

Goal Area	Goal Area Priority	Action Item ID 2011-12	Action Item	Start	End	Lead Manager	Responsible Units	Status
A	0	A	STUDENT ACCESS: Provide secure student access to learning resources and support services for all college locations	2011	2015			
A	1	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 tools.	2011	2015	Director of IT	Institutional Technology Committee (ITC) in collaboration with the Academic Technology Committee (ATC), Institutional Technology.	Annual Process
A	2	A.3.b	Develop and implement new policies and procedures for installing updated software in student computer labs using project management reporting tools	2012	2013	Director of IT	ITC in collaboration with the ATC, Institutional Technology	In Progress
A	3	A.1	Develop and implement new student user accounts for access to wireless, lab computers and online courses	2012	2014	Director of IT	ITC in collaboration with ATC, Institutional Technology	Not Started
A	4	A.2.b	Implement the new organizational model for providing adequate supervision, staff and technical support for all computer labs .	2012	2013	Director of IT	Institutional Technology	In Progress
A	5	A.6.a A.6.b	Pilot options for student access to cloud-based or virtual learning environments from lab computers -- implement if successful pilot.	2012	2014	Director of IT	Institutional Technology Committee (ITC) in collaboration with the Academic Technology Committee (ATC), Institutional Technology.	Not Started
A	6	D.1.n	Review and implement Self Service Copier Card Reader by which access to SWC's self-service copiers is controlled. <i>We need more information about this item.</i>	2012	2014	Dean of ISS	Instructional Support Services, Institutional Technology	Deferred

Goal Area	Goal Area Priority	Action Item ID 2011-12	Action Item	Start	End	Lead Manager	Responsible Units	Status
B	0	B	INSTRUCTIONAL TECHNOLOGY: Support the success of all students through the development of instructional technologies, including the delivery of instructional media for use on- and off-campus and Institutional Research. Instructional materials must meet the electronic and information technology accessibility requirements of Section 508, comply with applicable federal and state laws, and embrace Universal Design.	2011	2015			
B	1	B.1.c G.3.b B.1.a	Hire digital content media support staff . Hire staff to support faculty in creation and posting of web pages on SWC Website. 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	2015	Dean of ISS	Instructional Support Services Staff Development	Not Started
B	2	B.1.b A.4.c	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. Provide support to instructional departments or divisions if they elect to develop fully online certificate or degree programs	2011	2015	Dean of ISS	Instructional Support Services Staff Development Recommendations from ATC, ITC, OLC, OSS	Not Started
B	3	B.4	Develop and implement new procedures for efficiently licensing and delivering copyrighted and captioned instructional media content to students on and off-campus; provide training for faculty and staff	2012	2014	Dean of ISS	Instructional Support Services, Facilities, Institutional Technology, Disability Support Services	Not Started
B	4	B.2.a	Obtain input from faculty regarding instructional technology needs to better inform the ATC, ITC, Academic Senate and interested parties and improve planning.	2012	2014	Academic Program Review Coordinator and ATC Chair	Academic Senate, Institutional Research	Not Started

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B	5	B.3	Develop a proposal to complete the installation of interdisciplinary new media systems and support in the classrooms, labs, and meeting rooms based on photo lab building.	2012	2014	Dean of ISS	Instructional Support Services, ATC, Institutional Technology	Not Started
B	6	B.2.b	Design a system to digitally capture, caption, and publish classroom lectures online .	2012	2015	Dean of ISS	Instructional Support Services, ATC, Facilities, Institutional Technology	Not Started

