Integrated Technology Plan

FY 2018 – 2020

College
Lake County™

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Introduction & Overview

The Information Technology Service group (ITS) at the College of Lake County is an internal organization dedicated to assuring excellent delivery of products and services in the following areas:

- User Services
- Application Services
- Network Support Services

The team is committed to providing technical leadership, staff and student support, training and the development of policies and procedures that relate to technology in the college environment.

Information Technology Services, under the leadership of the Chief Information Officer, provides the following services and support to faculty, staff, and students:

- Helpdesk User Support
- Enterprise application
- Network infrastructure
- Server Based Computing
- Audio visual
- Desktop/laptop deployment (Staff and Faculty Only)
- Telecommunication (Staff and Faculty Only)

A complete list of the ITS Service Catalog is included in Appendix A.

The Integrated Technology Plan is a directional tool that ensures that the Information Technology Services (ITS) operations are synchronized with the College's mission, vision, strategic plan, identified resources, and timeframes.   The plan is not a concrete roadmap nor is it all-inclusive. The plan focuses on identified priorities, and it allows for changes and flexibility as technology shifts.   This document is updated annually to ensure that technology is keeping pace with the needs of students, faculty, and staff while leveraging current and future technological trends.

ITS uses the input of the Information Technology Commission (ITC) to provide input that is critical in setting directions and priorities for IT. This process includes developing and implementing strategic and tactical IT plans and the ability to allocate resources properly. ITC membership consists of Faculty members, Specialist and Classified Staff, Student(s), Administrators and representatives of the Southlake and Lakeshore campuses. ITC meets monthly during fall and spring semesters.

In addition to ITC, the Information Technology Services Staff regularly participates with other college committees to discuss operational issues and prioritize project requests. These groups include the ERP Steering Committee which drives the applications within our core PeopleSoft systems.

ITS also obtains direction from GCC (Governance Coordinating Council) which was recently revamped this last fiscal year to allow for direct input from the college and full transparency of projects.

Current Environment & Enterprise Applications

Of the 240 total classrooms at CLC, 95% are considered "Smart Rooms" with a minimum of one desktop computer, overhead projector or document camera and a DVD player. There are 72 laboratories with a total of 2282 computers supported by ITS at all three campuses.

As an extension to the wired network, CLC offers wireless services on all three campuses. Additional access points are being added as existing buildings and wings are remodeled or as new facilities are constructed as part of the Masterplan.

ITS provides technology assistance in support in several areas of the college. The following items are key enterprise applications currently in place at CLC

PeopleSoft ERP

- Campus Solutions 9.0 – Student administration including the ability to register/drop classes, make payments and view schedules/grades online.
- Financials 9.2 – Finance administration including purchasing, e-procurement, accounts payable, general ledger and financial reporting.
- Human Capital Management 9.1 – Human Resources administration which includes employee self-service. (9.2 upgrade target July 2017)

These applications run on proprietary software, PeopleTools 8.54. The PeopleTools 8.54 release (upgraded August 2015) is a game changer; it includes several new features like HTML5, which is a key technology for mobile devices. Additionally, with mobile computing in mind, the PeopleSoft modules will be modified to make use of Home Pages and Dashboards, Related Actions, Hover, and Related Content features, which will ease mobile navigation. The project team continues to evaluate the new tools as they apply to the Financials 9.2 recently completed upgrade (April 2016).

As a result of the upgrade and evaluation of the new technologies, several new engaging and informative dashboards have been created to facilitate data-driven and informed decisions. These dashboard implementations include Students, Deans, Academic Operations Managers (AOM), Adult Ed, Welcome Center and the Welcome Center for Counseling.

Blackboard

Blackboard Enterprise is used as the Course Learning Management System. Our LMS is the second most used piece of software by both our faculty and students. Interaction with our LMS is daily involving such activities as taking assessments, posting and consuming of content and use of other resources linked via the LMS to support the classroom learning environment. We are working to grow our LMS system to include more capabilities around content management and virtual classroom technologies.   This system is currently maintained by Educational Affairs.

CLC Website

Under the leadership of the Public Relations and Marketing department, the college features a website, featuring responsive web design using the Telerik Sitefinity content management system. Currently, all updates to the website are performed by the Public Relations and Marketing web team staff.

Recently the college updated the search engine to use Google Search technologies.

Blackboard Mobile Springboard

The Mobile Springboard is a platform that allows CLC to utilize some pre-packaged features such as Maps, News, and Directory. We also have the ability to add our custom links to publish additional information via the mobile app. We currently have several links into our Enterprise system for resources relevant to faculty, students, and staff of the college.

MyCLC – Student, Faculty and Staff Portal

CLC has a faculty, staff and student portal called "My CLC". The current tool provides core functionality such as menu-driven navigation, single sign on, unique user communities, user group centric content, and discussion forums. The portal also includes the ability to access multiple applications such as PeopleSoft, Blackboard, campus announcements, calendars, college newspaper and internal directory information. The portal is currently hosted by Campus EAI.

Microsoft Exchange 365– Staff and Faculty

ITS supports and maintains a comprehensive unified messaging service for the staff of CLC which includes voicemail and email. Email is currently hosted by Microsoft with a few exception platforms that require a physical environment.

Google Gmail – Students

All students are provided an email account with the domain of stu.clcillinois.edu currently hosted by Google.

Google Maps

The college has worked with Google to create an online map of all three college campuses. Google Maps details not only includes roads to the college, but internal areas within the college (the James Lumber Center- JLC and the Library Resource Center - LRC) as well as actual classroom locations. The college is currently under construction as well as some renumbering of wings and classrooms. The map will be updated when construction and reorganization are completed.

Additional Software

There are over 100 other software applications used for student education and development throughout the college, including but not limited to Adobe, Dentrix, Respondus and YouSeeU.

Technology Outlook

For two consecutive years, Information Security has taken the #1 spot for the top 10 issues as identified by Educause. Previously, it ranked as low as 8 and 10.   We all know that security is a top concern and focus for most institutions both private and public. It is my belief that security is not just a single item but must be considered, addressed and interwoven in all areas, including but not limited to technology.

The college continues the focus on student success and completion by encouraging support of educational technology and collaborating with academic leadership to leverage technology to improve student outcomes.

The college recently established a cross-college initiative under the acronym of "MRI" (Marketing, Research, and Innovation) uniting the talents, strategies, and programs of CLC's marketing, research, professional and community development as well as technology teams. The goals of this group, specific to ITS, include bringing innovative thinking about technology and re-thinking how we engage with technology in higher education. Think mobile!

The overall goals for MRI include acceleration of program and service innovation, building the CLC brand and image, increasing market specific knowledge, programming and communications, growing market share and enrollment and strengthening student retention.

Below are the top IT issues identified by Educause, 2017

1. **Information Security**: Developing a holistic, agile approach to reduce institutional exposure to information security threats
2. **Student Success and Completion**: Effectively applying data and predictive analytics to improve student success and completion
3. **Data-Informed Decision Making:** Ensuring that business intelligence, reporting, and analytics are relevant, convenient, and used by administrators, faculty, and students
4. **Strategic Leadership:** Repositioning or reinforcing the role of IT leadership as a strategic partner with institutional leadership
5. **Sustainable Funding:** Developing IT funding models that sustain core services, support innovation, and facilitate growth
6. **Data Management and Governance:** Improving the management of institutional data through data standards, integration, protection, and governance
7. **Higher Education Affordability:** Prioritizing IT investments and resources in the context of increasing demand and limited resources
8. **Sustainable Staffing:** Ensuring adequate staffing capacity and staff retention as budgets shrink or remain flat and as external competition grows
9. **Next-Gen Enterprise IT**: Developing and implementing enterprise IT applications, architectures, and sourcing strategies to achieve agility, scalability, cost-effectiveness, and effective analytics
10. **Digital Transformation of Learning:** Collaborating with faculty and academic leadership to apply technology to teaching and learning in ways that reflect innovations in pedagogy and the institutional mission

Source: Educause 2017

In addition to overall security and student success and completion, the College of Lake County is focusing attention in the following areas.

Staff Development and Improvement or Sustainable Staffing

Year 2 in a three-year goal, CLC made significant strides in working to shift the focus on achieving the ultimate service satisfaction levels of students, faculty and staff. Success can only be accomplished by increasing the knowledge, skills and satisfaction levels of existing staff through training, cross training, and personal development while retaining the lessons learned through repetition and application.

CLC began this objective by analyzing training needs for the various areas in ITS. In addition to support for specific skills, we focused on Customer Service and Management Training, two key components for increasing satisfaction both for the end user and the employee. Both components were targeted for training and improvement in year 1 and we a have tracked a higher level of satisfaction with the service experience as evident from the results of the operational survey conducted with staff and faculty in November of 2016.

To capitalize on the expertise that exists within ITS, we created a Tier 3 role in user services to provide a wider variety of tasks and projects that include greater responsibility, accountability, and satisfaction to the team member. While not without bumps, this team has begun to focus on project based activity vs the day-to-day operations but continuing to allow time for backfill for complete coverage.

Data Informed Decision Making

Business Intelligence (BI) is a process of collecting various internal and external data into a central location. The information is then provided to end users within the organization to easily query the data in multiple ways to discover value within the data and to help drive decisions. Analytical tools are becoming a necessity for analyzing and sharing data that are stored in an Enterprise Resource Planning (ERP) system as well as other sources of reference within the college or nationally.

