

A large, light green graphic of three overlapping leaves is centered behind the title text. The leaves are stylized and have a soft, semi-transparent appearance.

Information Technology Strategic Plan

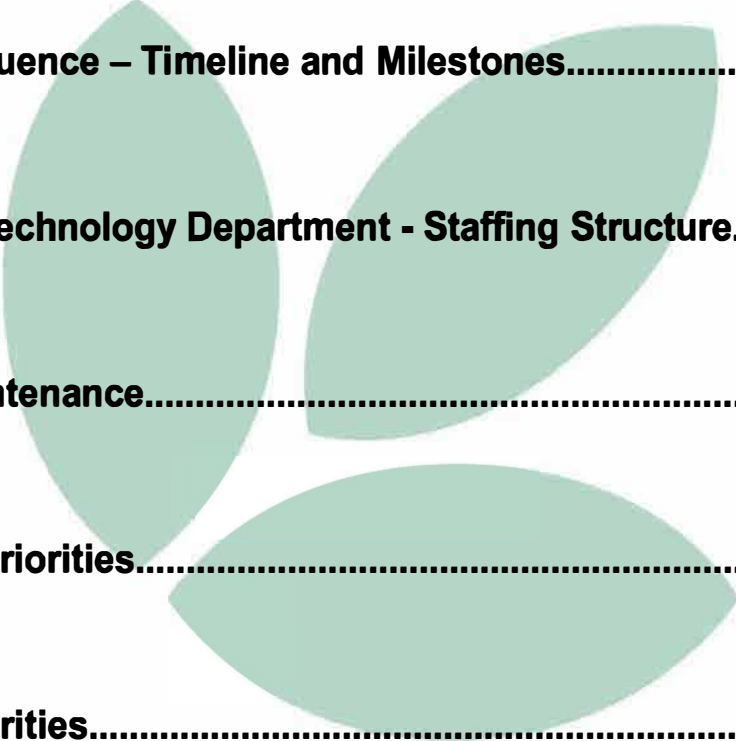
September 1, 2022 - August 31, 2025

Prepared by:

Mary Jane Parry

Executive Director of Information Technology

TABLE OF CONTENTS



Introduction..... 1

Planning Sequence – Timeline and Milestones..... 2

Information Technology Department - Staffing Structure..... 3

Ongoing Maintenance..... 4

Operational Priorities..... 5

Strategic Priorities..... 6

Introduction

This Information Technology Strategic Plan demonstrates Mohawk Valley Community College's commitment to long-term planning within a wide range of technologies. Initiatives are collected from all areas of the College during a meeting with the Executive Director of Information Technology. Each area is encouraged to invite as many representatives as they deem necessary to fully relay the priorities of the area.

Information Technology Department - Mission Statement

The Information Technology Department provides students, faculty, and staff with computing, multimedia and telecommunication based-resources for the effective instruction of our students; and by which to record, manage, and report data related to student service, administrative, and financial transactions of the college.

Information Technology Department - Vision Statement

The Information Technology Department strives to equip faculty, staff, and students with up-to-date computer hardware and software that is evaluated on a regular basis for serviceability and effectiveness. We strive to provide computer resources with which students can learn, and our faculty and staff can perform their tasks with reliable technology and relevant support services.

Information Technology Department - Guiding Principles

As members of the Information Technology Department, we recognize that we are a Service Department. Services we provide are not only for our colleagues, College Departments or to our Students; but also to each other within our department. Each of us are responsible to first and foremost, provide assistance to our teammates. In doing so, each of us can be confident that we have a full team behind us for our day-to-day work. One should never feel alone on a project and should never hesitate to ask a teammate for assistance.

Job descriptions are a given reality and we each have defined job duties. But we believe that "other duties as defined" is just as important as our conclusively defined duties.

We strive to work in pairs or small groups, and routinely change and customize the makeup of these groups to match the stated project.

Timeline

November - December

New Strategic and Operational Priorities are collected from all areas of the College. Draft plan started.

January

The Information Technology team reviews that submitted requests and determines the feasible Strategic and Operational Priorities for the following year that will be submitted to Cabinet for approval. Required budgetary allocations shall be included in the Information Technology budget request process.

March 1

Submit IT Strategic Plan and IT budget to Cabinet.

April

Discuss any questions from Cabinet.

May - August

Make any adjustments based on Cabinet approval and feedback.