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C	0	C	STUDENT SERVICES TECHNOLOGY: Develop, update, and implement Student Services information system and communication services.	2011	2015			
C	1	C.3.c	Develop guidelines and protocols for communicating non-emergency information with all-students and subgroups of students that incorporate email and the use of social media.	2011	2015	Dean of SS	Student Services, Communications, Institutional Technology	Not Started
C	2	C.2.a C.2.b	Develop a system to execute student awards and electronic disbursements to avoid late payments to students. 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	2013	Director of FA	Financial Aid, Institutional Technology, Facilities	In Progress
C	3	C.4.a C.4.b	Improvement to MIS data collection , verification and reporting processes. Continued adherence to mandated reporting requirements for external and internal agencies.	2011	2015	Director of Research	Research, Institutional Technology, MIS User Group	In Progress
C	4	C.3.a	Implement Degree Audit. Ongoing user-requested enhancements and changes to Degree Audit. See Dependency.	2011	2015	VP SA	Student Affairs, Institutional Technology	In Progress
C	5	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.	2011	2014	Dean of CMS (Counseling and Matriculation Services)	Counseling, Evaluations, Institutional Technology	In Progress
C	6	D.1.e	Develop online forms for students to register for events or apply for services.	2011	2015	Supervisor of Systems and Programming	Institutional Technology	In Progress

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C	7	C.1	Ongoing planning, scheduling, system preparation, testing, training, and consultation to support information technology in processing calendars for the Admissions Office , attendance accounting, and state reporting; this will also include online registration and training network schedules.	2011	2013	Dean of SS	Student Services, Instructional Support Services, Institutional Technology	In Progress
C	8	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. See Dependency.	2013	2015	Director of FA	Bookstore, Financial Aid, Institutional Technology	Deferred
C	9	C.4.f	Implement online credit and non-credit positive attendance tracking (SARS).	2013	2015	Supervisor of Systems and Programming	Instructional Support Services, Institutional Technology	Not Started
C	10	C.3.e	Modify the face to face Wait List functionality , including allowing students on Wait List first access to newly open sections and co-requisite courses	2013	2014	Dean of SS	Student Services, Institutional Technology	Not Started
C	11	D.1.p	Implement Campus Organization module to track support for student organizations	2013	2014	Director of Student Activities	Student Activities, Institutional Technology	Not Started
C	12	C.3.d D.1.o	Develop online Continuing Education application and web registration. Develop and implement Continuing Education Module, placing non-credit training into the college's primary systems.	2011	2014	Dean of ISS	Instructional Support Services, Continuing Education, Institutional Technology	In Progress

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D	0	D	CAMPUS COMPUTING: Develop and improve secure computing systems to increase institutional efficiencies and provide long-term support for campus computing needs.	2011	2015			
D	1	D.1.t	Change the current Chart of Accounts to allow baseline Colleague implementation and provide better reporting capabilities.	2011	2013	Director of Finance	Finance, Institutional Technology	In Progress
D	2	D.3	Conduct an annual proposal process to replace 20-25% of faculty and staff computer systems each year.	2011	2015	Director of IT	ITC in collaboration with ATC and IT	Annual Process
D	3	NA	Migrate to SQL based Colleague . This will require replacing IBM servers and going from AIX to Microsoft Operating System and from Unidata to MS SQL.	2011	2014	Supervisor of Systems and Programming	Institutional Technology	Waiting
D	4	D.1.g	Expand the document imaging systems to additional offices as requested (ImageNow)	2011	2014	Dean of SS	Student Services, Institutional Technology	In Progress
D	5	D.1.s	Organize and implement a campus wide Ellucian (Datatel) Colleague Users Group .	2011	2014	Director of IT	Institutional Technology, Student Services, Research, Instructional Services, Finance	In Progress
D	6	D.1.u	Develop Online Budget Development module and budget transfer processes.	2012	2014	Director of Finance	Finance, Institutional Technology	Waiting
D	7	D.6.a D.6.b D.6.c	Develop and implement improved processes and ongoing funding for institutional software licenses as determined by the ITC. Develop software library and license documentation to account for all copyrighted software installed on any college-owned computer/server.	2011	2015	Director of IT	Institutional Technology, Purchasing, Instructional Support Services	In Progress

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D	8	D.1.a D.2.d	Develop an online application for program reviews (Instruction, Student Services, Administration) based on the new forms and processes; design for future integration with other college planning and resource allocation databases. Create and implement a web-based Program Review module.	2012	2015	Supervisor of Systems and Programming	Institutional Program Review Committee, Institutional Technology	In Progress
D	9	D.2.c	Create and implement a course scheduling application that is web-based.	2011	2015	Dean of ISS	Instructional Support Services, Institutional Technology	Not Started
D	10	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.	2011	2015	Supervisor of Systems and Programming	Student Services, Instructional Support Services, Institutional Technology	In Progress
D	11	D.1.i	Implement the Assignment Contract Tracking component of Datatel.	2012	2015	VPHR	Human Resources, Institutional Technology	Waiting
D	12	D.1.j	Implement Time and Attendance Entry directly into the County Payroll system for hourly employees and many special assignments. SWC Human Resources Benefits module.	2012	2014	VPHR	Human Resources	Waiting
D	13	D.1.m	Implement online Benefits module .	2012	2014	VPHR	Human Resources, Institutional Technology	Waiting
D	14	D.1.k	Develop and implement a new HRT electronic workflow process .	2012	2014	VPHR	Human Resources, Institutional Technology	Waiting
D	15	D.1.h	Develop Load Pay - changing formula for paying adjunct faculty from hourly to load-based	2012	2015	VPHR	Human Resources, Institutional Technology	Waiting
D	16	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	2015	Direct of Purchasing	Purchasing, Institutional Technology	Deferred

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E	0	E	NETWORK INFRASTRUCTURE: Upgrade and maintain the network infrastructure to support comprehensive wireless, voice, video, and data communications with high availability and recoverability.	2011	2015			
E	1	E.1.b	Wide Area Network (WAN) upgrade District wide.	2011	2013	Director of IT	Institutional Technology	In Progress
E	2	E.1.a E.2.a	Implement an enterprise wireless network system throughout the district that is secure, scalable, robust and flexible enough to handle all of the mobile consumer devices that students and faculty bring to campus in growing numbers per the bring-your-own-device trend (BYOD). Replace the redundant network switches for the core network at the main distribution facility and at distribution racks. Upgrade the campus networks to support 1 to 10 GB to the desktop.	2011	2014	Director of IT	Institutional Technology	Waiting
E	3	E.4.c	Establish secure offsite storage of all backups and archive data files and develop processes for destroying data stored on old media.	2011	2014	Director of IT	Institutional Technology	Waiting
E	4	E.5	Develop a multi-tiered disaster recovery plan to restore access to critical information resources in case of a catastrophic outage	2011	2015	Director of IT	Institutional Technology	Not Started
E	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	Director of IT	Institutional Technology	In Progress

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E	6	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	2015	Director of IT	Institutional Technology	In Progress
E	7	E.3.a	Acquire, implement and monitor an enterprise level network monitoring and managing systems at all college locations; develop a service level agreement for network policies and monitoring	2011	2013	Director of IT	Institutional Technology	Waiting
E	8	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	2013	Director of IT	Institutional Technology	In Progress
E	9	E.1	Review of current physical and logical network design for the SWC network at all campus locations, focusing on high-availability/ high bandwidth data (wired/wireless), video, voice communications.	2011	2013	Director of IT	Institutional Technology	In Progress
E	10	E.2.c	Upgrade the electrical back-up system to provide power for important network services and related equipment in case of a sustained power outage.	2011	2014	Director of IT	Institutional Technology, Facilities	Waiting
E	11	E.3.d	Explore and possibly implement a two-factor authentication method for staff and managers who have access to sensitive data.	2011	2015	Director of IT	Institutional Technology	Not Started
E	12	E.4.a	Develop and implement a plan to identify and remove older data from the SWC network storage arrays onto a fixed storage medium for long-term archive.	2011	2013	Director of IT	Institutional Technology	Not Started

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E	13	E.4.b	Provide additional network storage space for employees; In the short-term, this can be accomplished through expanding the existing storage array. In the long-term, new storage technologies may be needed.	2011	2015	Director of IT	Institutional Technology	Not Started

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F	0	F	TECHNOLOGY SUPPORT: Provide ongoing training and technology support services to meet the needs of students, faculty, staff and managers.	2011	2015			
F	1	B.1.d	Provide sufficient levels of technology support for the Office of Institutional Research to use the Data Warehouse to facilitate Program Review.	2011	2015	Supervisor of Systems and Programming	Institutional Technology, Institutional Research	In Progress
F	2	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.	2011	2014	Computer Operations Supervisor	Purchasing, Institutional Technology	Waiting
F	3	D.1.v	Develop various HEAT processes (Help Desk System). Upgrade the HEAT software.	2011	2013	Computer Operations Supervisor	Institutional Technology, Facilities	In Progress
F	4	F.3.b	Provide ongoing training and cross-training for IT staff and management to increase their technical proficiencies and prepare them for emerging technologies.	2011	2015	Director of IT	Institutional Technology, Staff Development	In Progress

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F	5	F.1	Develop Service Level Agreements (SLAs) for the Help Desks for all SWC locations.	2012	2014	Director of IT	Institutional Technology	Not Started
		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.).					
		D.2.b	Develop service level agreements [SLAs] for the support of the various network applications that are used by different departments.					
		A.5.b	Collaboratively develop action plans and service level agreements through ISS for providing new or enhanced online instructional support services (e.g., tutoring, test taking, e-books, digital support, etc.).					
F	6	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	Director of IT	ITC in collaboration with ATC and IT	Not Started
F	7	D.2.a	Develop a service catalog for supporting users of integrated third-party applications	2011	2014	Supervisor of Systems and Programming	Institutional Technology	Not Started
F	8	D.6.d	Create a centralized clearinghouse for institutional hardware and peripherals and provide staffing.	2011	2013	Computer Operations Supervisor	Institutional Technology, Purchasing	In Progress

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G	0	G	DIGITAL COMMUNICATIONS: Develop and support multiple, digital, means of communication between the college, community, and all constituencies.	2011	2015			
G	1	G.5	Implement a college-wide emergency notification system to meet Clery requirements and send alerts to students and employees in a matter of minutes via one or more communication means; consider digital signage	2011	2013	Dean of SS	Police Services, Student Affairs, Marketing and Communications, Institutional Technology	In Progress
G	2	G.3.a G.3.c G.3.d	New Website: Develop new and updated web pages for all offices and departments on campus. Conduct Ongoing review and improvement of the search engine and navigational links of the website. Provide SWC employees with at least one month of advance notification of when the former website will be removed.	2011	2013	Director of Communications	Communications, Institutional Technology, Staff Development, All Units	In Progress
G	3	G.4	Provide additional audio and video conferencing resources to connect individuals/groups between all SWC locations using either software-based systems or new video conferencing units if needed; encourage the use of video-conferencing to reduce travel. <i>Need better definition of scope of this action item.</i>	2013	2015	Director of Facilities	Facilities, Institutional Technology	Not Started
G	4	G.2	Collaboratively develop and implement a project plan for best utilizing the district portal for college communications, student communications, online forms, etc.	2011	2015	Director of IT	Student Services, Instructional Support Services, Institutional Technology	Waiting
G	5	G.6	Create an emerging technology Special Interest Group (SIG) to apprise the Institutional Technology Committee of new developments to emerging technologies	2013	2015	Co-Chairs of ITC	Institutional Technology Committee	Not Started

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G	6	G.1.a	Establish district-wide system to unify communications for voice, email, and emerging technologies	2013	2015	Director of IT	Institutional Technology	Not Started
G	8	G.1.b	Implement a one-card system for universal access to all District services and transactions. <i>Is this still a goal in light of new Higher One financial services for students?</i>	2013	2015	??		Not Started