While an ERP solution allows institutions to integrate and manage the majority of their information in one database, the BI tools allow the institution to quickly retrieve, analyze, and report the data without compromise or performance degradation of a production system. This is possible by developing a data warehouse. The warehouse allows for extracts of relevant data from the ERP system of record and other systems containing student data. Business intelligence tools are user-friendly web-based applications that include online analytical processing (OLAP) technology, dashboards, data mining, and other analytical tools that assist organizations in making informed decisions while planning for action. Furthermore, reports generated by analytical tools can easily be shared and disseminated across the institution.

CLC currently uses a data warehouse for mining of student data in the Office of Institutional Effectiveness, Planning & Research Department and reports are distributed accordingly. Other tools used throughout the college include Resource 25 for the analysis of space utilization, Target X, for student recruiting and the ability to look for and study patterns of behavior, and financial review within our PeopleSoft ® ERP system. CLC has started to explore opportunities for more analytical research and dissemination of information using either our current tools or a similar tools for use in other areas of the college.

Improving Student Outcomes

Technology will play critical roles from capturing students' interest and academic goals, retaining students to assist them in reaching their goals, to intervening early to prevent students from falling behind and in improving student outcomes. There is a tremendous amount of data available about students from many different applications that can provide the college information on how to better assist students.

Technology offers tools to faculty and administrators to assist students towards success in college. They can connect with each other virtually by using social media, thus expanding the support systems necessary to be successful. Also, the use of open educational resources has reduced the financial burden faced by the students.

CLC had a soft launch of the internal help desk services in April 2016 and was in-house in June for full student support as well as staff and faculty. This initiative included new hires and new software to provide better support for students resulting in greater student academic success. College employees and student apprentices who are familiar with the student's educational and technology needs best serve CLC students.

Optimizing Educational Technology

Learning Management Systems, collaborative learning, online class technology, virtual offices, and mobile learning all come to mind when referencing educational technology. Educational technology allows learning to occur outside of the traditional classroom and in innovative ways that include many forms of technology. The college has recently converted the Alternate Instruction Committee to the new Educational Technology and Online Instruction Committee. This group is composed of the Director of ITS User Services, faculty representatives from each academic division, and the Educational Technology team from the Teaching, Learning, and Educational Technology Center. The committee is responsible for issues surrounding instruction via distance learning and/or technology, classroom technology, and any educational technology related solutions.

ITS is excited to begin more formalized work with the college to encourage use and optimize functionality for the tools that we currently have in place while continuing to look for opportunities to bring unconventional yet successful methods of learning into the college.

Conclusion

The College of Lake County must continuously analyze and adapt to rapidly changing technological advances to meet the needs of our students, faculty, staff, and administrators. Our goal is to enhance the student learning experience, deliver quality services to faculty, staff and students and explore innovation to drive student success.

Our number one goal for ITS continues to be, increasing the knowledge, skills, and satisfaction of the ITS team and supporting our students directly. We have tools that allow for tracking and measuring of key activities. As we begin to track – we currently are looking at setting an internal benchmark and measuring for improvement/success and eventually comparing to industry standards.

Mobile Computing and The Cloud are essential to the college to meet the needs of our stakeholders. Based on what today's CLC students are demanding, mobile technology adoption is necessary, and the required steps are under exploration for full adoption. Students use their phone for just about everything, as a result, we need to explore our applications for mobile adaptation.
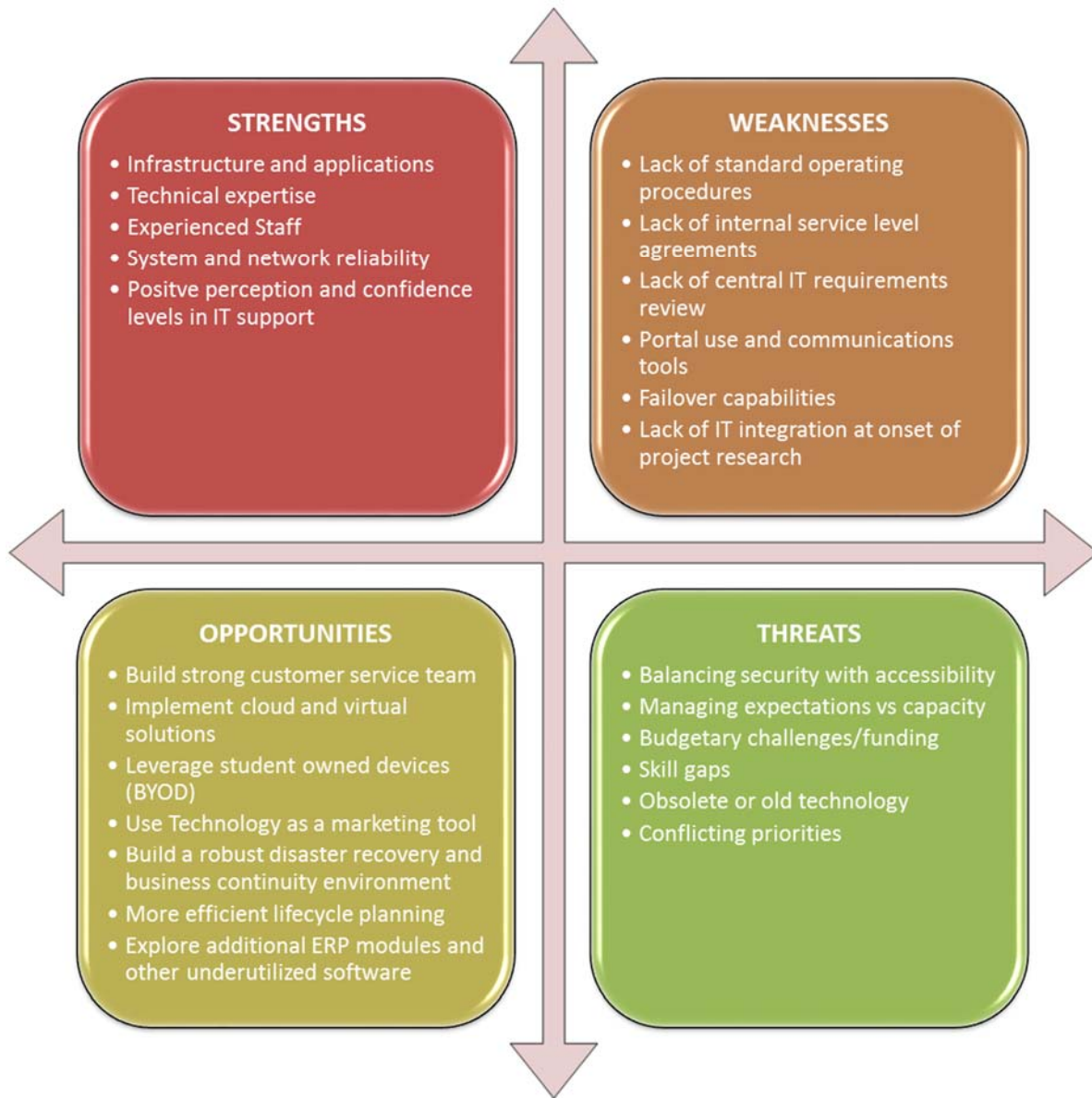
CLC is currently using the cloud for faculty, staff and student email, Blackboard learning management system, portal and file storage. Over the next several years, additional applications will be evaluated for migration to the cloud. Enterprise applications such as student registration system, finance system, and human resource system will all be considered.

Technology is not a one size fits all solution. CLC must feel confident that the introduction of new technology best meets the requirements of the college and the students. Once proven, implementation, training and full utilization with periodic review of the process will occur.

CLC continues to put security first in its efforts and plans. Many threats have nothing to do with technology or networks but more with social interaction and the behavior of people. By creating awareness, policies, and procedures that contain best practices, we strive to keep our college safe. This campaign is an ongoing process of continuous improvement.

Our desire is to provide quality services to keep smooth daily operations while also allocating the time and resources for R&D of new innovative technology solutions. CLC resides in the state of Illinois and is currently experiencing budgetary constraints and financial challenges (as of this writing). As these times continue, we have to prioritize and sometimes curtail our investments due to limited resources or unknown funding sources.

SWOT Analysis

STRENGTHS
- Infrastructure and applications
- Technical expertise
- Experienced Staff
- System and network reliability
- Positve perception and confidence levels in IT support

WEAKNESSES
- Lack of standard operating procedures
- Lack of internal service level agreements
- Lack of central IT requirements review
- Portal use and communications tools
- Failover capabilities
- Lack of IT integration at onset of project research

OPPORTUNITIES
- Build strong customer service team
- Implement cloud and virtual solutions
- Leverage student owned devices (BYOD)
- Use Technology as a marketing tool
- Build a robust disaster recovery and business continuity environment
- More efficient lifecycle planning
- Explore additional ERP modules and other underutilized software

THREATS
- Balancing security with accessibility
- Managing expectations vs capacity
- Budgetary challenges/funding
- Skill gaps
- Obsolete or old technology
- Conflicting priorities

The analysis of our strengths and weakness represents the opinion of ITS Directors and the CIO as of FY2016.

Strengths

1. IT infrastructure and technology at or above most peer institutions.
2. High level of technical skill sets for most support staff for installed systems.
3. Experienced staff with long tenure provide insight into college history.
4. Stable infrastructure with very few disruptions.
5. Generally positive perceptions and adequate levels of customer confidence in IT capabilities and customer support.

