IT Services Fiscal Year 2008 Report

The IT Services fiscal year 2008 (FY2008) report covers activities between July 1, 2007 and June 30, 2008. In November 2007 a change of IT leadership was made when CampusWorks began a contract to provide oversight of technology. Most updates are from projects occurring between November 2007 and June 2008. The information presented in this report is grouped by functional area. An overview of services provided by the CampusWorks resource pool is then provided.

Administrative

Significant Accomplishments

- Creation of Administrative Users Group for oversight of administrative system.
- Creation of Technology Committee.
- Reorganization of department, focusing on core competencies.
- Completion of a five-year technology tactical plan.

Help Desk and Desktop Services
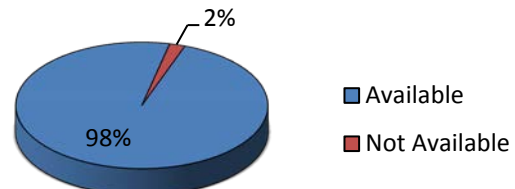
Significant Accomplishments

- Replacement of all classroom and lab computers.
- Creation of a full time help desk position.
- Development of a help desk support strategy.
- Implementation of new help desk ticketing system that incorporates customer satisfaction survey, a knowledgebase, and better reporting.

Technology Infrastructure Services

Email Availability

9%
91%

■ Available
■ Not Available

Internet Availability

2%
98%
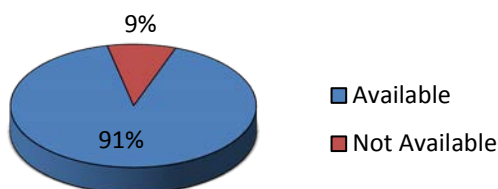
■ Available
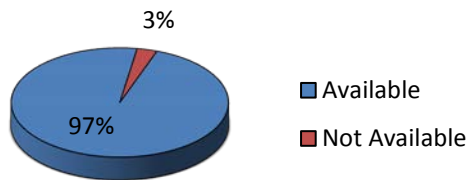■ Not Available

Significant Accomplishments

- Server consolidation

Significant Accomplishments (Cont.)

- Network stability
- Network infrastructure upgrade

Online and A/V Media Services

iTV Availability

3%

97%

- Available
- Not Available

**Web Site Availability**

1%

99%

- Available
- Not Available
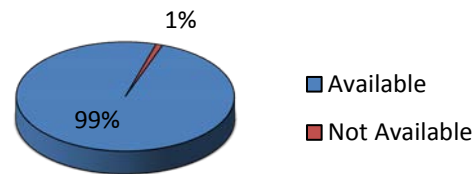
Significant Accomplishments

- Stabilization of iTV infrastructure.
- Completion of iTV room at Tuba City.
- Acquisition of new live streaming service to make commencement available live.
- Upgrade of sound system.

Administrative System Services

Banner Availability

1%

99%

- Available
- Not Available

WebCT 3 Availability

3%

97%
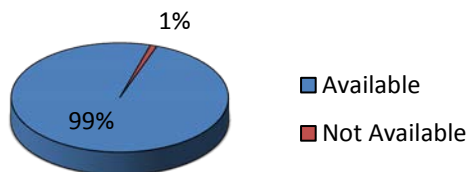
- Available
- Not Available
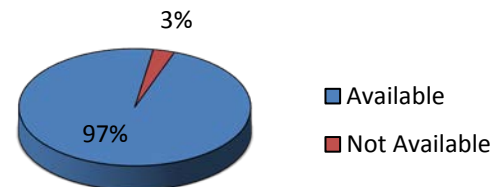
Significant Accomplishments

- Upgrade to the system providing course listings in Outlook.
- Stabilization of WebCT integration with SunGard Banner.
- Upgrade of SunGard Banner to version 7.3

The CampusWorks Connection

Since the start of the CampusWorks contract in November 2007, several industry experts have worked with the college to improve services. Resource expertise has included technology infrastructure, Banner finance, student, and human resource module support. The following are some of the projects with which the CWI resource pool has provided assistance:

Technology Infrastructure
- Student Email
- Server Monitoring
- System Consolidation
- Computer Imaging
- Software Deployment
- Identity Management
- Domain Consolidation
- Employee Email Upgrade

Banner Student
- CAPP / Degree Audit
- Population Select Training
- Letter Generation Training

Banner Finance / Human Resources
- Position Control
- Data Integrity
- Requisition Queues
- Business Practice Review
- Check / PO printing

Fiscal Year 2009 Projects

The 2009 fiscal year begins an exciting time for technology at Coconino Community College. The technology tactical plan created in early to mid 2008 outlines the expected projects for the 2009 fiscal year. Some of those projects are outlined below. For a full overview of the technology tactical plan please visit http://www.coconino.edu/its/tacticalplan/.