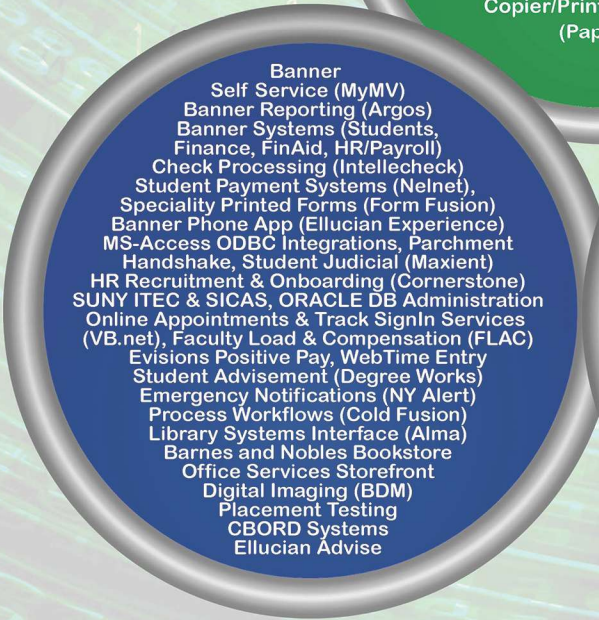
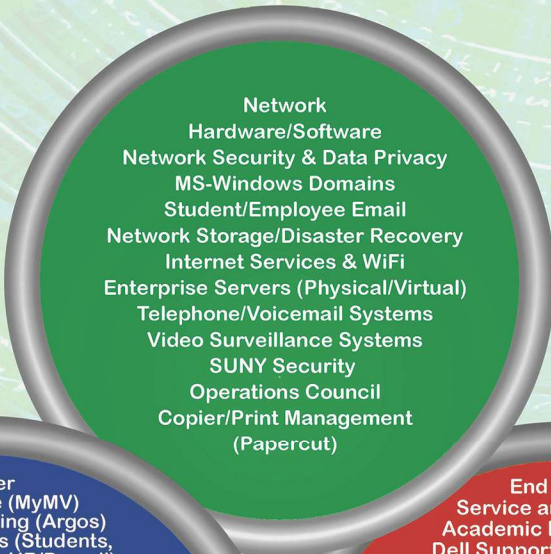
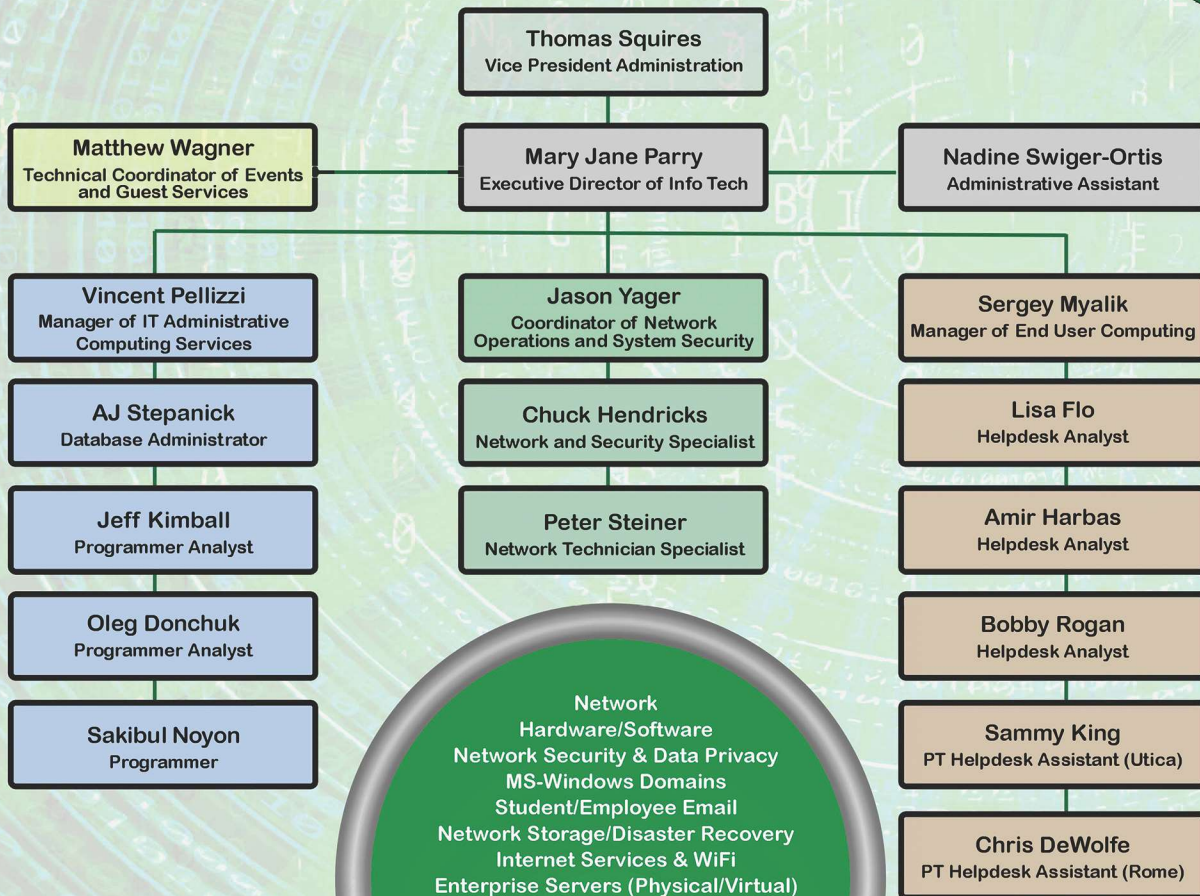
September 1

Publish Plan.

