

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing this form:	Information Technology	Curriculum/Department:	Information Technology & Telecommunications
Purpose/Mission Statement		Vision Statement, 3-5 years	
Provide the College with information technology support and strategic planning.		Provide the highest level of comprehensive technical support to enhance all aspects of the learning process.	
Departmental Strengths		Departmental Weaknesses	
The Information Technology Department has multi-talented staff possessing knowledge in all areas of networking, computer support, information systems, web development, and distance education technologies.		The Information Technology Department continues to face challenges in the areas of staffing, cross training, equipment life cycles, advanced training, and generally meeting the demands and expectations of the faculty, staff, and students.	
Departmental Opportunities		Departmental Threats	
Access to high speed infrastructure via the BalsamWest fiber network to deliver the multitude of instructional technologies and applications.		Continued expense incurred due to the migration to the Information System of the Future in addition to finding the resources to replace and/or upgrade equipment to meet the every changing IT demands for training.	
College Goals	2005-2006 Department Outcomes/Goals	Success Criteria (Method for measuring extent to which outcome is achieved)	Plan of Action (including resources needed)
2,3	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
1,2,3,7	Retrofit ITV classrooms with the Tandberg Educator series units	Provide enhanced distance learning opportunities	Identify funding, purchase equipment and retrofit classrooms with the Tandberg Educator systems
1,2,3,7	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
1,2,3,7	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
2,3	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

Criteria Results for 2005-06 Outcomes Be sure to utilize most current data available	End of Year Analysis (Goals achieved, impact of equipment purchased, improvements to program or service, contingencies, etc.). Describe how you used the results to improve your program/department.
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Progress has been made toward the conversion to the new information system of the future.	All the college financials and HR have been converted with much prep work already conducted toward the conversion of the student records database.
The two ITV classrooms on the main campus have been converted to the Tandberg Educator series.	We continue to work with the public schools to secure the funding to retrofit each public school ITV classroom with a Tandberg Educator system.
Fiber connectivity is in place to PSTC and the Macon Annex.	Fiber connectivity to the Swain Center, Cherokee Center, and Cashiers Center is still pending
The SCC/Novell Secure Portal and Identity Management Roadmap was not implemented due to the funding of the CampusEAI Portal Project.	Several phases of the CampusEAI Portal project have been completed and a goal has been set to have "single sign-on" access to a number of web portals by next spring.
A network attached storage system was not purchased due to budget constrains.	Goal was not achieved

College Goals	2006-2007 Department Outcomes/Goals	Success Criteria <small>(e. g. outcomes, enrollment increases)</small>	Plan of Action <small>(including resources needed)</small>
2,3	Continue to provide support for the Information System of the Future migration for student records	Meet NCCCS and SCC goal for project implementation	Continue with staff training and phase implementation
1,2,3,7	Provide engineering and technical support to implement the technologies at the new Macon Campus	Provide instructional opportunities for the citizens of Macon County	Engineer and install IP phone system, arrange connectivity for data network, and implement video conference units
1,2,3,7	Implement the CampusEAI Portal project	Provide more online resources for all students	Work with CampusEAI personnel to develop and implement various portal components
1,2,3,7	Complete the fiber connectivity to SCC remote sites	Support enhanced online services and applications	Purchase fiber switches and implement connectivity, once fiber is in place
1,2,3,7	Work with WRESA and WNCeDNet to arrange fiber connectivity to all public schools in the six western counties	Sharing of resources among all educational institutions	Provide technical assistance to facilitate the connectivity to the public school partners
2,3	Implement a 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
2,3	Implement a UPS system in the Computer Center to eliminate the portable UPSs and to eliminate voltage spikes with commercial power	Provide better power conditioning for servers and network equipment	Seek funding and implement UPS and line conditioning system for the Computer Center
2,3	Install new SPAM and Spyware filter for the College data network	Reduce bandwidth consumption due to unauthorized emails and Spyware	Seek funding and implement Cisco's ASA400 or Barracuda SPAM system
2,3	Implement campus wide wireless network with encryption and user policies	Provide wireless connectivity for authorized users to gain access to authorized services	Seek funding and implement BlueSocket controller and access points across the College's network environment

Budget Item Description (Budget items requested from college funds)	Current Year Budget:	Ongoing Operational Budget:	Expansion Budget:
Supplies- Backup tapes, patch cables, wiring, connectors, fiber, repair parts, etc.		\$10,000	

Equipment- Staff & faculty PCs, tape backup system, system UPS, spam filter, network switches for Macon, IP phone system for Macon, wireless controller and access points, network switches		To be determined	To be determined
Travel- MIS training		To be determined	To be determined
Program Accreditation-		To be determined	To be determined
Other- Software Maintenance Contracts			
TOTALS			

Mid-point Review

Progress Notes: