to remain on the forefront of teaching and learning – VR, AR, AI
 - Continued support for YC Strategic Initiatives.