Weaknesses

1. Lack of standard operating procedures and internal service level agreements. **
2. Lack of centralized CLC IT requirements review, prioritization, and approval can inhibit budgetary efficiencies, lead to ad hoc product pursuit and result in duplication of solutions.
3. Portal use is low and lacks needed functionality. **
4. Failover options limited. **
5. Late inclusion of IT vs at the onset to allow for proper analysis and identification of resources.

Opportunities

1. Strengthen customer support team. **
2. Cloud and virtual technologies could reduce the requirements for in-house technical support staff **
3. Using technology as a marketing tool. **
4. Investigate efficient tools, processes and methods for lifecycle planning.
5. Explore additional modules available through PeopleSoft to provide solutions to users' needs without outside 3rd party applications.**

Threats

1. Balancing security with accessibility. **
2. Balancing college expectations with current IT capacity.
3. Budgetary challenges and lack of funding may threaten ability to maintain strengths.
4. Technology trends may outpace in house technical skills and capabilities
5. Need improved governance system to aid in resolving conflicting priorities that occur at current staffing levels.

** Identified as a starting or continuous project for fiscal year 2017

SWOT Progress

Strengths

- In order to keep our strengths as strengths, we continue to invest in staff development and training to keep and improve our technical skills.
- We continue to provide updates and system patches (monthly) to keep our infrastructure stable.
- Low turnover.
- Our operational survey (of staff and faculty) reported a 96.1% rating of being satisfied or very satisfied with the overall quality of services .

Weaknesses

- We are formalizing processes and creating standard documents and process maps for operations.
- We have a draft under review of the SLA for our services at help desk.
- The portal has received a functionality update. We are now working with student focus groups to determine future direction for the student portal.
- Exploration of failover option and plan draft is in process.

Opportunities

- Our customer support team is strengthened by bringing the Help Desk in house. We are looking at opportunities to provide improved after-hours support.
- We've created 3 levels of support to match the appropriate resource for the task.
- Exploring opportunities for SaaS and IaaS for cost reduction and potential DR.
- Exploring additional PeopleSoft modules such as expense, maintenance and HR.

Threats

- Investigating a governance system to focus on security related projects and assist with balancing security with accessibility.
- Designing a priority matrix to help balance projects and level set the college's expectations with IT capacity.
- Maintaining "what-if" scenario's if we continue to face budgetary challenges and need to reprioritize projects.

ITS Strategic Priority and Goals

Alignment of ITS Strategic goals with College's strategic goals.

ITS advances the college's strategic goals using technology and available resources by advancing student success, maximizing educational opportunities and creating a culture of innovation, excellence and continuous improvement. The ending result includes above average faculty support to enhance students' learning experiences and the delivery of quality services to all areas of the college.

1. Design and deploy an effective and responsive organization structure to support all clients consequently improving user satisfaction.
2. Improve the efficiencies and effectiveness of IT resources by providing training and support for current and future technology.
3. Foster a culture that encourages exploration and adoption for innovation technology while continuing to use the full potential of existing applications.
4. Encourage and support departments in their efforts to streamline and simplify college administrative operations and systems through technology while also improving skills and knowledge of supported technology.
5. Enhance and improve the capabilities of the information systems methodologies to better serve and match the needs of students, faculty and staff in a diverse learning environment with a diverse student population.
6. Ensure maximum stewardship of IT resources and support the college's sustainability goals
7. Improve IT infrastructure to provide high reliability and high performance access to network and other online services whether on or off campus.
8. Provide a secure infrastructure, free from malware and virus and other intrusions to internal domains, using appropriate technologies and processes.
9. Improve technology tracking and replacement strategy for servers, computer, printers and other valuable hardware.
10. Research and present new technology and technology resources that could improve teaching, learning or improve efficiencies in administrative and operational functions.

|		ITS Strategic Goals									
		1	2	3	4	5	6	7	8	9	10
CLC Strategic Goals	Advance student learning, success and completion.	X	X	X	X	X		X	X		X
	Maximize educational opportunities and equity in student outcomes.			X		X					X
	Promote excellence in the areas of diversity, global engagement, sustainability, and wellness as strengths within the college and Lake County community	X			X	X	X				
	Enable a culture of innovation, excellence and continuous improvement	X	X	X	X	X			X		X

IT Plan Development Process

The IT Plan is created from inputs from multiple sources including:

- CLC Strategic Plan: Specific goals and objectives listed in the CLC Strategic Plan.
- Environmental Scan: Data is used to make decisions on what initiatives should be included in the IT Plan.
- PeopleSoft Maintenance and Functionality: Includes all required PeopleSoft upgrades and timeframe for each upgrade.
- Technology Infrastructure Improvement: Details resources available for the optimization of technology in the learning environment.
- Departmental needs assessment: Including personnel resources and subject matter experts.
- Sustainability: Includes action items from the Sustainability Plan related to ITS.
- Professional Development: Includes action items to keep the skills of ITS staff current on existing and new technology. Includes action items from the Teaching Learning Educational Technology Center (TLETC) to be proactive in updating faculty and staff on the use of technology.
- Higher Education Trends: Meeting the needs of today's students.

IT Plan Timeline
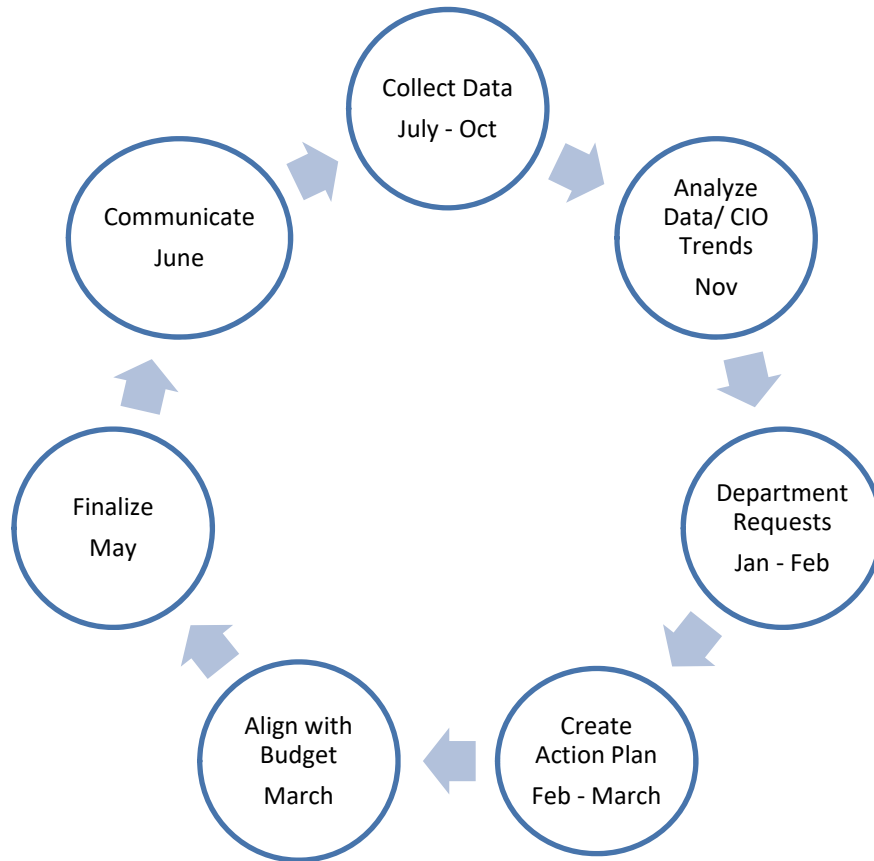
- July – October: Conduct faculty, staff and student surveys (every 2 years, next survey 2017); update CSSE and ACT Data
- November – Analyze the data and create a discussion paper on results and industry trends
- January – February : College departments will have the opportunity to submit their requests for new initiatives, projects, software and hardware
- February – March : Review requests and prioritize new action items for next year
- March – Costs associated with new Action items will be put in the budgeting process
- May – Update the IT Plan Matrix after the budget is finalized
- June – Communicate the updated plan for the following year to the College community

Environmental Scan

Below are the data elements used to assist in deciding what action items to include in the IT Plan:

- Benchmark – Compare CLC data with peer institutions and national data.
- CCSE/ACT – Use results to analyze where CLC students rank technology and ITS services.
- Student Technology Survey – Continue to conduct a bi-yearly survey of students to ascertain their technology needs.
- Faculty and Staff Technology Survey - Conduct bi-yearly survey of faculty and staff to determine their technology needs.
- Future Technology Trends- Review the literature of current and future technology trends and discuss the impact on CLC.