Technology Operations
- Technology Governance

Technology Infrastructure
- Server Consolidation
- Infrastructure Monitoring
- Enterprise Backup System
- Student Email
- Increase Bandwidth
- Domain Consolidation

Academic Computing Environment
- Employee Laptops
- Increase iTV Effectiveness
- Remote Software Deployment

Client Services
- Help Desk Support Strategy
- Help Desk Surveys

Identity Management
- No projects planned in FY09

Administrative Systems
- Business Practice Review
- Curriculum in Banner
- Institutional Reporting Tool
- Check / Purchase Order Printing
- Fine Grain Access Control
- Learning Management System Review

Administrative Systems (Cont.)
- Document Imaging
- HR Data Review
- HR Open Enrollment
- Role Based Security

Web Technologies
- Student Collaboration
- New Web Infrastructure

Security
- Emergency Broadcast System

IT Services Fiscal Year 2009 Report

The IT Services fiscal year 2009 (FY2009) report covers activities between July 1, 2008 and June 30, 2009. This report will first cover the accomplishments and an overview of services provided by the CampusWorks resource pool. The FY09 report also includes dashboards to summarize information on the effectiveness and reliability of technology during the fiscal year. The report concludes with a listing of FY10 (July 1, 2009 through June 30, 2010) projects, grouped by functional area. FY09 was an exciting time as IT Services upgraded or improved numerous technologies. The division also started year one of the five year technology tactical plan to bring industry leading technologies to the college.

Division Accomplishments

Administrative

Significant Accomplishments

- Creation of Technology Committee.
- Completion of year 1 projects in the five-year technology tactical plan.
- Implementation of several cost savings initiatives.

Help Desk and Desktop Services

Significant Accomplishments

- Installation of help desk surveys to assess customer satisfaction.
- Consolidation of computer images.
- Deployment of new system to make computer management more efficient.

Technology Infrastructure Services

Significant Accomplishments

- Upgraded email system to improve reliability in addition to adding several new features.
- Installation of a Storage Area Network.
- Tenfold increase in college Internet connection.
- New network strategy to increase speed and reliability to all campuses.
- Added redundancy in the Page Internet connection.
- Consolidation of servers for increased reliability.
- Installation of an enterprise monitoring tool.
- Moved to an enterprise Anti-SPAM service, hosted by Microsoft.
- Completion of student email project.

Online and A/V Media Services

Significant Accomplishments

- Development of a new web site template
- Implementation of an enterprise web site infrastructure
- Acquisition of a new iTV scheduling system

Administrative System Services

Significant Accomplishments

- Stabilization of WebCT integration with SunGard Banner
- Upgrade of SunGard Banner to version 7.5.1
- Implementation of Identity Management (phase 1)

Technology Tactical Plan

The 2009 fiscal year started a new five year technology plan for Coconino Community College. The plan, which is available electronically at http://www.coconino.edu/its/tacticalplan/, aligns directly to the college's three year strategic plan and was created to move technology forward in a strategic manner in order to improve services to the college community, create efficiencies, and support the academic needs of faculty and students. The following graph details the progress made through the fiscal year.

