

# PLANNING/OUTCOMES DOCUMENT

<b>Name of person(s) completing this form:</b>	IT staff	<b>Curriculum/Department:</b>	Information Technology & Telecommunications
<b>Purpose/Mission Statement</b>		<b>Vision Statement, 3-5 years</b>	
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.	
<b>Departmental Strengths</b>		<b>Departmental Weaknesses</b>	
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.	
<b>Departmental Opportunities</b>		<b>Departmental Threats</b>	
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	2006-2007 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	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
2,3	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	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

<b>Criteria Results for 2006-07 Outcomes</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.). <b>Describe how you used the results to improve your program/department.</b>
Continued progress has been made toward the conversion to the new Information System of the Future.	All the college services (including financials, HR, and student records) have been transitioned to the new Colleague system
The new Macon Campus is operation and all technologies at the location are fully functional	The Macon Campus is connected to the main campus via gigabit ethernet using college owned fiber optic infrastructure
The CampusEAI Portal project is well underway with a number of services already tested	The Portal Project is due for full implementation and rollout in December, 07
Fiber connectivity to the new Macon Campus, Macon Annex, and PSTC has been completed	Fiber connectivity to the Swain Almond Center and the Cherokee Center are expected by late fall. The Cashiers Center fiber connectivity is expected by early spring, 08
The WNC EdNet project continues to progress	The fiber spurs between the public schools and their Central Offices in the three county service area. The ring connectivity for the Central Offices is expected to be completed by spring, 08
No progress has been made on the implementation of a fault tolerant and network attached storage system	Goal was not achieved due to funding
Plans call for a UPS system to be purchased from BalsamWest FiberNet	The UPS system will provide backup power for the College's Data Center
An email SPAM server has been installed and implemented	A Barracuda SPAM server now protects the College from unauthorized email
A campus wide wireless network with encryption and user policies has been implemented	A BlueSocket wireless network has been implemented on the Jackson Campus, new Macon Campus, and PSTC with additional wireless access points planned for rollout in 07-08

<b>College Goals</b>	<b>2007-2008 Department Outcomes/Goals</b>	<b>Success Criteria</b> <small>(e.g. outcomes, enrollment increases)</small>	<b>Plan of Action</b> <small>(including resources needed)</small>
<b>2,3</b>	Continue to provide support for the Information System of the Future migration for student records. Upgrade system to R18	Meet NCCCS and SCC goal for project implementation	Continue staff training and implementation
<b>1,2,3,7</b>	Complete the implementation of the CampusEAI Portal Project	Provide new and unique online services for students and staff	Continue current implementation plan
<b>1,2,3,7</b>	Complete fiber connectivity to the Swain Campus, Cherokee Campus, and Cashier Campus	Provide more bandwidth and faster access to online resources	Continue work with BalsamWest FiberNet
<b>1,2,3,7</b>	Continue 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	Continue the dialog with WRESA and WNC EdNet
<b>2,3</b>	Engineer and install new LAN backbone switches on the Jackson Campus	Faster connectivity to access more online resources	Engineer, purchase, and install switches
<b>2,3</b>	Engineer, install, and implement a new IP phone system on the Jackson Campus	More reliable phone system with more features and functionality	Engineer, purchase, and install switches
<b>2,3</b>	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 install system
<b>2,3</b>	Continue further rollout of wireless networks on all SCC campuses	Provide more opportunity for students to gain access to online resources	Seek funding and purchase additional BlueSocket access points
<b>2,3</b>	Implement a fault tolerant and network attached storage system	More efficient backup with better fault	Seek funding, engineer, purchase, and implement NAS

		tolerance for the protection of critical data	system
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<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- Software, cabling, repair parts, etc.		\$30,000	
Equipment- Staff & faculty PCs, tape backup system, system UPS, backbone switches for Jackson, IP phone system for Jackson, wireless access points for all campuses		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			
<b>TOTALS</b>			

**Mid-point Review**

<b>Progress Notes:</b>
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