Mohawk Valley Community College

Information Technology Department

JAN 2024



Ongoing Maintenance

I. Network Infrastructure

- 1) Maintain and develop systems and hardware that support hard-wired data communications.
- 2) Maintain and develop systems to provide connectivity between the Utica Campus and remote locations.
- 3) Maintain and develop telephony systems for voice, video and facsimile.
- 4) Maintain and develop systems for the connectivity of wireless devices.
- 5) Maintain and develop email systems for Employees and Students.
- 6) Maintain and develop systems to provide Emergency Communications Capabilities.

II. Administrative Technologies

- 1) Maintain and develop systems to record, manage, and report data related to student service, administrative, and financial transactions of the college.
- 2) Leverage 3rd party vendor and SUNY support partnerships.
- 3) Continually assess, evolve and/or develop new systems for Students, Employees, Alumni and the Community; based on feasibility, planning and collaboration with college departments.

III. Data / Systems Redundancy, Security and Privacy

- 1) Provide systems for robust Data Backup and Recovery.
- 2) Maintain and develop systems and procedures to provide security and privacy.
- 2) Annually review, update and publish the “Information Technology Procedures Guide” as MVCC Board of Trustees Policy 3.34.
- 3) Maintain membership and active participation in the SUNY Security Operations Council.
- 4) Maintain and develop redundancy for Data Storage and Systems.

Operational Priorities

Maintenance/Replacements

	FY 22-23	FY 23-24	FY 24-25
Replacement Servers	\$25,000	\$48,000	\$25,000
Replacement PC/MAC Labs (Utica)	\$88,500	\$0	\$86,000
Replacement PC/MAC Labs (Rome)	\$0	\$63,000	\$0
Replacement Computers Faculty	\$30,000	\$30,000	\$33,000
Replacement Computers Non Faculty	\$0	\$0	\$0
Replacement iMacs Marketing	\$0	\$0	\$0
Replacement UPS Batteries	\$2500	\$2500	\$2500
Replacement UPSs	\$5000	\$25,000	\$8000
Replacement Screens	\$0	\$7000	\$0
Replacement for SmartBoard	\$0	\$6400	\$6400
Replacement Sound System WH225	\$0	\$0	\$1800

Strategic Priorities

Academics

	FY 22-23	FY 23-24	FY 24-25
Two Hybrid Classrooms	Equipment purchased – Set up in process	Complete	

Admissions

	FY 22-23	FY 23-24	FY 24-25
Online Application	In process	In process	
Integrate Application with Banner	In process	In process	

Holistic Support

	FY 22-23	FY 23-24	FY 24-25
			Online orientation software - Purchased

Business Office

	FY 22-23	FY 23-24	FY 24-25
Payroll Look into Banner 9 Web Time entry/expand TCP use	Part time moved, full time in process	Complete	
A/P & Purchasing Online or electronic Purchase Orders	AP Voucher Complete	Online Purchase Order on hold	

College Wide – More than one area mentioned.

	FY 22-23	FY 23-24	FY 24-25
Electronic Forms/esign solution	On going	Continue to migrate forms	Continue to migrate forms
User Access Management	In process	Ongoing	Ongoing
Forced Surveys	Beta Test	No solution	
Replace document management system	In process	Complete	
CRM	Research and recommend	In process	Continue to implement
Portal	Purchased - implemented	Continue to improve	Continue to improve
Phone system upgrade	Work with Facilities to identify and implement	Complete	
Print Management	On going	On going	On going
Workflow software		Research and recommend	\$73,000

Events

	FY 22-23	FY 23-24	FY 24-25
1 Portable Projector Screen	Purchased		

Facilities

	FY 22-23	FY 23-24	FY 24-25
Work Order System/Inventory	Purchased additional licenses		

Financial Aid

	FY 22-23	FY 23-24	FY 24-25
Automate some processes		Research and recommend	TBD after research and recommend

Human Resources

	FY 22-23	FY 23-24	FY 24-25
Performance Evaluation System	Purchased - implementing	Roll out started	
EPAF	On Hold		
Payroll Authorization Form	Complete		

Institutional Research

	FY 22-23	FY 23-24	FY 24-25
Modify SOBY to include functions created by Jim Myers	On Hold		
Find a solution to housing the HEGIS codes	On Hold		

Judicial

	FY 22-23	FY 23-24	FY 24-25
Devices to use with Maxient (3)	Complete		

Library

	FY 22-23	FY 23-24	FY 24-25
Integrate Gates with circulation software	Complete		
Print release		Research and recommend	Printers in place- print release rollout started
RFID Tech call assistance	Complete		

OAR

	FY 22-23	FY 23-24	FY 24-25
Replacement for Ensemble	Complete		

Public Safety

	FY 22-23	FY 23-24	FY 24-25
Assist with new camera systems	Complete		
Everbridge/Alertus integration		Complete	
Alertus digital display	Purchased	Complete	

Registrar

	FY 22-23	FY 23-24	FY 24-25
Course Catalog Software		On hold	
National Clearing House Student SS	Complete		

Residence Life

	FY 22-23	FY 23-24	FY 24-25
			Work order/ticket system

Rome Campus

	FY 22-23	FY 23-24	FY 24-25
Expand Bandwidth		Complete	