FY09 Tactical Plan Progress
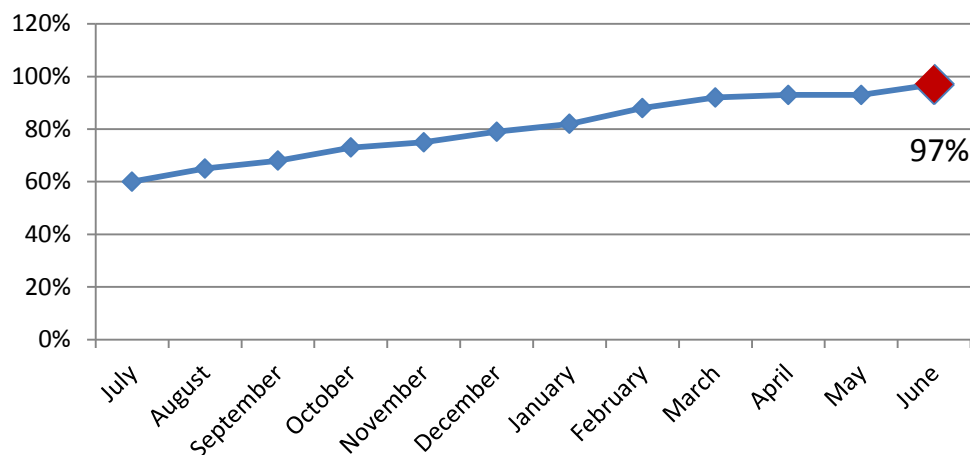
The IT Services division is proud to announce that the 2009 fiscal ended with 97% completion for year 1 tactical plan projects. The first year of the tactical plan included over 25 projects. These projects were

completed in addition to normal workload and upkeep of existing technologies. A list of projects from the 2009 fiscal year is available below.

Technology Operations
- Technology Governance

Technology Infrastructure
- Server Consolidation
- Infrastructure Monitoring
- Enterprise Backup System
- Student Email
- Increase Bandwidth
- Domain Consolidation

Academic Computing Environment
- Employee Laptops
- Increase iTV Effectiveness
- Remote Software Deployment

Client Services
- Help Desk Support Strategy
- Help Desk Surveys

Identity Management
- No projects planned in FY09

Administrative Systems
- Business Practice Review
- Curriculum in Banner
- Check / Purchase Order Printing
- Learning Management System Review

Administrative Systems (Cont.)
- Document Imaging
- HR Data Review

Web Technologies
- Student Collaboration
- New Web Infrastructure

Security
- Emergency Broadcast System

The CampusWorks Connection

Since the start of the CampusWorks contract in November 2007, several industry experts have worked with the college to improve services. Resource expertise has included technology infrastructure, Banner finance, student, and human resource module support. The following are some of the projects with which the CWI resource pool has provided assistance in FY09:

Technology Infrastructure
- Student Email
- System Consolidation
- Computer Imaging
- Software Deployment
- Identity Management
- Domain Consolidation
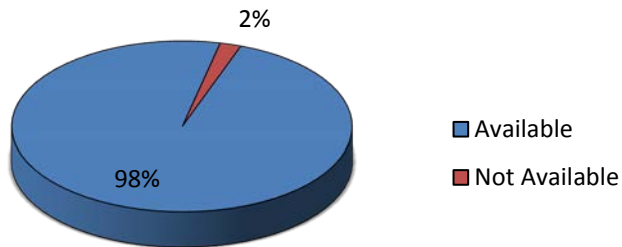- Employee Email Upgrade
- New Web Infrastructure

Banner Student
- CAPP / Degree Audit
- Population Select Training
- Letter Generation Training
- Identity Management
- Business Practice Review
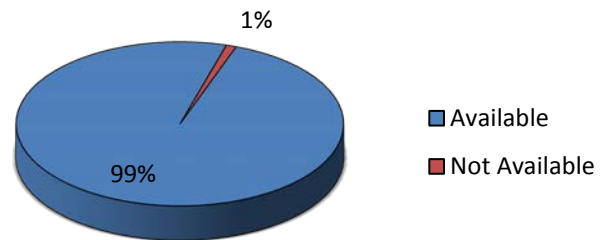- Document Imaging

Banner Finance / Human Resources
- Position Control
- Data Integrity
- Requisition Queues
- Business Practice Review
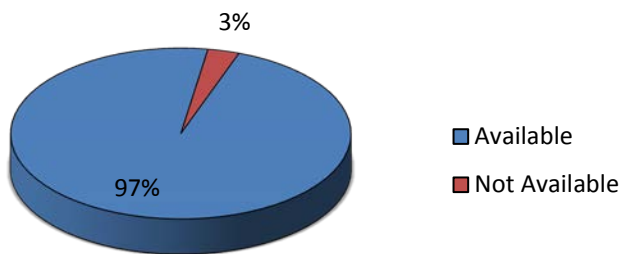- Check / Purchase Order printing
- Payroll

![Coconino Community College logo]