Benchmark

Future Technology Trends

Enviromental Scan

CCSE / ACT

Faculty and staff Survey

Student Technology Survey
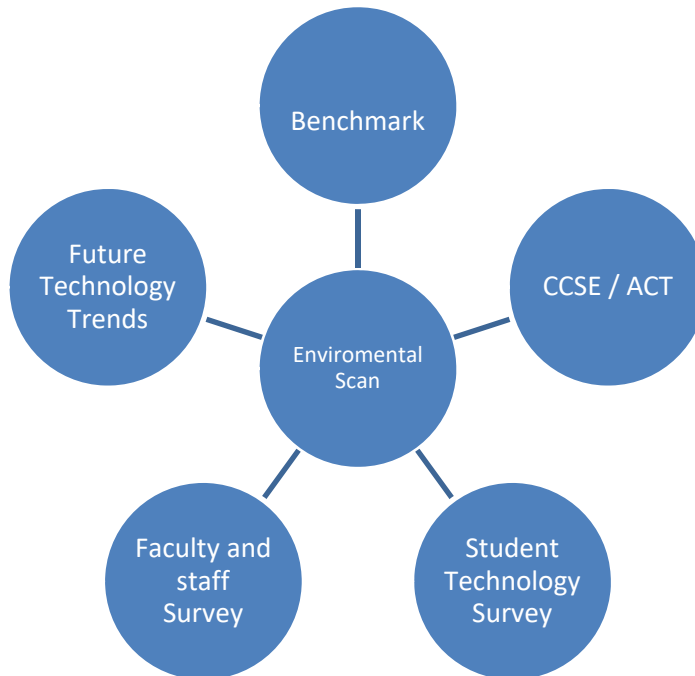
Operational Survey Results

The Office of Institutional Effectiveness Planning and Research (IEPR) conducted a College Operations Client Satisfaction Survey in November 2016. All active faculty and staff members with valid email addresses were invited to complete the survey this fall. Overall, 1,705 employees were invites to complete the survey: 1,134 faculty members and 571 staff members.

The sample consisted of:

- 846 part-time teaching faculty (37%),
- 46   part-time non-teaching faculty members (2%)
- 206 full-time teaching faculty members (9%)
- 21   full-time non-teaching faculty members (1%)
- 15   professors emeriti (0.9%)
- 63   administrative staff members (3%)
- 23   professional staff members (1%)
- 209 specialist staff members (9%)
- 276 classified staff members (12%)

Results
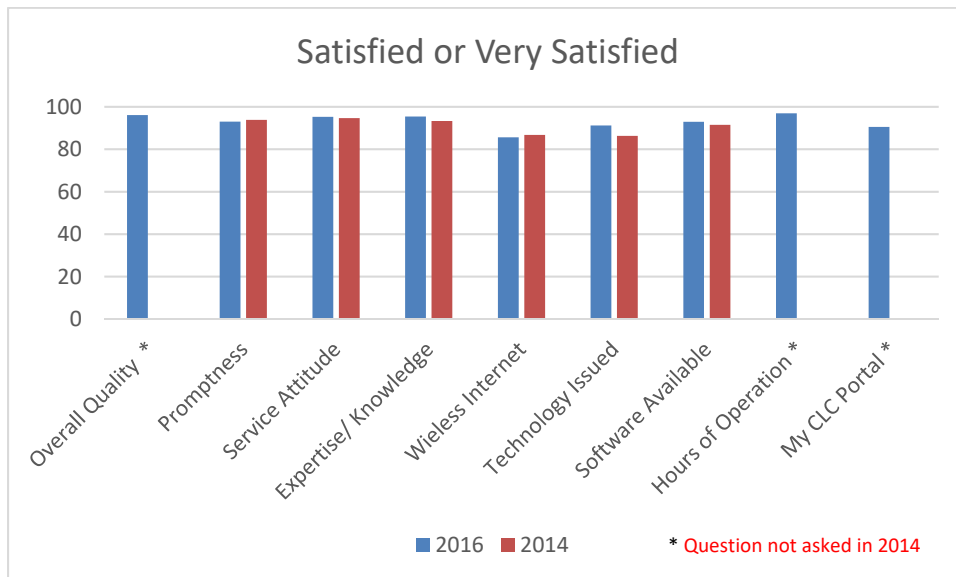
96.1% reported being satisfied or very satisfied with overall quality of service

The summary of individual comments provided much more information as to the quality of service. In the 2014 survey – the overall issues included high-level categories such as slow computers, poor wifi coverage and complaints about attitudes. After addressing those issues, the new survey was able to reveal deeper, actionable issues related to customer service (ie: attention to the request and follow up).

We acknowledge that wireless internet continues to be an issue and a plan is in place to remedy.

Key Performance Indicators (KPI's)

Help Desk Analysis – Rolling 6 months

Calls Received & Answered
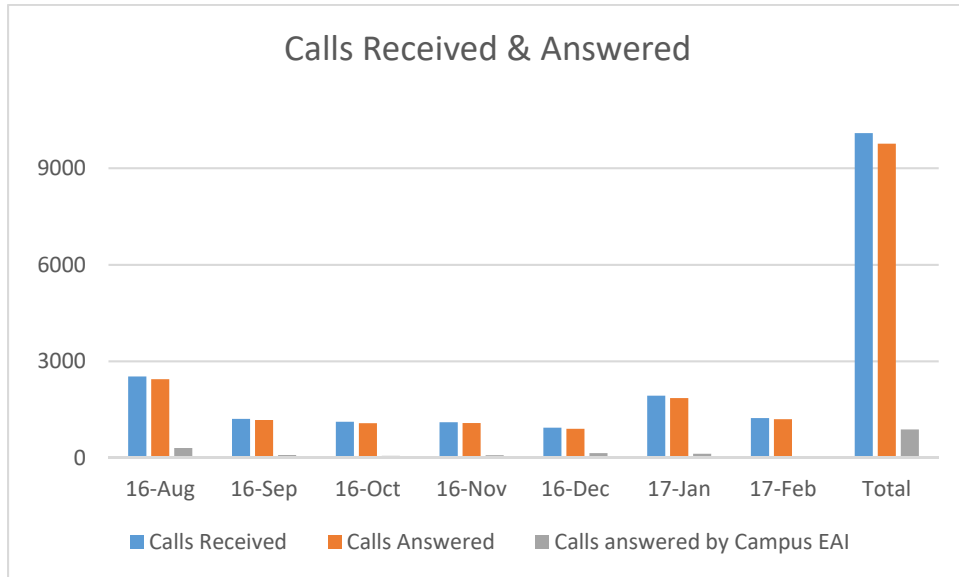
- Calls average about 1,100 per month but spike during semester start (Aug, Jan) to double the monthly average at 2,200.

- The amount of calls answered by Campus EAI represents about 10% of the total call volume

Average Calls per Day and Queue Time
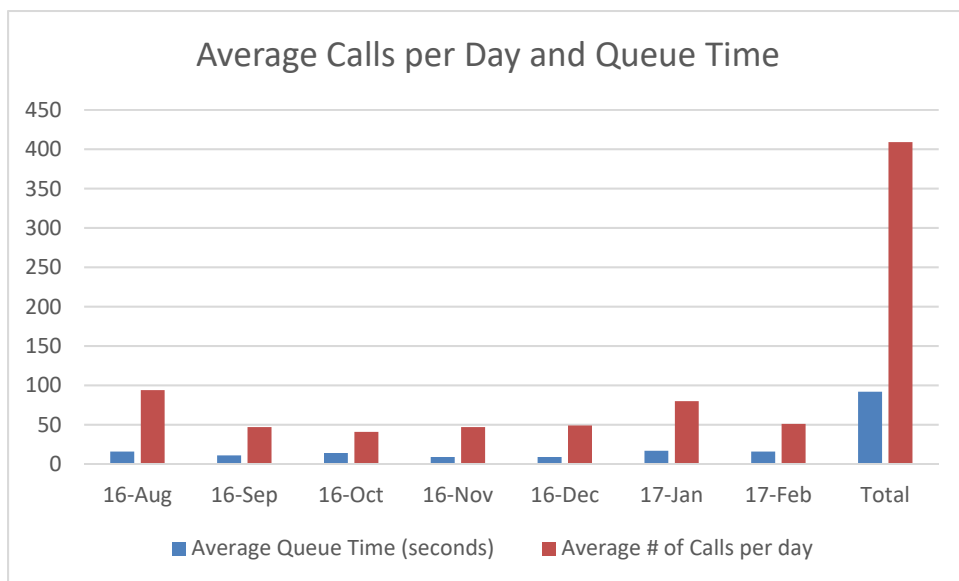
- Daily call volume averages 58 calls and the average time to answer a call is 13 seconds.

Top 5 categories of Support

Top 5 Categories - Staff

Copier/Printer
13%

Media Services
26%

Hardware
13%

Software
26%

Accounts/Login
22%
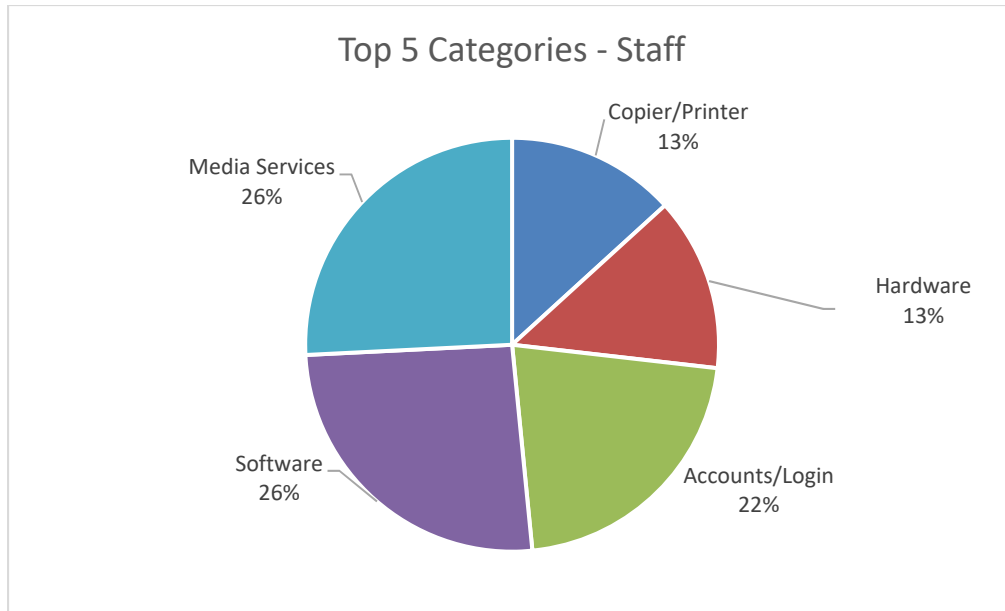
- 6,137 Tickets over 6 months – 4,579 represent the top 5
- The top 5 categories for staff and faculty is relatively even in distribution.

