

Information Technology Strategic Plan

September 1, 2022 - August 31, 2025

Prepared by:

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Executive Director of Information Technology

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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**

Thomas Squires Vice President Administration

Matthew Wagner

Technical Coordinator of Events and Guest Services

Mary Jane Parry Executive Director of Info Tech Nadine Swiger-Ortis **Administrative Assistant**

Vincent Pellizzi

Manager of IT Administrative **Computing Services**

AJ Stepanick Database Administrator

Jeff Kimball **Programmer Analyst**

Oleg Donchuk Programmer Analyst

Sakibul Noyon Programmer

Jason Yager

Coordinator of Network
Operations and System Security

Chuck Hendricks Network and Security Specialist

Peter Steiner Network Technician Specialist

Network Hardware/Software

Network Security & Data Privacy MS-Windows Domains Student/Employee Email Network Storage/Disaster Recovery Internet Services & WiFi Enterprise Servers (Physical/Virtual) Telephone/Voicemail Systems Video Surveillance Systems **SUNY Security Operations Council**

> Copier/Print Management (Papercut)

Sergey Myalik Manager of End User Computing

Helpdesk Analyst

Amir Harbas Helpdesk Analyst

Bobby Rogan Helpdesk Analyst

Sammy King PT Helpdesk Assistant (Utica)

Chris DeWolfe PT Helpdesk Assistant (Rome)

Banner Self Service (MyMV) Banner Reporting (Argos) Banner Systems (Students, Finance, FinAid, HR/Payroll) Check Processing (Intellecheck) Student Payment Systems (Nelnet), Speciality Printed Forms (Form Fusion) Banner Phone App (Ellucian Experience) MS-Access ODBC Integrations, Parchment Handshake, Student Judicial (Maxient) HR Recruitment & Onboarding (Cornerstone) SUNY ITEC & SICAS, ORACLE DB Administration Online Appointments & Track SignIn Services (VB.net), Faculty Load & Compensation (FLAC) Evisions Positive Pay, WebTime Entry Student Advisement (Degree Works) Emergency Notifications (NY Alert) Process Workflows (Cold Fusion) Library Systems Interface (Alma) Barnes and Nobles Bookstore Office Services Storefront Digital Imaging (BDM)

Banner

Digital Imaging (BDM)
Placement Testing
CBORD Systems
Ellucian Advise

End User

Service and Support Academic Labs HW/SW **Dell Support Certification** Academiċ Software Licensing Smart Classroom Computers **Employee Computers/Printers** Advanced Institute of Manufacturing Recorded Video Digital Distribution Small Business Development Center MVCC ThINCubator/Carpentry Lab Airframe and Power Facility, Fire Academy Desktop/Laptop Reallocations, **Civil Service Testing**

Helpdesk: Student Accounts & Email Employee Accounts & Email, Student Loaner Laptops, Employee Distribution Lists WiFi - Smartphones/Tablets Issue Triage & Dispatch Video Conferencing Microsoft Accounts Adobe Accounts Zoom Accounts

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

Strategic Priorities

Academics

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

Admissions

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

College Wide – More than one area mentioned.

FY 22-23	FY 23-24	FY 24-25
On going	Continue to migrate forms	Continue to migrate forms
In process	Ongoing	Ongoing
Beta Test	No solution	
In process	Complete	
Research and recommend	In process	Continue to implement
Purchased - implemented	Continue to improve	Continue to improve
Work with Facilities to identify and implement	Complete	
On going	On going	On going
	Research and recommend	\$73,000
	On going In process Beta Test In process Research and recommend Purchased - implemented Work with Facilities to identify and implement	On going Continue to migrate forms In process Ongoing Beta Test No solution In process Complete Research and recommend Purchased - implemented Work with Facilities to identify and implement On going On going Research and

Events

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

Facilities

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

Financial Aid

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

Human Resources

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

Institutional Research

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

Judicial

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

Library

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

OAR

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

Public Safety

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

Registrar

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

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	