System Availability Dashboard

Email Availability

2%

98%

- Available
- Not Available

Internet Availability

1%

99%

- Available
- Not Available

iTV Availability

3%

97%

- Available
- Not Available

Web Site Availability

1%

99%

- Available
- Not Available

SunGard Banner Availability

1%

99%

- Available
- Not Available

Blackboard Vista Availability

10%

90%

- Available
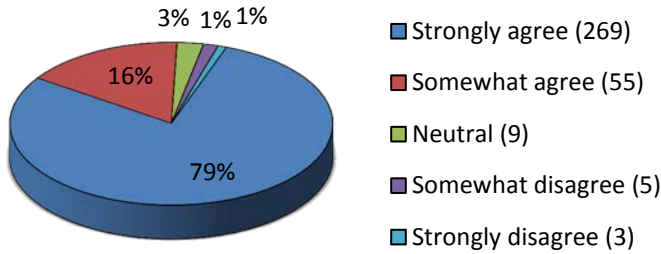- Not Available
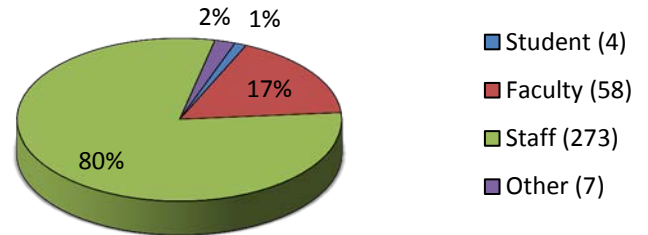
Help Desk Dashboard

You are satisfied with the overall service provided by CCC User Services.

- Strongly agree (269)
- Somewhat agree (55)
- Neutral (9)
- Somewhat disagree (5)
- Strongly disagree (3)

79%
16%
3% 1% 1%

What is your status at CCC?

- Student (4)
- Faculty (58)
- Staff (273)
- Other (7)

2% 1%
17%
80%

What method did you use to contact CCC User Services?

- Email (43)
- Walk-in (21)
- Telephone (93)
- Track-it (180)

53%
13%
6%
28%

Was the issue resolved within a timely manner upon initial contact with CCC User Services?

- Yes (303)
- No (13)
- No, but the issue was resolved satisfactorily (21)

4% 6%
90%

The assistance received was timely and the assistant was courteous, friendly, and professional when contacted.

- Strongly agree (294)
- Somewhat agree (31)
- Neutral (10)
- Somewhat disagree (3)
- Strongly disagree (2)

86%
9%
3% 1% 1%

Completed Work Orders

(Bar chart: July, August, September, October, November, December, January, February, March, April, May, June; vertical axis 0–600)
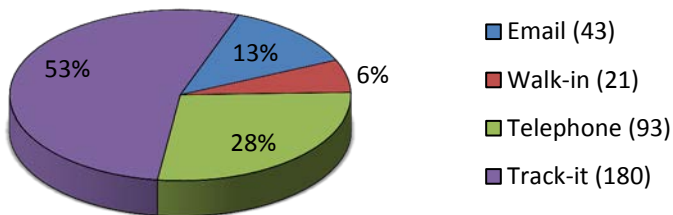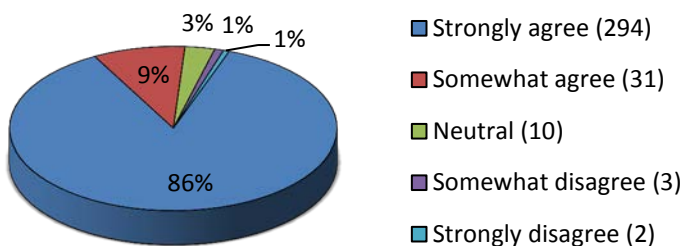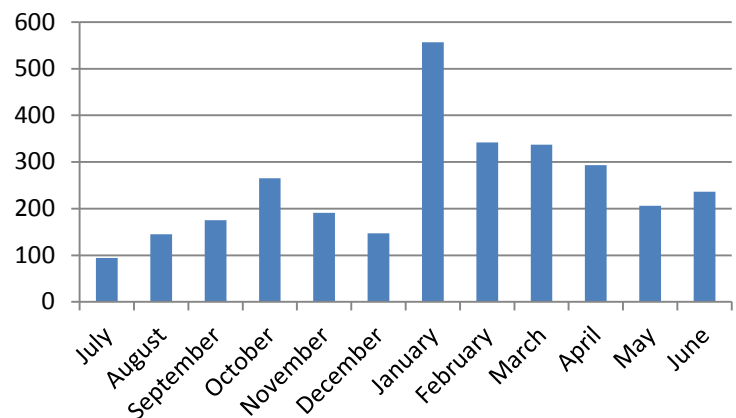
Efficiencies