Top 5 Categories - Students

CLC Applications
4%

Email
1%

Information
Request \ Transfer
9%

Information
Request \
Research
12%
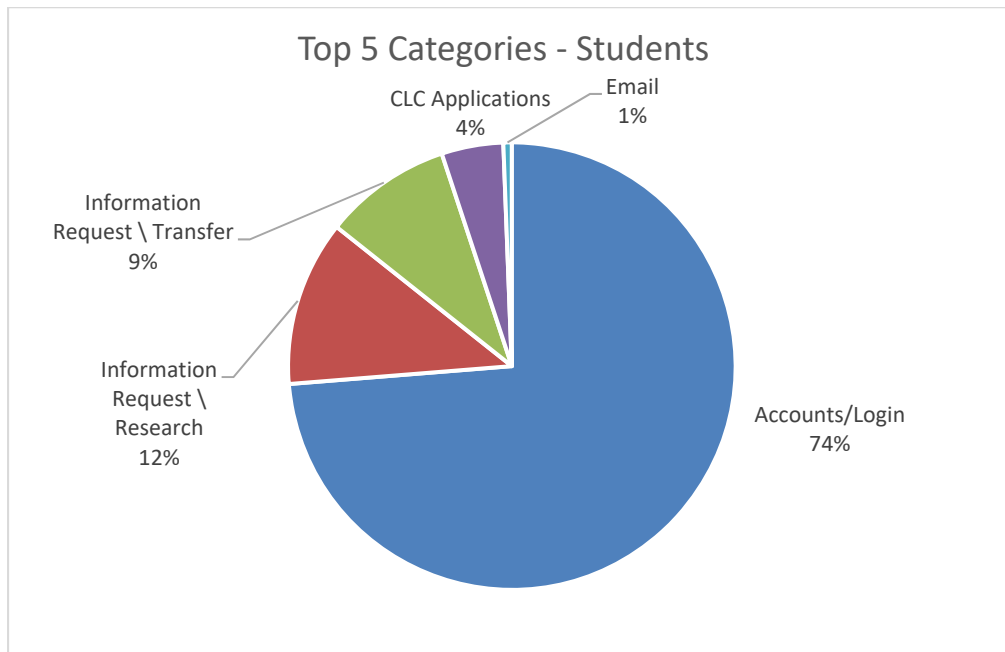
Accounts/Login
74%

- 7,326 Tickets over 6 months – 7,143 represent the top 5
- 74% of tickets are account issues (forgotten ID or password, inability to log in)
- We have invested in a password reset tool but will look further into a solution that will recover account ID's as well (Full identify management solution).

Student Use of Technology and Expenditures
Students per Computer

Fiscal Year	Number of Computers (for student use)	FTE	# of FTE per computer
FY2009	2324	10193	4.39
FY2010	2425	11373	4.69
FY2011	2473	11381	4.60
FY2012	2497	11183	4.48
FY2013	2521	11041	4.38
FY2014	2155	10116	4.69
FY2015	2162	9740	4.51
FY2016	2282	9366	4.10
FY2017 Estimated	2282	9225	4.04
Source: IPEDS; Data Warehouse was used to estimate FY17 FTE (attempted credits/30)			

# of FTE per computer
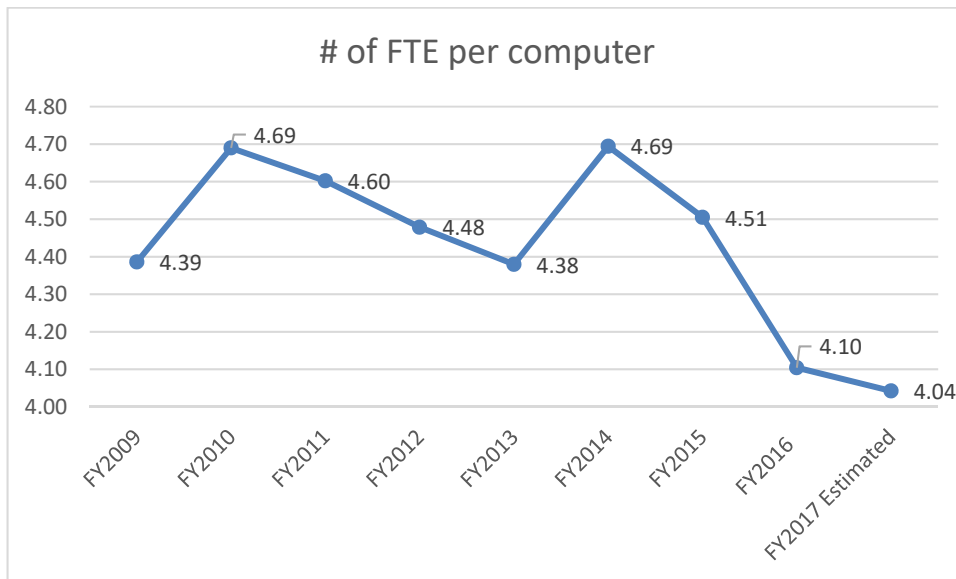
Total IT Expenditures per Student FTE

Fiscal Year	Total IT Expenditures	FTE	IT Expenditures per Student FTE
FY2010	$5,244,179.00	11,377	$460.95
FY2011	$5,153,709.00	11,381	$452.83
FY2012	$5,540,962.00	11,183	$495.48
FY2013	$5,886,817.00	11,041	$533.18
FY2014	$5,889,987.00	10,116	$582.24
FY2015	$5,861,004.00	9,740	$601.75
FY2016	$5,984,147.97	9,366	$638.92
FY2017 (budgeted)	$6,430,720.00	9,225	$697.10
FY2018 (budgeted)	$6,430,720.00	9,225	$697.10
Sources: A1(student) data files			
FY2017 student counts will not be available until July 2017; FY2018 student counts			
will not be available until July 2018			

IT Expenditures per Student FTE
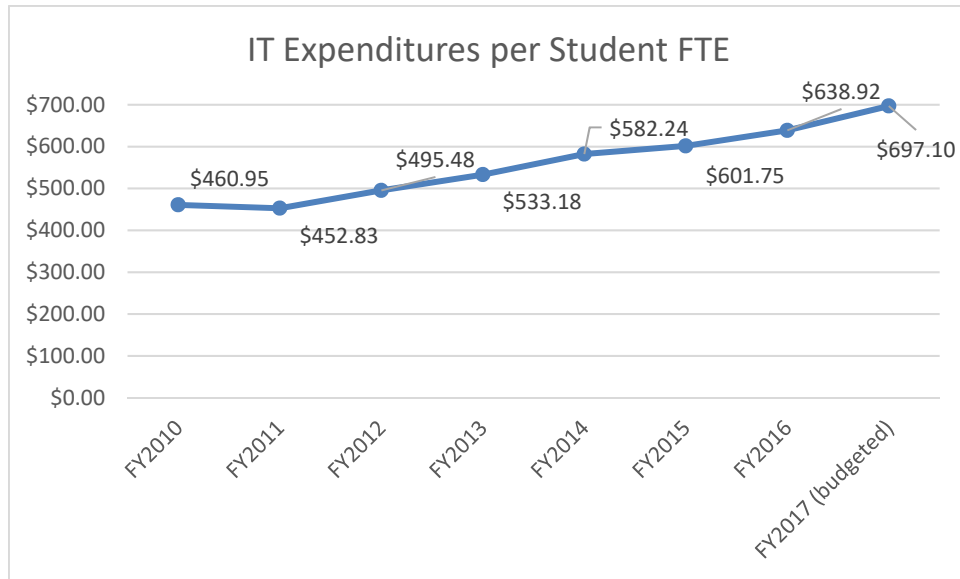
Technology Fee expense per student FTE

Fiscal Year	Total Technology Fee Expenditure	FTE	Technology fee expenditure per student
FY2010	$998,863.00	11,377	87.80
FY2011	$1,194,761.00	11,381	104.98
FY2012	$1,235,639.00	11,183	110.49
FY2013	$926,144.00	11,041	83.88
FY2014	$1,070,556.00	10,116	105.83
FY2015	$738,125.69	9,740	75.78
FY2016	$1,065,028.62	9,366	113.71
FY2017 (budgeted)	$1,438,065.00	9,225	155.89
FY2018 (budgeted)	$1,130,000.00	9,225	122.49

