

# PLANNING/OUTCOMES DOCUMENT

<b>Name of person(s) completing this form:</b>		Jim Campbell		<b>Curriculum/Department:</b>		Information Technology and Telecommunications	
<b>Purpose/Mission Statement</b>				<b>Vision Statement, 3-5 years</b>			
Provide the College with technical services and strategic planning as related to information technology and data communications.				Provide the highest level of comprehensive technical support to enhance all aspects of the learning process.			
<b>Departmental Strengths</b>				<b>Departmental Weaknesses</b>			
The Information Technology Department possesses a creatively thinking staff with the expertise to support the College's robust network infrastructure and advanced learning environment.				The Information Technology Department faces challenges in the areas of staff cross training, advanced network certification training, and long range departmental strategic planning.			
<b>Departmental Opportunities</b>				<b>Departmental Threats</b>			
Access to the Balsam West FiberNet infrastructure opens the door for opportunities with advanced network services and distance learning applications.				The migration to the Information System of the Future will provide unique challenges for the Information Technology Department regarding demands on staff time, training, and IT resources.			
<b>College Goals</b>	<b>2004-2005 Department Outcomes/Goals</b>			<b>Success Criteria</b> (e.g. outcomes, enrollment increases)		<b>Plan of Action</b> (including resources needed)	
	Provide cluster servers to provide backup and redundancy for off campus locations			Backup and redundancy can be provided for applications and stored files		Purchase and install cluster server	
	Continue the migration process to the new College Information System of the Future			Marketed as a better information system (?)		Provide training	
	Provide failover server for BlackBoard instructional applications			Will prevent loss of service and information for students and faculty		Implement BlackBoard mirrored server	
	Implement new fiber switch to connect off campus sites			Will provide greater functionality		Purchase switch and install	
	Change the general appearance of the college web page and provide a navigational link for new students and returning students			Easier navigation for students and all individuals seeking information		Revamp webpage	
	Install filtering on GroupWise to control e-mail spam			Provide greater e-mail efficiency		Deploy and configure filter software	
	Arrange fiber connectivity through Balsam West FiberNet to serve SCC Almond and SCC Cherokee centers			Will provide high speed connectivity for data, video, and IP telephone applications		Arrange funding and deploy fiber infrastructure	
	Begin the engineering process for deployment of data, video, phones and other technology at the new Macon campus			Infrastructure planning will insure the best deployment strategy		Work with architect and task force to determine technology needs	
	Develop a rollover plan and begin implementation for replacement of college wide UPSs for network equipment			Process will prevent network service outages		Purchase UPS units and determine implementation strategy	
	Expand the storage capabilities for the college wide tape backup system			More storage will provide more backup capability		Purchase storage server and configure backup software	

<b>Criteria Results</b> Be sure to utilize most current data available	<b>End of Year Analysis</b> (Goals achieved, impact of equipment purchased, improvements to program or service, contingencies, etc.). Describe how you used the results to improve your program/department.
Backup cluster servers were not purchased due to budget limitations	Goal was not achieved
CIS migration on track	Goal has been partially accomplished – financials and human relations component complete
Blackboard server redundancy completed	Failover Blackboard server insures instructional uptime for students and faculty
Public Safety Training Center is connection to the Webster campus via fiber switches	Fiber connection supports high speed instructional applications and administrative applications
College webpage updated to add “What’s New” page	Web appearance provides easy portal access for students
GWAVA email spam filtering has been implemented	Results in reduced email spam for better email performance
Fiber connectivity to SCC Almond and SCC Cherokee Centers not accomplished	Goal not accomplished due to Balsam West’s priority to complete major backbone fiber ring
Engineering process for technology deployment at new Macon Center underway	Coordination of engineering effort with project architect
UPS rollover plan has been developed and new UPSs are scheduled to be purchased	Rollover plan insures all UPSs are charged with maximum storage capacity
A backup storage system was not purchased due to budget limitations	Goal was not achieved, but is still an important need to insure data redundancy

<b>College Goals</b>	<b>2005-2006 Department Outcomes/Goals</b>	<b>Success Criteria</b> (e.g. outcomes, enrollment increases)	<b>Plan of Action</b> (including resources needed)
<b>2,3</b>	Continue to provide migration support for the Information System of the Future	Meet NCCCS goal for project implementation	Continue with staff training and phase implementation
<b>1,2,3,7</b>	Retrofit ITV classrooms with the Tandberg Educator series	Provide enhanced distance learning opportunities	Identify funding, purchase equipment and retrofit classrooms with the Tandberg Educator systems
<b>1,2,3,7</b>	Complete fiber connectivity to applicable remote learning locations	Fiber connectivity will support enhanced online services and applications	Purchase fiber switches and implement connectivity, once fiber is in place
<b>1,2,3,7</b>	Implement phase one of the SCC/Novell Secure Portal and Identity Management Roadmap	Provide a “single sign-on” network login for users - Enhanced portal services will be provided to facilitate seamless linkages to various college databases.	Identify funding and implement phase one of the project
<b>2,3</b>	Implement fault tolerant and network attached storage system	Provide greater network storage capacity and more efficient network backup system for all campus locations	Identify funding, purchase equipment and implement system

<b>Budget Item Description (Budget items requested from college funds)</b>	<b>Current Year Budget:</b>	<b>Ongoing Operational Budget:</b>	<b>Expansion Budget:</b>
Supplies- Backup tapes, patch cables, wiring, connectors, fiber, power strips	\$5000	\$10,000	
Equipment- 78 instructional lab and faculty PCs, Cisco PIX506E, HP Procurve 3400 24G switch, HP 24 port XL 10/100 module, HP J4860A GBIC, HP 2124 switch, Triplite UPSs, SCC NOV1 server replacement.	\$106,000 for PCs and \$46,200 for other equipment	\$50,000	\$150,000 for retrofitting college ITV classrooms with Tandberg Educator units; \$150,000 for the SCC/Novell Secure Portal and Identity Management Roadmap; \$30,000 for backup storage array
Travel-	\$5000	\$5000	\$15,000
Program Accreditation-	N/A	N/A	N/A
Other- software	\$35,983		
<b>TOTALS</b>	\$198,183	\$65,000	\$345,000

**Mid-point Review**

**Progress Notes:**