In FY09 IT Services moved forward with several tier 1 and tier 2 efficiencies as outlined in the college financial sustainability plan. This section will report the areas in which technology was used to save the college money. Cost savings initiatives included:

- New Internet strategy which increased Internet services while saving the college district fund $14,000 per year.
- Student email system that will enable several departments to stop using traditional mailers for student communication.
- Centralized printing / scanning which reduces printer replacement, maintenance, and support costs.
- CTO approval of all IT related p-card purchases.
- Implementation of document imaging which will assist Financial Aid in no longer requiring paper forms to be stored. After a successful implementation in Financial Aid, this product can be implemented in other areas that use Banner.
- Turning off all desktop computers district-wide at 10pm starting May 22nd. This is expected to save over $40,000 in FY10 and future fiscal years.

Fiscal Year 2010 Projects

The 2010 fiscal year continues an exciting time for technology at Coconino Community College. The technology tactical plan created in early to mid 2008 outlines the expected projects for the 2010 fiscal year. Some of those projects are outlined below.

Technology Operations
- Change Management

Technology Infrastructure
- Storage Area Network
- Wireless

Academic Computing Environment
- Increase Effectiveness of Computing and Learning Environments
- Increase iTV Effectiveness
- Provide Remote Imaging

Client Services
- Enhance Technology Training

Identity Management
- Institute an Identity Management System
- Integrate Online Students into CCC Community
- Set Up College Portal

Administrative Systems
- Degree Audit
- Reporting "dash boards"
- Position Control
- Workflow

Administrative Systems (Cont.)
- Online Advising
- Document Imaging
- Banner 8
- General Module Testing / Training

Web Technologies
- Design Analysis
- New Web Site
- Enterprise Intranet

Security
- Increased Computer Security

IT Services Fiscal Year 2010 Report

The IT Services fiscal year 2010 (FY2010) report covers activities between July 1, 2009 and June 30, 2010. This report will first cover the accomplishments and an overview of services provided by the CampusWorks resource pool. The FY09 report also includes dashboards to summarize information on the effectiveness and reliability of technology during the fiscal year. The report concludes with a listing of FY11 (July 1, 2010 through June 30, 2011) projects, grouped by functional area. FY10 was an exciting time as IT Services upgraded or improved numerous technologies. The division also started year two of the five year technology tactical plan to bring industry leading technologies to the college.

Division Accomplishments

Administrative

Significant Accomplishments

- Completion of an acceptable use of technology policy and procedure.
- Completion of year 3 projects in the five-year technology tactical plan.
- Implementation of several cost savings initiatives.

Help Desk and Desktop Services

Significant Accomplishments

- Implementation of computer management application.
- Relocation of help desk to better serve users.
- Introduced Windows 7 to Computer Information Systems program and computing lab environment.

Technology Infrastructure Services

Significant Accomplishments

- Completed integration with NAU Cline Library.
- Added additional infrastructure services including a new battery backup system.
- Installed an enterprise identity management system.
- Acquisition and installation of system and network monitoring application.
- Completion of pilot for new voicemail system.
- Implementation of numerous cost saving initiatives.

Online and A/V Media Services

Significant Accomplishments

- Completion of a new web site for the college.
- Acquisition of new iTV equipment.
- Submission of a USDA grant to support improved video delivery of instruction.

Administrative System Services

Significant Accomplishments

- Installation of Banner 8 in a test environment.
- Implementation of Identity Management (phase 1)
- Complete of the CCC Alert system.

Technology Tactical Plan

   The 2009 fiscal year started a new five year technology plan for Coconino Community College. The plan, which is available electronically at http://www.coconino.edu/its/tacticalplan/, aligns directly to the college's three year strategic plan and was created to move technology forward in a strategic manner in order to improve services to the college community, create efficiencies, and support the academic needs of faculty and students. The following graph details the progress made through the fiscal year.