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H			<i>This category was created for recently requested items that have not yet been fully vetted by the ITC. These items have been added for tracking purposes.</i>					
H		NA	Implement online student parking permit purchasing process. This is a planned project and was entered here for tracking purposes.	2012	2013	Dean of SS	Student Services, Police Services, Institutional Technology	Not Started
H		NA	Develop a multi-tiered security strategy to protect access to sensitive data (e.g., student records, personal identities, etc.).	2012	2014	Director of IT	Institutional Technology, ITC	
H		NA	Offer student email accounts through Google or Microsoft with @swccd.edu? Wait for Student Portal recommendation?	2013	2015	Director of IT	Institutional Technology, Student Services, Instructional Support Services, Communications	Not Started

Goal Area	Goal Area Priority	Performance Indicators	Dependency	Required Resources (Needs additional review and revision)
A	0			
A	1	All labs have up to date computers and related servers per current hardware and software standards.	Annual funding for computer replacements.	\$750k per year as determined by Program Review to replace older lab computers; funding sources may include instructional equipment, building remodels, etc; 640 hours each year to replace the computers.
A	2	Documentation of new policies and procedures for updating software in computer labs.	Mutual collaboration and planning	80 hours to develop policies and procedures; 120 hours per semester
A	3	Students have user accounts for accessign wireless and computers in labs.	Development of LDAP to meet comprehensive needs and be compatible with potential student portal from Ellucian.	
A	4	New organizational model for supervising and support instructional computer labs.	Approval and implementation of recommendations.	
A	5	Students access cloud-based resources from any student computer on campus or ffrom home.	Development and support of new model.	
A	6	Self-service copiers operated with student print cards ??	New hardware and configuration.	

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B	0			
B	1	Faculty have adequate support for developing digital content.	Digital content media support staff (B.1.c and G.3.b)	80 hours per week for two digital content media support specialists and 20 hours per week for faculty web site support.
B	2	Increased student retention and success in online courses. Meeting needs of students for online programs.	Additional staff organization needed.	60 additional hours per week for ongoing support by an Online Learning Specialist.
B	3	Captioned displays of videos accessible from on-campus and off-campus.	Captioned sources and display equipment and training and support of faculty and staff.	Resources for staff to research what others are doing, equipment, installation and training.
B	4	Development of instructional technology needs survey for faculty and instructional support staff.	ATC Chair to develop faculty survey. Research Office to administer survey.	Requested reassigned time for ATC Chair.

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B	5	A proposal for updating all classrooms to new standards.	Funding.	
B	6	Prototype classroom and system for lecture capture and publihing.	Funding for prototype. Funding for implementation. Consideration of various resources Ustream, Edustream, YouTube.	There are Free and Open Source Software (FOSS) options available. While the resources may be free, time is needed for staff to research what is available and develop solutions.

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C	0			
C	1	Student communication mode will be used for mass dissemination of relevant college information.	Communications system to use.	50 hours initially for set-up and use; ongoing administrative management for 20 per week.
C	2	Reduced wait time between FAFSA and pay outs.	Funding, additional staff, and continual upgrade of systems.	Funding needed to support design and implementation needs.
C	3	MIS data is complete and accurate.	Training. Accurate data input. Validation of data before and after submission. New reports for departments to check MIS data throughout semester.	Development of new reports. Time for User Group training and dialog.
C	4	Degree audit and e-Advising working for all stakeholders.	Training on use of stock application. No customization of code. Very limited configuration changes.	Degree Audit is already installed. Training is needed. Possible minor configuration needed (TBD).
C	5	Successful implementation of Student Ed Plan.	New applications from Ellucian. No customization of code.	Consulting, programming, funding.
C	6	Online forms replace paper forms and are accessible to students on the college website.	Development of technical standards for accessible entry, submission, confirmation, auditing, security, storage, approval, workflow, data protection, archiving, etc.	

