Category[1]	Priority[2]	ID[3]	Action Item[4]	Timeline[5]	Notes
A	1	F.2.	Develop a prioritized staffing plan for hiring additional computer and network staff and management based on Program Review -- Network Analyst (A-1)	2011-2012	Network Analyst
A	2	D.1.t.	Change the current Chart of Accounts to allow Baseline Colleague implementation (A-4)	2011-2012	Dependency for future development
A	3	D.6.a.	Develop and implement improved processes and ongoing funding for institutional software licenses as determined by ITC (A-7)	2011-2015	To Be Determined (TBD)
A	4	D.6.c.	Create a centralized clearinghouse for institutional software licensing and provide staffing. (A-12)	2011-2013	Use existing staff
A	5	E.1.	Ongoing review of current physical and logical design for the SWC network at all campus locations, focusing on high-availability/ high bandwidth data (wired/wireless), video, voice communications. (A-14)	2011-2015	Network analysis and document-ation
A	6	E.1.a.	Wireless upgrade District wide (A-14)	2011-2013	Enterprise system
A	**7**	**C.2.d.**	*** Implement Financial Aid Link to allow students to purchase books and supplies in real time prior to the start of each semester. (A-18)**	**2011-2012**	
A	**8**	**E.2.a.**	*** Replace redundant network switches for the core network at the main distribution facility, including distribution switches. (A-27)**	**2011-2013**	
A	9	F.2.	Develop a prioritized staffing plan for hiring additional computer and network staff and management based on Program Review -- Systems and Programming Supervisor (A-28)	2011-2012	Systems and Programming Supervisor
A	10	F.2.	Develop a prioritized staffing plan for hiring additional computer and network staff and management based on Program Review -- Database Administrator. (A-47)	2011-2012	Database Administrator

Contributors: ITC/TPOT/CIO

Category[1]	Priority[2]	ID[3]	Action Item[4]	Timeline[5]	Notes
A	11	E.2.c.	Upgrade the electrical back-up system to provide power for important network services and related devices in case of a power outage (Replacement of existing UPS and determine SLA [Service Level Agreement] for supplying temporary power). (A-50)	2011-2013	Alternatively - Standby hosting of critical servers and data offsite
A	12	D.6.a.	Develop and implement improved processes and ongoing funding for institutional software licenses as determined by ITC -- Adobe Master Suite (A-53)	2011-2015	Depends on scope of Adobe license
A	13	D.1.d.	Develop, expand, and support SARS Suite applications (Track, Grid, Call, Alert, eSARS) for managing student appointments and tracking student services, tutorial FTEs via positive attendance in compliance with Title 5, and instructional hours at all campus locations. (A-68)	2011-2012	Already Purchased (however, need additional support)
A	14	D.6.a.	Develop and implement improved processes and ongoing funding for institutional software licenses as determined by ITC -- Read-Write Gold (A-76)	2011-2015	Already Purchased (need annual)
A	15	A.3.a.	Conduct an annual prioritization process to determine which student computer labs should be replaced, reissued, or removed for the following school year based upon the age of the computers and program review plans using project management reporting tools. (A-84)	2011-2015	Annual funding needed
A	16	D.3.	Conduct an annual proposal process to replace 20-25% of faculty and staff computer systems each year (A-84)	2011-2015	Annual funding needed