FY10 Tactical Plan Progress

98%
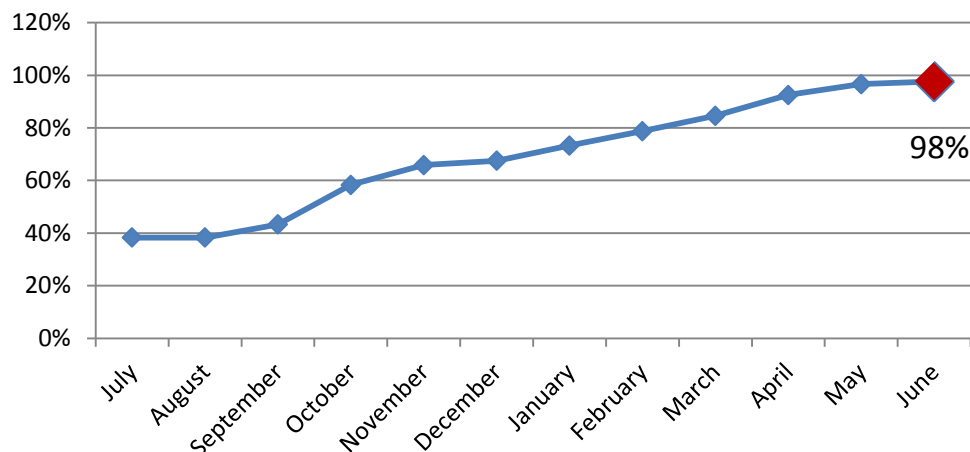
   The IT Services division is proud to announce that the 2010 fiscal ended with 98% completion for year 2 tactical plan projects. The second year of the tactical plan included over 15 projects. These projects

were completed in addition to normal workload and upkeep of existing technologies. A list of projects from the 2010 fiscal year is available below.

Technology Operations
- Change Management

Technology Infrastructure
- Storage Area Network

Academic Computing Environment
- Increased effectiveness of learning environments
- Increase iTV Effectiveness
- Provide Remote Imaging

Client Services
- Enhance Technology Training

Identity Management
- Identity Management System
- Integrate Students into Online Community
- Set up College Portal

Administrative Systems
- Reporting Dashboards
- Institutional Reporting Tool
- Banner 8

Administrative Systems (Cont.)
- General Module Support

Web Technologies
- Design Analysis
- New Web Site

Security
- Increased Computer Security

The CampusWorks Connection

Since the start of the CampusWorks contract in November 2007, several industry experts have worked with the college to improve services. Resource expertise has included technology infrastructure, Banner finance, student, and human resource module support. The following are some of the projects with which the CWI resource pool has provided assistance in FY10:

Technology Infrastructure
- Computer Imaging
- Software Deployment
- Identity Management
- New Web Infrastructure

Banner Student
- Identity Management
- Business Practice Review
- Document Imaging

Banner Finance / Human Resources
- Data Integrity
- Requisition Queues
- Business Practice Review
- Payroll

In October 2009 the college entered into a two year addendum with CampusWorks to support numerous projects. The projects identified for implementation between October 1, 2009 and September 30, 2010 are:

Banner Finance
- Updated Chart of Accounts
- Positive Pay
- Electronic Bank Reconciliation
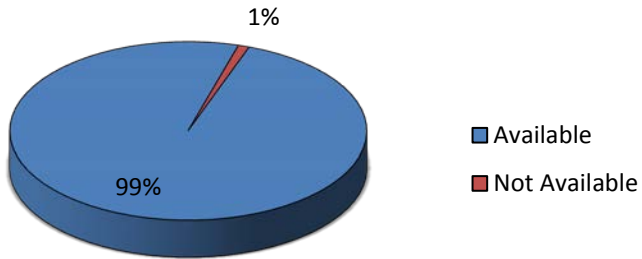- A/R Detail Codes
- Grants Module

Banner HR
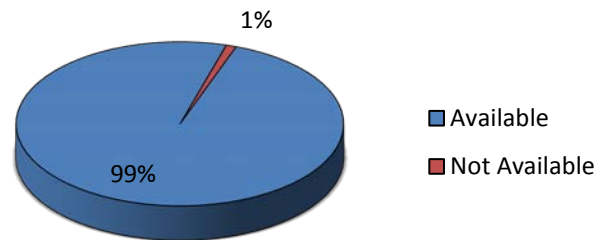- Open Enrollment
- Cafeteria Plan

