April 20, 2015

MEMORANDUM

TO: District Board of Trustees

FROM: Jim Murdaugh, President

SUBJECT: Information Technology Plan for FY 2015-16

Item Description

This item describes the Tallahassee Community College Information Technology Plan for FY 2015-16.

Overview and Background

As requested by the District Board of Trustees, the Information Technology Plan for FY 2015-16 is attached for your information.

Past Actions by the Board

None.

Funding/Financial Implications

This is a yearly update on the information technology plan for the College for the upcoming fiscal year. No action is necessary on the part of the Board at this time.

Staff Resource

Bret Ingerman

Recommended Action

This item is for information purposes only.

March 4, 2015

M E M O R A N D U M

TO: Jim Murdaugh, President

FROM: Bret Ingerman, Vice President for Information Technology

SUBJECT: Information Technology Plan for FY 2015-16

As we begin a new fiscal year, I wanted to outline for you the Information Technology Plan for the upcoming year.

- Continue the process of replacing and/or upgrading the College's ERP system and related systems (including but not limited to CRM, document imaging, cashiering and other systems that either require change due to ERP conversion or whose change in conjunction with the ERP conversion will benefit the College) *{Strategic Priority: Technology}*
- Continue to replace and/or upgrade the College's LMS system and related systems that either require change due to the LMS conversion or whose change in conjunction with the LMS conversion will benefit the College. *{Strategic Priorities: Student Success, Technology}*
- Replace and/or upgrade aging networking equipment and servers with an eye towards increasing redundancy of critical systems and a goal of increasing the use of virtualization technologies. *{Strategic Priority: Technology}*
- Replace and/or upgrade data backup technologies (including software and hardware) to improve reliability and scalability and to respond to the evolving design of our data and server architecture and infrastructure. *{Strategic Priority: Technology}*
- Explore and/or implement a robust centralized network and data security program including but not limited to physical and logical network security (hardware and software), intrusion detection and prevention (hardware and software), network access control (hardware and software), and data security policies and procedures. *{Strategic Priority: Technology}*
- Replace and/or upgrade aging telephone and voice communications systems and associated components (including hardware and software). *{Strategic Priority: Technology}*
- Replace and/or upgrade aging end-user computing devices and associated hardware and software components (including but not limited to desktop computers, laptop computers, tablets, etc.) *{Strategic Priorities: Technology, Stewardship}*

- Replace and/or upgrade aging classroom instructional technologies and associated hardware and software components *{Strategic Priorities: Technology, Stewardship}*
- Explore and/or implement a unified electronic desktop workspace to provide the campus with secure access to information technology resources. *{Strategic Priorities: Technology, Stewardship}*
- Replace and/or upgrade core information technology support technologies including but not limited to a help request ticketing and tracking solution, desktop imaging management system, and hardware and software inventory management system. *{Strategic Priorities: Technology, Stewardship}*
- Explore and/or implement a campus "one-card" solution. *{Strategic Priorities: Technology, Student Success}*
- Replace and/or upgrade the technology used for the College's public website, intranet, and internal collaboration site (including Sharepoint). *{Strategic Priorities: Technology, Communications/Marketing, Student Success}*
- Replace and/or upgrade the security systems in use at the College (including video cameras and related systems, dispatch software, door access, etc.). *{Strategic Priorities: Technology, Student Success}*
- Replace and/or upgrade software and/or hardware to support the work of the TCC Foundation and the Alumni and Friends association. *{Strategic Priorities: Technology, Stewardship, Communications/Marketing}*
- Support technology needs and initiatives at all campus sites and locations. *{Strategic Priorities: Technology, Student Success}*
- Explore and/or implement enhanced end-point protection, access controls, and data security (such as two-factor authentication, identity management tools, PII scanning tools, anti-virus software, mobile device management, etc.). *{Strategic Priority: Technology}*
- Replace and/or upgrade the human patient simulators as well as associated and related technologies at the Ghazvini Center for Healthcare Education. *{Strategic Priorities: Technology, Student Success}*
- Continue to merge the various units of Information Technology organizationally as well as physically. *{Strategic Priority: Technology}*

While the above list is not exhaustive, it does present a clear plan for IT for the upcoming year. I look forward to discussing this in more detail with you.