Technology fee expenditure per student
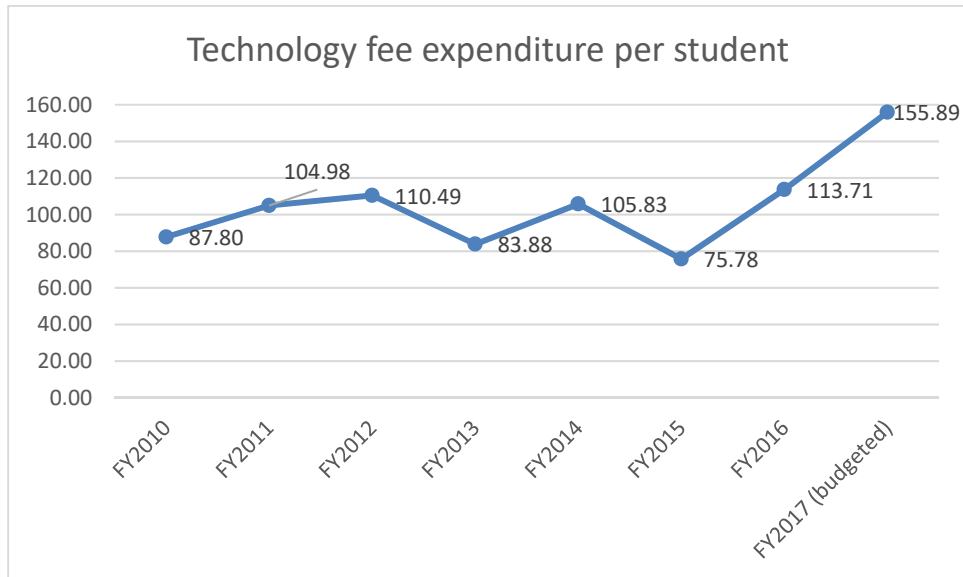
Short Term Objectives Completed – FY2017

Short Term Objectives

- ✓ Help Desk Service Metrics and KPI's
- ✓ Management Training
- ✓ Kickoff for Security Awareness Training
- ✓ Update Campus EAI Portal to current release
- ✓ PeopleSoft Upgrade (HRM July FY17 completion)
- ✓ Portal analysis and resolution after upgrade (looking at future improvements based on student feedback

Short/Long Term Objectives and Planning – FY2018+

Short Term Objectives

1) Policy Management Software
2) Portal refresh based on student feedback
3) Office One Drive Review, pilot and implementation
4) Windows 10 Pilot
5) Analysis of .net programming applications – in process
6) PeopleSoft Upgrade (Campus Solutions)

Long Term Objectives

1) Creation of ITS Standard Operating Procedural Manual
2) IT Master Plan
3) Staff Development and Improvement
4) Business Continuity/Disaster Recovery Solution
5) Desktop Virtualization Analysis

Planning

1) Mobile Computing
2) Cloud Strategy
3) Business Intelligence
4) Competency Based Learning Support
5) CLC Technical MOOC

Major Projects Completed FY 2017

Project	Department	Description
"Tech Bar" concept for additional student support	College Wide	Develop additional support for students using the "Genius Bar" approach
Upgrade of CLC Student Mobile Product	College Wide	Need to upgrade current system to latest release
Image Now Upgrade	Information Technology	Upgrade software to latest version in preparation for enterprise roll out
Security Audit - Phase 1	Information Technology	Security Assessment
Creation of Dashboard and Activity Guides	Information Technology	Dashboard and Activity guide development to enhance user experience
Creation of Standard Operating Procedures - Ongoing	Information Technology	CIO and IT Directors for formalize policies and procedures for ITS
Campus Room Re-numbering	Ed. Affairs	Room renumbering due to Master Plan
Pivot Grids/Workcenters/ Dashboards	Ed. Affairs	Implement new PS Features to enhance student experience and efforts with Student Retention
Testing Center	Ed. Affairs	Automation of the Testing Center processes
Add/Drop Mailer(Review delivered options)	Finance	Review delivered options for mailer
Regulatory changes - 2017	Financial Aid	Compliance/required regulatory update placeholder
Modifications to processes for Gainful Employment	IEPR	This project relies on changes to the MIS from ICCB.
Modifications to processes for ICCB	IEPR	This project might overlap with Student Development projects and will likely depend on the decision regarding retention software.

Predictive Analytics	IEPR	This project will mostly entail work between IEPR and Zogotech, the data warehouse vendor. However, in preparing predictive analytics in the data warehouse, we will likely want to pull in additional data from PeopleSoft into the warehouse that we do not currently pull. This work will require additional help from ITS.
Implement Recruitment Module for Enrollment Services	Student Development	Software implementation to manage CLC prospective students
New Functionality: Redesign mySC popups and actions	Student Development	Additional features available in SSE including address updates.
Student Services Center (360 view)	Student Development	Security and mods to meet CLC welcome center needs
Student of Concern Form Implementation	Student Development/IEPR	Upgrade existing PDF process to a web based form and crated a new form to manage Academic Division student concerns

Major IT Projects Fiscal Year 2018
Full Project & Research List included in Appendix

Project	Department	Description
Image Now Enterprise Implementation	College Wide	Enhance Implementation of Image Now Software to support paperless environment and sustainability goals. And to streamline processing, reduce manual tasks, and explore other new features
Offboard/Onboard with SysAid	College Wide	Collaboration of HR and ITS to build solution for user provisioning
Explore and Implement Policy Management Solution	College Wide	Implement a solution to manage college policies, procedures and everyday practices
User Awareness Education Program	College Wide	Build program to increase technology security best practices across the campus.
Identity Management Solution	Information Technology	A tool to handle id and password recovery while validating and managing digital identities.
Network Services Technology Plan	Information Technology	Continued development of network technology plan spanning 3 years
Disaster Recovery/Business Continuity solution	Information Technology	Continued development of business continuity plan. Build and Test process.
Standards Operating Procedures	Information Technology	CIO and IT Directors continued formalization of policies and procedures for ITS and college support
CLC Portal	Information Technology	CLC is considering new Portal options.
Campus Solutions 9.2 Upgrade	Information Technology	The upgrade to CS 9.2 should begin in late FY 2018, and go live in FY 2019, possibly Oct. 2018
Build GCC Intake Form	Information Technology	Build intake system for GCC projects
Security Assessment Follow Up	Information Technology	Security Assessment Follow Up tasks
Degree Audit Implementation	Student Development	Degree Audit project to include self-service and advisor pages and reporting. Consultant begins work FY17
Assign advisors	Student Development	Auto assignment of student advisors, after degree audit project completion
Electronic Grade change request	Student Development	Allow faculty to submit grade changes online, using workflow
Online Application phase 2	Student Development	Additional changes to online application
Integrate online NSO software (Comevo) with Peoplesoft	Student Development	Link Comevo and PS so that when a student completes online NSO, hold is removed and student group is assigned.

Regulatory changes - 2018	Financial Aid	Compliance/required regulatory update placeholder
Military Cert Page Continuous Updates	Financial Aid	Required changed for the military cert form and communications
Testing Center: RegisterBlast PS Integration	Ed. Affairs	Software will track testing demand and allow for electronic faculty test submissions
Class Schedule Extract	Ed. Affairs	Replace the current txt file with a more automated printed class schedule
Creation of Courses using Blackboard course templates	Ed. Affairs	The ability for the extract files created by PeopleSoft to reference a "master course" in Blackboard and pull in that course content as a course section is created in Blackboard by PeopleSoft.
Waitlists	Ed. Affairs	Process to allow students to post to a list for classes that have full enrollments. If an opening occurs the waitlist is used to fill seat.
Extract BlackBoard Data into Data Warehouse	IEPR	This will be related to predictive analytics. This project will pull data from BlackBoard into the data warehouse to be used for analysis. It will also include pulling assessment data from rubrics in BlackBoard into the data warehouse. **Potentially a research project for FY18 (in process of finding out more)**
Incorporate CRM data into data warehouse	IEPR	Pull new CRM data into the data warehouse. We will need ITS to write extract scripts to pull data from the CRM.
Absence Management Phase II System Enhancements	Human Resources	Update AM to include system enhancements to reduce error due to manual method of some items
Applicant Tracking System (ATS) - implement new Applicant Tracking System (possibly 3rd Party) with integration to PS	Human Resources	Implement new tracking system based on research from FY17. This new tracking system may be third party and our primary job will be to help setup integration to or from PS. All other data and work will be done by the department resources listed. It may have a Performance Management and LMS system as well. Hours listed are for integration setup of third part only. Hours would drastically increase if we went with PS module.