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C	7	Calendar of significant IT events for Student Services and IT.	Planning and documentation.	
C	8	Students able to access Financial Aid to purchase textbooks before classes begin.	Need to fix Accounts Receivable and Accounts Payable in Colleague. FA Link cannot be implemented until CF is fixed.	
C	9	An accurate and comprehensive positive attendance tracking systems that results in accurate and reportable numbers.	Determine which software best fits the needs of stakeholders through collaboration.	Funding needed for positive attendance software replacement and staffing; technical support at positive attendance tracking location.
C	10	Wait list functionality meets requirements.	No code customization.	
C	11	Campus clubs and organizations tracked	Configuration of system. Ellucian Action Plan to address this item.	Programming and consulting, 40 hours.
C	12	Development of application and implementation.	System set-up, programming, monitoring, and response. Ellucian Action Plan to address.	

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D	0			
D	1	Chart of Accounts changed to new structure that meets CCC accounting standards.	Development of new account codes. Conversion of GLs. Training.	Funding, consulting, staff hours.
D	2	Faculty and staff offices have up-to-date computer equipment through annual replacement cycle.	Annual funding.	\$80,000 initial cost; 320 to hours each year to install/configure computers. About \$300,000 per year for employee computers.
D	3	Colleague runs on MS SQL and not Unidata.	New servers. New reports. Migration strategy and implementation.	
D	4	Additional offices can use the ImageNow document imaging system to go paperless and conserve paper and storage resources.	Funding for document imaging software and hardware	120 hours per department funding for document imaging software licenses and scanners; funding to replace servers and storage every 4 to 5 years; 8 hours per week for ongoing maintenance and user support.
D	5	Regular User Group meetings of Colleague power users from each area.	New User Group charter and membership.	Time for Colleague users to meet. Power User Group
D	6	Develop new annual budgets within Colleague.	New chart of accounts (D.1.t.)	
D	7	Reliable source of funding for institutional software	Prioritization of funding.	\$100,000 per year.

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D	8	Identification and prioritization of online application needs.	Adequate user input, testing and programming support.	
D	9	Web-based course scheduling module is implemented; improved efficiency of course scheduling through one paperless process.	Funding Collaboration with all scheduling constituents	Possible module purchase through CurriCUNET; \$10,000
D	10	SARS Suite applications are installed and supported as needed for all areas.	Documentation of needs. SARS configuration and implementation. Computer Kiosks.	20 hours per week for ongoing maintenance and user support; annual license renew cost of \$20,000.
D	11	Assignment contract information stored within Colleague	Ellucian Action Plan to address this item and dependencies.	
D	12		County payroll system? Training.	
D	13	Benefit information stored within Colleague	Ellucian Action Plan to address this item and dependencies.	
D	14	Simplified, online, processes for HRT.	Develop new requirements for HRT (functional and technical).	
D	15	Load pay information stored within Colleague	Ellucian Action Plan to address this item and dependencies.	
D	16	Schedule events, meetings, performances, etc., and get room reports.	Identification of system to meet all requirements.	District to provide estimate of staff time; 120 hours to input resource information; ongoing license costs; staff training; ongoing maintenance and support.

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E	0			
E	1	Faster Internet access from sites.	New WAN circuits installed.	
E	2	Students and faculty can get online to access high bandwidth applications from most any location throughout the district with their own devices.	Network modernization project (Prop R).	Bond project approval. Project manager.
E	3	Secured storage implemented (Use Otay Mesa).	New servers to locate at Otay Mesa.	Funding and secure storage location.
E	4	An approved disaster recovery plan.	Consultation, planning, documentation, implementation and testing.	360 hours to develop the plan; need additional storage resources to implement the plan. Virtual servers would help.
E	5	Employees can securely access authorized network resources from off-campus.	Finish testing WebVPN solution.	40 hours to research and implement; 8 hours per week of ongoing maintenance and user support.