Category[1]	Priority[2]	ID[3]	Action Item[4]	Timeline[5]	Notes
A	17	A.3.b.	Development and implement new policies and procedures for installing updated software in student computer labs using project management reporting tools	2011-2012	IT and ISS
B	1	E.1.b.	WAN [Wide Area Network] upgrade District wide	2011-2013	Gross estimate
B	**2**	**G.5.**	*** Implement a college-wide emergency notification system to send alerts to students and/or employees in a matter of minutes via one or more self-selected communication means; examples include class cancellation, power outages, etc.; consider digital signage**	**2011-2012**	**Based on Proposal**
B	**3**	**E.5.**	*** Develop a multi-tiered disaster recovery plan to restore access to critical information resources in case of a catastrophic outage**	**2011-2013**	**Gross estimate**
B	**4**	**C.4.a.**	*** Improvement to MIS reporting, including matriculation data collection for improved accuracy using Data Warehouse as a management tool**	**2011-2015**	
B	5	C.2.a.	Refine an effective system that will execute student awards and electronic disbursements to avoid late payments to students	2011-2013	TBD
B	6	E.3.c.	Implement network bandwidth shaping to prevent one type of traffic, such as video, from overwhelming all other types of traffic such as web browsing	2011-2012	Gross estimate
B	7	B.1.d.	Adequate support for Office of Institutional Research using Data Warehouse to facilitate Program Review.	2011-2012	
B	8	C.2.b.	Implement ACH (Electronic Fund Transfer) of financial aid awards to allow students to receive disbursements in an electronic mode with a deposit into their personal bank accounts.	2011-2012	TBD
B	9	E.4.c.	Establish secure offsite storage of all backups and archive data files; establish process for destruction of data storage units	2011-2012	Use existing budget
B	10	C.4.e.	Implement a CCC Tran for online transcript requests and electronic exchange with other community colleges, and with four-year public and private institutions.	2011-2012	Already Purchased

Category[1]	Priority[2]	ID[3]	Action Item[4]	Timeline[5]	Notes
B	11	D.6.b.	Develop software library and license documentation to account for all copyrighted software installed on any college-owned computer/server.	2011-2013	Use existing staff
B	12	D.1.b.	Implement the assessment-tracking program for student learning outcomes (SLOs) that is integrated with the existing eLumen program	2011-2012	Already purchased
B	13	D.1.f.	Implement a resource scheduling application that integrates with Datatel Colleague to provide detailed information about room scheduling, inventory and space utilization	2011-2012	TBD
B	14	A.4.a.	Install an effective, stable course management system	2011-2012	TBD
B	15	A.2.c.	Develop new policies and procedures for installing updated software in student computer labs using project management reporting tools.	2011-2012	
B	16	A.4.b.	Provide reliable synchronized communication among all systems that interface with the CMS [Learning Management System -- BlackBoard]	2011-2013	Based on Proposal
B	17	D.1.q.	Implementation of an Electronic Student Educational Plan (SEP), e-Advising and Degree Audit reporting for the School of Counseling and Personal Development, and Evaluations office	2011-2013	TBD
B	18	D.5.b.	Review, maintain, and upgrade existing pay-for-print system in computer labs	2011-2012	
B	19	C.4.f.	Implement online credit and non-credit positive attendance tracking. Reporting for faculty and State reporting.	2011-2012	See A13 (SARS)
B	20	B.1.a.	Provide additional support of faculty in the development of instructional media to be used on- or off-campus and ensure that media meet Universal Design [ADA/UDE] standards.	2011-2012	TBD
B	21	B.1.b.	Provide a comprehensive support system to meet the needs of instructors who are teaching online or preparing to teach online and ensure that online resources are accessible for all students.	2011-2015	Collaborate with Online Learning Center (OLC)
B	22	D.2.d.	Create and implement a web-based Program Review module.	2011-2013	TBD

Category[1]	Priority[2]	ID[3]	Action Item[4]	Timeline[5]	Notes
B	23	A.2.a.	Develop a new organizational model for the operation, supervision, and technical support of current and future SWC locations - all current and future labs.	2011-2012	
B	24	D.7.	Development of policies, procedures, and guidelines for college-wide technology requests, usage, services and support to be included in the SWC Policies & Procedures manual as applicable	2011-2014	
B	25	A.2.d.	Implement new policies and procedures for installing updated software in student computer labs using project management reporting tools.	2011-2012	
B	26	A.5.a.	Collaboratively develop action plans and service level agreements [SLAs] with Student Services to provide new or enhanced online student support services (e.g., advising, counseling, enrolling, etc.)	2011-2015	
B	27	D.1.s.	Organize and implement a campus wide Datatel Users Group	2011-2012	
B	28	G.3.b.	Hire staff to support faculty in creation and posting of web pages on SWC Website	2011-2012	TBD
B	29	C.2.c.	Calculate and forecast average Pell Grant Award using a 2-year reporting period	2011-2014	TBD
B	30	F.3.a.	Provide employee training workshops on-campus and online throughout the year	2011-2012	TBD
B	31	G.3.c.	Ongoing review and improvement of the search engine and navigational links of the website	2011-2013	
B	32	A.4.c.	Provide support to instructional departments or divisions if they elect to develop fully online certificate or degree programs	2011-2013	TBD
B	33	B.1.c.	Hire digital content media support staff	2011-2013	TBD
B	34	C.3.c.	Explore a process to provide students with unified communication and information dissemination e.g., Face book, Twitter, email	2011-2012	Community Relations
B	35	D.2.a.	Develop a service catalog for supporting users of integrated third-party applications	2011-2013	IT