Enrollment and Fees report	Finance	New report needed that will include detailed information related to individual students that will list the course they are enrolled in and fees related to that specific course. (Similar logic used in Confirmation of Registration form.)
Nelnet QuikPay Enterprise	Finance	Enterprise will integrate FACTS and Quikpay system into one module for an enhanced student experience.
Time and Labor Phase II - System Enhancements	Finance	Review of Module and potential enhancements for phase II
HCM 9.2 New Feature Implementation	Finance	Implement new features delivered with the upgrade.
e-Settlement/e-Supplier	Finance	**E-Settlemen**t: Supplier w/enter invoice info, User ID, password, enter po and invoice. Will route to Sammy, approvers, check processing. **E-Supplier**: Supplier Maintenance platform. W/not be able to create- only modify. Who will review supplier changes.
Travel Forms (Expense module)	Finance	Electronic Travel Forms within PS.
Research (Implement?) Maintenance Management Install	Finance	Research replacing TMA system with PS version
PO Workflow(Reject Requisition to end-user)	Purchasing	Enhancement to system. Provide capability for purchasing to reject a requisition to the end user.
Integrated shopping cart for Grainger	Purchasing	Implement punch out for Grainger, like Office Max

Resources

A. Staffing

Staffing					
	FY 16	FY 17	FY 18	FY 19 (Proj)	FY20 (Proj)
Management	5	5	5	6	6
Office Support	1	1	1	1	1
Application	11	11	11	12	12
Network	10	7	7	8	8
User Services	24	24	24	24	24
Total	51	48	48	51	51

B. Life Cycle → equipment to be replaced

Life Cycle				
	FY 17	FY 18	FY 19 (Proj)	FY 20 (Prog)
Labs / classrooms	519	624	439	573
Mac Labs (5 Year Rotation)				25
Faculty/staff (computers)	174	130	179	177
Smart rooms	45	45	45	45
Servers	15	15	25	20
Switches	50	52	77	50
Phones	70	70	70	70

C. Life Cycle → cost estimate for equipment to be replaced FY2018

	Average or Estimated Cost**	FY18	Extended Estimated Cost FY 18
Labs / classroom (computers)	$665.00	624	$414,960.00
Macintosh Labs (5 Year Rotation)	$1,999.00	0	$0.00
Faculty/staff (computers)	$800.00	130	$104,000.00
Smart Rooms (Computer, Projector, DVD, Doc Camera)*	$2,495.00	45	$112,275.00
Servers	$10,000.00	15	$150,000.00
Switches	$7,400.00	52	$384,800.00
Phones	$479.00	70	$33,530.00

* Does not include labor for installation
** The costs are averages as hardware is available in many different configurations based on need

Appendix A: ITS Services Catalog

The following are all the services provided by ITS at the College of Lake County.

- Enterprise Application Support
    - Student Records and Admission system
    - Human Resource System
    - Finance System
    - Application Security
- Application Support
    - Resource 25 – Room Scheduling
    - Microsoft Office
    - Image Now – Document Scanning
    - SPSS
- Network Support
    - Core Infrastructure Support
    - Email
    - File system
    - Document Imaging
    - Infrastructure support of Educational and Administrative Departments
    - Manage Print Resources
    - Databases
- Telecommunication Services
    - IP Phone
    - Fax
    - Voice Mail
- Desktop Service Support
    - Computer Labs Hardware / Software Support
    - Computer Classroom Hardware / Software Support
    - Laptop Cart Support
- Audio Visual Service Support
    - Video Casting
    - Audio/Visual Equipment Delivery and Setup for events and meetings
    - Smart Room Training
- Help desk Support
    - Faculty and Staff
    - Students
- Web Services Support
    - Portal
    - Web Application

Appendix B: IT Project List FY2018-FY2019

Project	Department	Description
Image Now Enterprise Implementation	College Wide	Enhance Implementation of Image Now Software to support paperless environment and sustainability goals. And to streamline processing, reduce manual tasks, and explore other new features
Offboard/Onboard with SysAid	College Wide	Collaboration of HR and ITS to build solution for user provisioning
Explore One Drive as an U: Drive replacement	College Wide	Movement of Microsoft based products to the cloud
Explore and Implement Policy Management Solution	College Wide	Implement a solution to manage college policies, procedures and everyday practices
User Awareness Education Program	College Wide	Build program to increase technology security best practices across the campus.
Identity Management Solution	Information Technology	A tool to handle id and password recovery while validating and managing digital identities.
Network Services Technology Plan	Information Technology	Continued development of network technology plan spanning 3 years
Disaster Recovery/Business Continuity solution	Information Technology	Continued development of business continuity plan. Build and Test process.
Standards Operating Procedures	Information Technology	CIO and IT Directors continued formalization of policies and procedures for ITS and college support
Image Now 7.X Training	Information Technology	The Image Now support team need training and it should occur after 7.x upgrade, possibly completed in FY 2017
Image Now 7.X Enhancements	Information Technology	Implementation of new enhancements after 7.X upgrade.
CLC Portal	Information Technology	CLC is considering new Portal options.
Campus Solutions 9.2 Upgrade	Information Technology	The upgrade to CS 9.2 should begin in late FY 2018, and go live in FY 2019, possibly Oct. 2018
PeopleSoft Firewall	Information Technology	Software to help ensure CLC does not experience fraud or a breach of data with its PS systems, possibly will go live FY 2017
Implement DMZ at the College	Information Technology	Build and test DMZ
Build GCC Intake Form	Information Technology	Build intake system for GCC projects
Security Assessment Follow Up	Information Technology	Security Assessment Follow Up tasks
2-Factor Authentication Software	Information Technology	This would allow CLC to manage user logins with another level of security.

Implement PeopleSoft Change Migration tool	Information Technology	This tool and its implementation is in response to audit issue from the last two years, possibly will go live in FY 2017
Degree Audit Implementation	Student Development	Degree Audit project to include self-service and advisor pages and reporting. Consultant begins work FY17
Degree Audit review and clean-up	Student Development	Consultant hired, will begin work in FY17
Degree Audit self-service and advisor pages	Student Development	Consultant hired, will begin work in FY17
Degree Audit reporting	Student Development	After degree audit project completion
Co-Curricular transcripts	Student Development	If not completed in FY17
Assign advisors	Student Development	Auto assignment of student advisors, after degree audit project completion
Electronic Grade change request	Student Development	Allow faculty to submit grade changes online, using workflow
New functionality: PS forms	Student Development	Online forms which feed directly into PS data entry
Test scores processing	Student Development	SAT Score Imports
Online Application phase 2	Student Development	Additional changes to online application
Transfer credit automation	Student Development	Build out transfer equivalencies, pilot 10 schools
DAISI student import	Student Development	Create data file of applicants from PS to upload to DAISI, if not completed FY17
DAISI automated drop process	Student Development	Automatic DAISI 3rd day drop to ensure data integrity between PS and DAISI
DAISI enrollment import	Student Development	Create data file of enrollment from PS to upload to DAISI
Integrate online NSO software (Comevo) with Peoplesoft	Student Development	Link Comevo and PS so that when a student completes online NSO, hold is removed and student group is assigned.
New FA status page in mySC	Financial Aid	Student financial aid dashboard
Regulatory changes - 2018	Financial Aid	Compliance/required regulatory update placeholder
Communication Enhancements	Financial Aid	Review enhancements to our communications processes. Financial Aid sends out many communications on a weekly basis and we are looking to streamline that process with updates to our Com Gens and technical processes. Includes requesting variable data attachments (which HR would also benefit from).

Packaging Improvements	Financial Aid	Review equations and processes surrounding packaging and disbursements to see if there are any improvements that can be implemented.
Military Cert Page Continuous Updates	Financial Aid	Required changed for the military cert form and communications
SSP/Retention	Ed. Affairs	Replace SSP with PS functionality or new software
Testing Center: RegisterBlast PS Integration	Ed. Affairs	Software will track testing demand and allow for electronic faculty test submissions
Class Schedule Extract	Ed. Affairs	Replace the current txt file with a more automated printed class schedule
Maintain Schedule of Classes Fix	Ed. Affairs	Current page is receiving errors, need extensive review of customizations to find the cause
HR to CS Instructor Activation/Inactivation	Ed. Affairs	HR employee inactivation is not communicated to CS, allowing for faculty to be assigned to a class inaccurately
Define User Roles in Blackboard	Ed. Affairs	Supply user roles to Blackboard via the PeopleSoft extract files
Creation of Courses using Blackboard course templates	Ed. Affairs	The ability for the extract files created by PeopleSoft to reference a "master course" in Blackboard and pull in that course content as a course section is created in Blackboard by PeopleSoft.
Waitlists	Ed. Affairs	Process to allow students to post to a list for classes that have full enrollments. If an opening occurs the waitlist is used to fill seat.
Extract BlackBoard Data into Data Warehouse	IEPR	This will be related to predictive analytics. This project will pull data from BlackBoard into the data warehouse to be used for analysis. It will also include pulling assessment data from rubrics in BlackBoard into the data warehouse. ***Potentially a research project for FY18 (in process of finding out more)**
Incorporate CRM data into data warehouse	IEPR	Pull new CRM data into the data warehouse. We will need ITS to write extract scripts to pull data from the CRM.

