IT Master Plan Addendum

A new comprehensive IT Master plan is expected to be released by December 2014. The release of an interim plan was put on hold to ensure that the new plan is alliance with the Academic Master plan and includes any suggestions from the Middle States accreditation visit scheduled for spring 2014.

In the interim, a set of goals for the 2013-2014 academic year was developed to support the strategic goals of the institution and its divisions (Academic, Student services, Administration and Institutional Advancement).

2013-2014 Goals:

Goal 1: In support of Priority II of the Strategic Plan, a new reporting tool will be selected and implemented to support ongoing efforts to enhance the efficiency and effectiveness of report writing and decision making.

Goal 2: In support of Priority IV of the Strategic Plan, an expansion of functionality within our document imaging solution will be performed to enhance current sustainability efforts and reduce the College’s impact on the environment.

Goal 3: In support of Priority V of the Strategic Plan, which includes growing the technology infrastructure to improve services and accommodate increasing demands of faculty, students, and administrative users, the following will be implemented:

- Middletown network infrastructure will be upgraded to support a migration to VoIP and a College-wide Contact Center with enhanced reporting abilities
- Wireless will be available on the College Green in Middletown.
  - Provide a solution for employees to seamlessly login to wireless infrastructure
- A Luminis Portal for increased and targeted communication with all members of the College.
- A scalable and robust infrastructure within the new CSE building.
- Expand and rollout Service Desk, a new Help Desk application which will allow employees to submit problems and requests as well as view the status online.
- Creation of a PC replacement process to ensure that the aging equipment is replaced on a timely basis and adequate funding is made available yearly to support this initiative.

Goal 4: Foster a superb IT department through cross-training to support projects and goals; institute a recognition program for IT staff; and create a professional development plan for each member.

Goal 5: Increase communication and collaboration both within IT and among all units of the College by making information on the reliability and availability of IT services accessible on a regular and timely
basis, developing IT processes and policies in-line with organized change management, and administer surveys on a regular basis to identify and take corrective action for areas in need of improvement.

- Continue the implementation and development of the approved Academic Technology unit within IT to meet the increasing demands of technology in the classroom.