Banner Student
- Web Admissions
- Web for Recruit
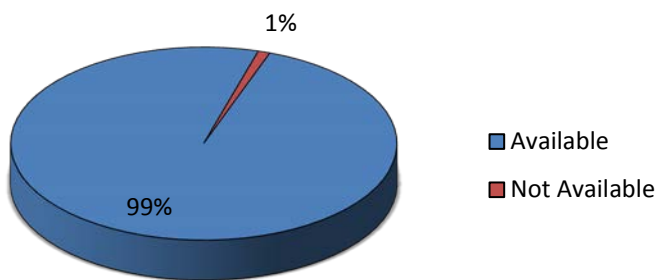- Automatic loading of placement tests
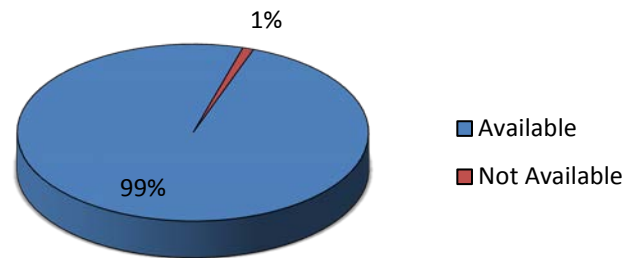
System Availability Dashboard

Email Availability

1%

99%

- Available
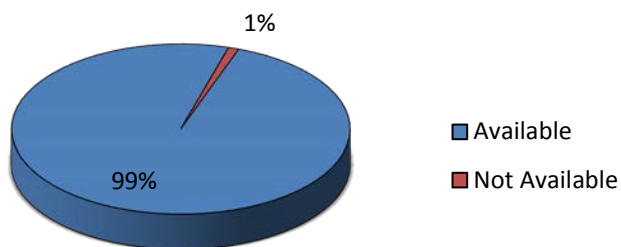- Not Available

Internet Availability

1%

99%

- Available
- Not Available

iTV Availability

1%

99%

- Available
- Not Available

Web Site Availability

1%

99%

- Available
- Not Available

SunGard Banner Availability

1%

99%

- Available
- Not Available

Blackboard Vista Availability

10%

90%

- Available
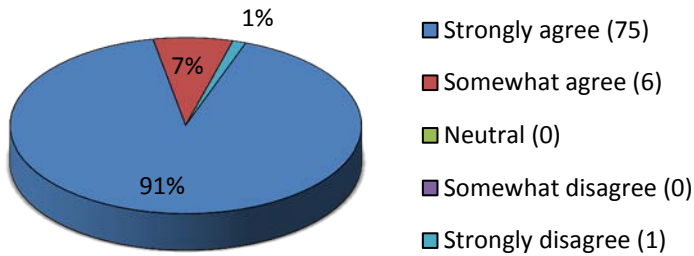- Not Available

Help Desk Dashboard

You are satisfied with the overall service provided by CCC User Services.

1%
7%
91%

- Strongly agree (75)
- Somewhat agree (6)
- Neutral (0)
- Somewhat disagree (0)
- Strongly disagree (1)

What is your status at CCC?

1%
26%
73%

- Student (1)
- Faculty (21)
- Staff (60)
- Other (0)

What method did you use to contact CCC User Services?

53%
10%
4%
34%

- Email (8)
- Walk-in (3)
- Telephone (27)
- Track-it (42)

Was the issue resolved within a timely manner upon initial contact with CCC User Services?

2%
5%
93%

- Yes (76)
- No (2)
- No, but the issue was resolved satisfactorily (4)

The assistance received was timely and the assistant was courteous, friendly, and professional when contacted.