Select & Implement Retention Software	IEPR	Continue work already started to identify and select a retention software tool. The ultimate selection might be to modify something we already own (PeopleSoft or Student Navigator) or purchase a new system. This will potentially overlap with other projects from Student Development and Ed Affairs (e.g. Tutoring Center sign-in, Program Enrollment and Academic Progress, etc.), so a selection of the project management tool should probably be made first.
Extract Degree Audit Data for Analysis	IEPR	This project might overlap with Student Development projects and could depend on the decision regarding retention software. ***Potentially a research project for FY18 (in process fo finding out more)**
Modifications to processes for ICCB	IEPR	This project relies on changes to the MIS from ICCB. We will not know the exact changes until around May/June, but this is meant as a placeholder.
Modifications to processes for Gainful Employment	IEPR	This is a placeholder for potential modifications needed to our compliance reporting for Gainful Employment
Total Rewards Statement	Human Resources	Implement the Total Rewards Statement that PS has created. This would take the place of our customized Total Compensation Statement and the page we created for it.
User Access Once Inactive, Terminated or on Leave	Human Resources	Once employees are inactivated, terminated or on leave, we would like them to still have access to their ESS pages to at least complete the Calendar Year they were in for tax purposes. Research and possibly implement how we can leave email access for communication we are sending (if EE is on leave or inactivated) and ESS access to certain pages (if inactive, terminated or on leave)
Absence Management Phase II System Enhancements	Human Resources	Update AM to include system enhancements to reduce error due to manual method of some items

Applicant Tracking System (ATS) - implement new Applicant Tracking System (possibly 3rd Party) with integration to PS	Human Resources	Implement new tracking system based on research from FY17. This new tracking system may be third party and our primary job will be to help setup integration to or from PS. All other data and work will be done by the department resources listed. It may have a Performance Management and LMS system as well. Hours listed are for integration setup of third part only. Hours would drastically increase if we went with PS module.
Learning Management System (LMS)	Human Resources	Research and Implement. We have GCN now but may move to another system. We may be able to incorporate Tuition Reimbursement and Career Development as well. We are working with Page Wolf, Scott Rial and Patty McNally, who are researching LMS for TLET and we may share that system. We will only be involved with the basic preliminary integration to and/or from PS. Hours listed are for integration setup of third party only. Hours would drastically increase if we went with PS module.
Dental and Medical Enrollment Reports to send to Vendor electronically	Human Resources	These reports were started back with prior Benefits Manager and never completed. They still need to be tested and verified and then a template received from the vendor so we can format them accordingly and automatically upload a file each month instead of manually inputting changes. The vision file was finished and works well.
Automatic Updates to Distribution Lists	Human Resources	Research and possibly implement the automation of distribution lists at the College. These lists are only manually updated and therefore are out of date and incorrect. We would want an auto update.
PLARP automation	Human Resources	Implement new procedure for Adjunct Faculty to submit PLARP materials for approval. We want them to start using the Professional Development Training to enter their training and then we can coordinate with AP for possible report of payments made to these adjuncts to balance against what they say the cost is.

Enrollment and Fees report	Finance	New report needed that will include detailed information related to individual students that will list the course they are enrolled in and fees related to that specific course. (Similar logic used in Confirmation of Registration form.)
Nelnet QuikPay Enterprise	Finance	Enterprise will integrate FACTS and Quikpay system into one module for an enhanced student experience.
Integrate Textbook Express with Peoplesoft	Finance	Integrate Nebraska books to CLC Student Self Service to allow purchase of textbooks all in one location.
Time and Labor Phase II - System Enhancements	Finance	Review of Module and potential enhancements for phase II
Comments Field for Payroll Online Checks	Finance	Allow payroll to enter explanation of online check that would appear on paystub and would be stored in system.
457/403b Before Tax/After Tax Balances	Finance	Capability for system to combine limits in cases where employee switches from one plan to another in the same calendar year.
HCM 9.2 New Feature Implementation	Finance	Implement new features that were delivered with the upgrade.
e-Settlement/e-Supplier	Finance	**E-Settlemen**t: Supplier w/enter invoice info, User ID, password, enter po and invoice. Will route to Sammy, approvers, check processing.**E-Supplier**: Supplier Maintenance platform. W/not be able to create- only modify. Who will review supplier changes.
Travel Forms (Expense module)	Finance	Electronic Travel Forms within PS.
Research (Implement?) Maintenance Management Install	Finance	Research replacing TMA system with PS version
FS 9.2 Tools Upgrade	Finance	Upgrade FS system to tools 8.55 or later from tools 8.54
PO Workflow(Reject Requisition to end-user)	Purchasing	Enhancement to system. Provide capability for purchasing to reject a requisition to the end user.
Integrated shopping cart for Grainger	Purchasing	Implement punch out for Grainger, like Office Max

Research		
Project	**Department**	**Description**
Extract PS Finance System data into Data Warehouse	IEPR	Identify what type of financial data could be extracted from PeopleSoft and included in the data warehouse. Goal would be to discover what would be helpful for end users and develop a preliminary process for extracting that data.
Delegated Access (Parent Access Center)	Student Development	Research functionality to allow students to give limited access to 3rd parties (like parents) for payment, etc.
Notification Framework	Ed. Affairs	Research new functionality to create an "Amazon" experience with automatic notifications for final grades, add/dropped classes, etc.
Travel Expenses	Human Resources	Need to find a way to attach and view travel/expense forms related to the Professional Development Training entered in Profile Management or if the new Finance Expense Module has this capability. Hoping to develop a procedure around the Professional Development Training tab in Profile Management, where if the training or conference is approved in the Profile Management, then the employee can submit the needed items in the Expense module.
Tuition Reimbursement/Career Development	Human Resources	Wait for implementation of the new LMS system to see if there is functionality to go paperless with approval path for routing, querying and in case of Tuition Reimbursement to route to Payroll for payment. Either through the new LMS integrated with PS, Image Now through E-Forms or Profile Management. Otherwise, we might need to create custom pages to house the information but wish to discontinue MS Access.
SURS Reporting	Human Resources	Research if SURS can accept feeds or uploads to them of the information we need for SURS events as a way to be more proactive. If they can we may want to try formatting some reports

Performance Management	Human Resources	Still under research for PeopleSoft or Bolt on. Might be able to build PS evaluation templates out on our own once we determine how we want evaluation to look. Would want to start with a demo of the PS evaluation system.
Project Assignment Breakout	Human Resources	Research if there is a way to breakout project assignments non exempt employees may be doing for other departments so those departments can correctly be billed the hours for the time worked. Would we need to create a second employee record number and have the employee punch in under that one or is there a way to record the different work being done within the same employee record number. Project Costing? Could they just punch out and then punch in again with the comment in the Timesheet about the department they are working for.
Research Hyperion Implementation	Finance	Replace manual/spreadsheet driven process with an automated Cloud based system
Position Encumbrance- phase 2	Finance	Research Only- To track PT Faculty allocation. Hinders on the completion of Adjunct Faculty Contracts to determine correct tables to pull. Phase I still has kinks to tweak and Fund 06 still not working properly for Phase I.
Research PeopleSoft Test Automation Software	Information Technology	Research software to speed up testing of software changes to PS systems

Appendix C: PeopleSoft Modules

PS Module		Installed		CLC In-Use
Academic Advisement		yes		Partially - more work needed, waiting on funding for consultant
Accounts Payable		yes		yes
Admissions		yes		yes
Asset Management		yes		yes
Benefits Admin		yes		yes
Budgets		yes		yes
Campus Community		yes		yes
Community Access		yes		No, small feature to enable searching (CS)
Community Directory		yes		No, small feature to enable searching (CS)
Ebenefits		yes		yes
Ecompensation		yes		yes
Edevelopment		Yes		No - enables self-service functionality of staff development and training
Epay		yes		yes
eProcurement		yes		yes
Eprofile		Yes		Yes - self-service updates to employee info, Company directory in use
Erecruitment		No		Possibly in the future (HR will need to decide direction)
eSettlements		In-Progress		No, planned after FS upgrade
eSupplier		In-Progress		No, planned after FS upgrade
Financial Aid		Yes		yes
General Ledger		Yes		yes
Gradebook		Yes		yes
Human Resources		Yes		yes
Learner Services		yes		limited usage
Outreach		No		No, part of PS Contributor Relations -
Payroll		Yes		yes
Personal Portfolio		Yes		Yes, - student self-service updates of personal information
Program Management		No		planned in future, after the FS upgrade
Project Costing		No		planned in future, after the FS upgrade
Purchasing		Yes		yes
Student Administrations		Yes		yes
Student Financials		Yes		yes
Student Records		Yes		yes
Time and Labor		Yes		In-Progress of going live

As of June, 2016

Appendix D: Additional College Software

Additional College Software

Adobe agreement
Ahima - Vlab virtual lab enrollment
Automation Studio
Deep Freeze
Dentrix
Eac Pro Engineer Univerity Plus SPN4107
EnCase Forensic license
ESS Software (Billed with Sanako)
Evolve - Elearn
Guidance Software
Henry Shein Practice Solutions
Highpoint campus solutions
Mastercam (DEPCO)
Microsoft ITA (Learning IT Academy
Netsupport school classroom management software
Predator
Respondus/studymate licenses
Sananko Study
Solidworks
SpecOps
SPSS Statistics-
SysAid - Helpdesk Software
Touch Bistro
YouSeeU

Appendix E: Future KPI

In Fiscal YR2017, ITS began tracking metrics for help desk and ITS activities.

Included in this report are:

- Help Desk Calls
- Top 10 Categories of Support

Future KPI's include:

- Key systems availability
- Help desk volume of interactions (tickets, chats)
- Classroom Emergencies
- ITS Ticket Interaction
- First call resolution
- Average time to address ticket
- SysAid Ticket submission method (by user by ITS)
- Emails processed (sent and received)

Most measures will indicate performance over time and then eventually compared to industry benchmarks.

Appendix F: Technological Survey Results – 2014

Removed

Technological Survey Data from 2014 was intentionally removed from this report.

The college has decided to perform the surveys on a different schedule.

Comparison data will resume upon completion of the next Technological survey.

Grayslake Campus

19351 W. Washington St., Grayslake, IL 60030

Lakeshore Campus

33 N. Genesee St., Waukegan, IL 60085

Southlake Campus

1120 S. Milwaukee Ave., Vernon Hills, IL 60061

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