Contributors: ITC/TPOT/CIO

Category[1]	Priority[2]	ID[3]	Action Item[4]	Timeline[5]	Notes
B	36	G.3.a.	Develop new and updated web pages for all offices and departments on campus (required activity)	2011-2013	Community Relations
C	1	E.6.a.	Expand virtual servers to replace physical servers in the SWC domain (employee network); Virtual servers, consume less power and are more reliable and expandable than current servers. Expand virtual servers to offsite Centers.	2011-2012	Gross estimate - Depends on scope (e.g., Datatel servers)
C	2	F.3.b.	Provide ongoing training and cross-training for IT staff and management to increase their technical proficiencies and knowledge	2011-2015	
C	3	D.2.c.	Create and implement a course scheduling module that is web-based (might go with Curricunet development in D.1.c)	2011-2015	Governet proposal
C	4	D.1.g.	Expand the document imaging systems to additional offices as requested (ImageNow)	2011-2014	Already funded (partial)
C	5	D.4.	Develop and implement a new system for network access from off-campus that does not require the installation of client software; this authentication system will provide permission- level access to all authorized network resources	2011-2013	TBD
C	6	D.5.a.	Develop and publish printer standards to govern the purchasing, installation, repair, supplies and support of office and lab printers (network and stand-alone) and purchase through the technology clearing house. Combine with D.6.d.	2011-2013	TBD
C	7	D.1.l.	Develop People Admin for adverse impact reporting requirement	2011-2012	TBD
C	8	F.4.	Provide faculty and classified employee training workshops on-campus and online throughout the year	2011-2015	Recently hired new training coordinator

Contributors: ITC/TPOT/CIO

Category[1]	Priority[2]	ID[3]	Action Item[4]	Timeline[5]	Notes
C	9	D.2.b.	Develop service level agreements [SLAs] for the support of the various network applications that are used by different departments	2011-2015	IT
C	10	D.6..d.	Create a centralized clearinghouse for institutional hardware and peripherals and provide staffing. Combine with D.5.a.	2011-2013	IT
C	11	G.3.d.	Remove former SWC website (www2.swccd.edu) from the Internet; provide SWC employees with at least three months of advance notification of when the former website will be removed	2011-2014	IT
C	12	D.1.v.	Develop various HEAT processes [Help Desk System]	2011-2013	IT
C	13	C.3.d.	Create a Continuing Education application/registration web application	2011-2013	Resolve signature page issue
C	14	D.1.p.	Implement Campus Organization [module] to tracking support for student organizations	2011-2013	Needs implement-ation
C	15	D.1.o.	Develop and implement Continuing Education Module, placing non-credit training into the college's primary systems.	2011-2012	Needs support
D	1	D.1.c.	Continuous development of CurricUNET applications.	2011-2015	
D	2	G.6.	Create an emerging technology Special Interest Group (SIG) to apprise the Institutional Technology Committee of new developments to emerging technologies	2011-2015	
Footnotes					
[1] The Technology Plan Oversight Team (TPOT) categorized each Action Item into one of four categories -- A, B, C, D. Category A items are					
[2] The Institutional Technology Committee (ITC) prioritized each Action Item per category from high to low. This was done via a survey to					
[3] The ID references correspond to the IDs in the SWC Technology Plan 2011-2015.					
[4] The Action Items were taken from the Technology Plan 2011-2015 and include minor revisions per the work of the ITC and TPOT during					
[5] The timelines include items that are scheduled to begin in 2011 and include 2011-2012, 2011-2013, etc. These timelines vary somewhat					
* These items are important for compliance or potential catastrophic risk.					