4%
2%
1%
93%

- Strongly agree (76)
- Somewhat agree (3)
- Neutral (2)
- Somewhat disagree (0)
- Strongly disagree (1)

Completed Work Orders

Month	Value
July	265
August	341
September	249
October	245
November	246
December	133
January	267
February	266
March	228
April	281
May	181
June	213
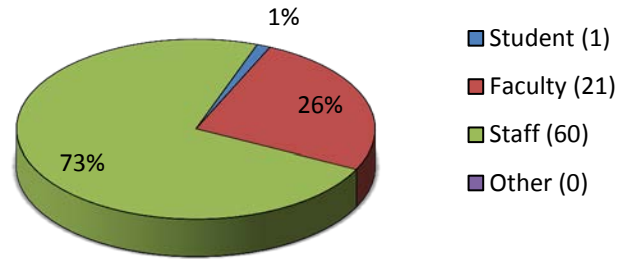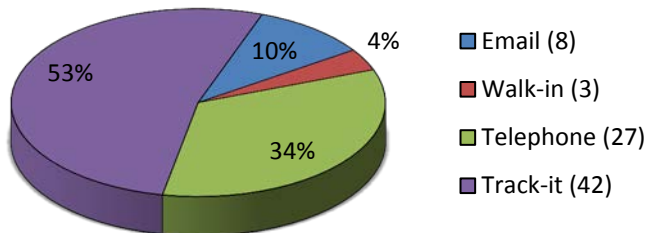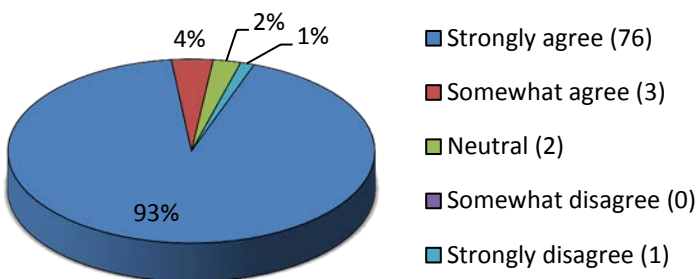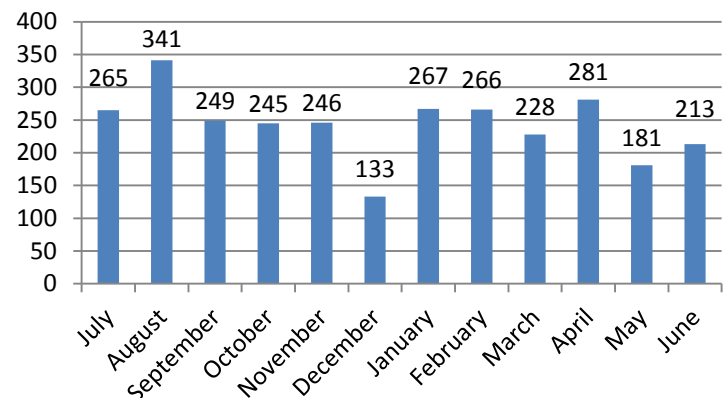
Efficiencies

In FY10 IT Services moved forward with several tier 1 and tier 2 efficiencies as outlined in the college financial sustainability plan. This section will report the areas in which technology was used to save the college money. Cost savings initiatives included:

- Reduction of 2 part time employees for a yearly savings of $25,334.
- Removal of all part time administrative funds for a yearly savings of $9,825.
- Renegotiated cell phone plans for a yearly savings of $614.
- Removal of cell phone allowance for IT employees saving $680 per year.
- CTO approval of all IT related p-card purchases.
- Implementation of numerous telephone and internet efficiencies that result in a yearly savings of $26,136.
- Turning off all desktop computers district-wide at 10pm. This is expected to save over $40,000 in FY10 and future fiscal years.

Fiscal Year 2011 Projects

The 2010 fiscal year continues an exciting time for technology at Coconino Community College. The technology tactical plan created in early to mid 2008 outlines the expected projects for the 2011 fiscal year. Some of those projects are outlined below.

Technology Operations
- Acceptable Use Policy

Technology Infrastructure
- Wireless
- Backup to Disk

Academic Computing Environment
- Student Laptop Program
- Increase Effectiveness of Learning Environments
- Provide Remote Access

Client Services
- Improved Web Presence

Identity Management
- Set Up College Portal

Administrative Systems
- Electronic Personnel Action Forms
- Electronic Budget Transfers
- Automatic Loading of Placement Tests
- Generic Oracle Accounts

Administrative Systems (Cont.)
- Common Authentication
- Learning Management System Upgrade
- Banner 8

Web Technologies
- College Portal
- Individual Web Sites
- Audio / Video Streaming

Security
- Physical Security