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E	6	Access to virtual servers.	Funding and installation.	\$50-75k for servers, licenses, storage, racks, etc; 160 hours to install virtual servers and decommission old servers; 8 hours per week to monitor and maintain.
E	7	Enterprise level monitoring and managing of network resources.	Network modernization project (Prop R).	
E	8	The network will not be overly congested by one type of traffic, such as video.	Network monitoring approved network shaping policies and procedures. Packetshaper already on-site. Need tech assist with install.	160 hours to research and install; 4 hours per week for ongoing maintenance and user support.
E	9	Documentation of network design and development of new physical/logical design.	Review and documentation.	480 hours to research, develop, and document network design.
E	10	Operational servers remain accessible during power outages. Need a complete site survey, quadrupled runtime and additional "shutdown" clients, especially VMWare-aware clients.	Network modernization project (Prop R).	An electrical generator and power system that is connected to the main distribution center.
E	11	Two factor authentication for important resources.	Identify important resources and two-factor authentication methodology.	
E	12	Optimal use of storage arrays.	Planning and documentation.	

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E	13	Employees have adequate network storage for accessing work-related documents.	Assessment of current storage - may need additional storage.	

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F	0			
F	1	The Data Warehouse is a trusted source for program review data.	Training and implementation.	Sufficient hours of staff testing and validation.
F	2	Improved communications for printer purchasing and support processes	Development of new printer support standards.	40 hours to develop and 4 hours per semester to update.
F	3	Reports satisfactory produced and assignments made. IT and HEAT use one database.	Funding, consulting, training.	Funding, consulting. 80 hours.
F	4	Technical staff are more proficient and able to cover for each other.	Staff and management participation in classes, workshops, conferences, etc.	20 hours per person, per year, maximize the use of district funds for management and classified staff training.

Goal Area	Goal Area Priority	Performance Indicators	Dependency	Required Resources (Needs additional review and revision)
F	5	Documented Service Level Agreements (Administrative Unit Outcomes?) between IT and various divisions.	Time for dialog within IT and with the various divisions. Time for documentation development.	
F	6	Users will have a better understanding of technology policies and procedures.	Policies and procedures reviewed by SCC.	40 hours for the improvement or development of each policy and procedure.
F	7	A documented catalog of all third-party applications we support that is communicated with respective stakeholders.	Assessment of current applications and documentation.	60 hours to develop new procedures for support and provide training for staff; may need to purchase additional licenses for help desk system.
F	8	Institutional hardware and peripherals are ordered through the staffed centralized clearinghouse.	Funding Staffing for IT and Purchasing Coordination with Program Review	60 hours a week for one full-time and one part-time staff person to oversee and purchase hardware and peripherals.

Goal Area	Goal Area Priority	Performance Indicators	Dependency	Required Resources (Needs additional review and revision)
G	0			
G	1	Notifications can be readily sent to students or employees.	Depends on the system it may be possible to find one system in place of all the disparate systems used by different offices.	Depends on the system-it may be possible to fund one system in place of all the disparate systems used by different offices.
G	2	All departments are represented on the website with current information	Employee involvement from each department. Correlates with G.3.c	64 hours per week for training and support of departmental employees.
G	3	New audio video conferencing resources.	Facilities planning and implementation.	
G	4	Student portal for all services and interactions with the College.	Ellucian Action Plan to address this item. Grant approval.	
G	5	The Institutional Technology Committee and interested parties have updated information about emerging communication technologies.	Establish a group (existing or new) to address emergening technologies.	60 hours per semester for reading publications/websites, attending conferences, discussing findings, and documenting recommendations.

Goal Area	Goal Area Priority	Performance Indicators	Dependency	Required Resources (Needs additional review and revision)
G	6			
G	8	<i>Need to redefine or drop.</i>		

Goal Area	Goal Area Priority	Performance Indicators	Dependency	Required Resources (Needs additional review and revision)
<i>H</i>				
<i>H</i>		<i>Students can go online to purchase parking permits.</i>	<i>Vendor agreement.</i>	<i>Current project.</i>
<i>H</i>		<i>All sensitive data is identified, secured and protected.</i>		<i>Policy development. Technical training. User training. Security tools.</i>
<i>H</i>		<i>SWC students have access to third party email provider (e.g., Microsoft or Google) with usernames and domain name managed by SWC</i>	<i>New student portal.</i>	