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Plan	Sinclair IT Master Plan for 2012-2013
Project	A&I UniMarket

Type	Research		Measures	Estimated	Actual
Owner: IT	Application Administration		Budget ($)		-
Owner: Non-IT	Business Services		Effort (Hours)	n/a	-
Priority	n/a		Deadline	6/30/2013	1/31/2013
Status	Cancelled		3-Year Savings ($)	n/a	-
Updated			3-Year Savings (Hours)	n/a	-

Project Details

Project Description	The Purchasing Office has requested that Administrative Services assist them in the analysis and implementation of software products they would like to use in support of purchasing functions. The product called Unimarket supports the centralization of office supply purchases and promotes larger volume discount savings for the college. However, before the full extent of the savings can be calculated, Administrative Systems needs to evaluate the amount of customized software development required to link this third party software with the college's existing financial software. This plan component calls for Administrative Systems to conduct such a study and, if feasible, to assist the Purchasing department in the implementation of the software.
Estimated Cost of Project	It is expected that this project will consume approximately 80 hours of research and analysis, and another 160 hours for the development and integration with the campus ERP system if the decision is to move forward. The software cost is $48,700 in Year 1 and yearly thereafter at $23,500 per year for an additional four years.
Cost Avoidance and/or Savings Anticipated	ROI was estimated by the vendor of being $391,368 based on 2% of the addressable spend categories.
Status and/or Result	Per the Purchasing department, this project has been cancelled.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	
Availability		
Supportability		
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague	Yes	
Mobile Device Support		
Desk/App Virtualization		
Customer Service		
Process & Efficiency		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	A&I Visa IntelliLink Spend Mgmt

Type	Research		Measures	Estimated	Actual
Owner: IT	Application Administration		Budget ($)		-
Owner: Non-IT	Business Services		Effort (Hours)	n/a	-
Priority	n/a		Deadline	6/30/2013	1/31/2013
Status	Completed		3-Year Savings ($)	n/a	-
Updated			3-Year Savings (Hours)	n/a	-

Project Details

Project Description	The Purchasing Office has requested that Administrative Services assist them in the analysis and implementation of software products they would like to use in support of purchasing functions. They would like assistance in implementing new software to support the college's P-card purchases. Since the current software is independent of the College's financial system and the new software is expected to have the same characteristic, the implementation process may be very straightforward. Administrative Systems will confirm this situation and will provide implementation support as required.
Estimated Cost of Project	This project will require the support and effort of one full time programmer analyst. There are no other non-personal costs.
Cost Avoidance and/or Savings Anticipated	The savings realized from these efforts will be in the form of increased efficiencies within the affected offices.
Status and/or Result	No integration with Colleague required; 4/1/13 Mark Schmid is currently reviewing PNC ActivePay as an alternative to Intelilink; 05/21/13 Mark Schmid indicated that due to staffing changes and other impeding factors the transition to InteliLink will continue next FY14.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	
Availability		
Supportability		
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable		
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague	Yes	
Mobile Device Support		
Desk/App Virtualization		
Customer Service		
Process & Efficiency		
-		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
-		
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Application Performance Mgmt

Type	Research		Measures	Estimated	Actual
Owner: IT	Application Administration		Budget ($)	$50,000	-
Owner: Non-IT	-		Effort (Hours)	n/a	-
Priority	n/a		Deadline	6/30/2013	6/30/2013
Status	Completed		3-Year Savings ($)	n/a	-
Updated			3-Year Savings (Hours)	n/a	-

Project Details

Project Description	A capital project has been approved for Fiscal Year 2012-2013 that anticipates the enhancement of software monitoring tools used to measure the performance of the Angle Learning Management System. Web Systems will be responsible for leading the software selection and implementation process for these new tools. Web Systems will also work with network operations to assure that the output from this monitoring effort is incorporated into the current suite of performance monitoring measures.
Estimated Cost of Project	$50,000
Cost Avoidance and/or Savings Anticipated	Project golas are to reduce the time needed to identify and resolve issues in the Angel Eco-System. This should produce higher levels of user satisfaction, retain more students (for technical reasons), and reduce the amount of IT staff time and effort needed to address incidents, identify root problems and resolve them.
Status and/or Result	Evaluated three different APM systems that were listed in Gartner's Magic 2012 Quadrant Report. Project on hold due to resource constraints from Data Center Power Upgrade project. Next step is to work with HP representative to schedule demo of their system. OpNet, one of the three systems reviewed, provided Sinclair with a quote of $50,000 for an entire solution. Requested capital funds for this project be transferred to FY14.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability	Yes	Allows monitoring and triggering of user experience metrics
Supportability	Yes	Supports faster root cause analysis and proactive problem resolution
Manageability	Yes	Monitors and reports on performance and health of the Angel system
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable		
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service		
Process & Efficiency	Yes	Faster problem resolution, less down time, more proactive
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
-		
-		
-		
-		
-		
-		

Plan	Sinclair IT Master Plan for 2012-2013
Project	Auto Curricula Xfer CMT to ERP

Type	Implementation
Owner: IT	Application Development
Owner: Non-IT	Student Services
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)	$0	-
Effort (Hours)	n/a	-
Deadline	6/30/2013	6/30/2013
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	Automatically move approved curricula from CMT to the ERP system. This process has been piloted for the Q2S process but will be expanded to automate to the process of moving information between systems, specifically CMT to Colleague. This will improve accuracy and reduce staff time needed for these tasks.
Estimated Cost of Project	The only costs for this project are the personnel costs for IT staff to develop the capabilities.
Cost Avoidance and/or Savings Anticipated	Will reduce/elminate the hand entry process currently used improving efficiency and accuracy. Should reduce number of staff hours needed in RSR to maintain the data.
Status and/or Result	An automated method of updating curriculum data was developed using the Colleague ELF process. While this process is executed on-demand, it eliminates the burden of registration staff having to manually hand key data from CMT into Colleague; thereby reducing staff time required for data entry, improving accuracy of data entry, and eliminating the for duplicate data entry into two separate systems. This process was successfully executed for the Semester transition with approximately 1,300 courses imported prior to the start of 13/FA.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	
Availability		
Supportability		
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable		
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague	Yes	Curriculum is managed in CMT not Colleague
Mobile Device Support		
Desk/App Virtualization		
Customer Service		
Process & Efficiency	Yes	Reduces need to hand enter data to Colleague
-		
-		
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Auto Mand. Student Orientation

Type	Research
Owner: IT	Application Administration
Owner: Non-IT	Student Services
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)		-
Effort (Hours)	n/a	-
Deadline	6/30/2013	3/23/2013
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	During the 2011-2012 year, Sinclair conducted an AQIP project to identify improvements to be made to a student's first year experience at Sinclair. The goal of this project was to identify and remove barriers to student success. One recommendation coming from this effort was to implement mandatory orientation for first-year students. In order for this recommendation to be successfully implemented, student services staff will need to take on a significantly increased record keeping burden in order to keep track of who has or has not attended orientation and to link this information with the students' ability to register for classes, i.e. the placing of a "hold" on the students' record. Consequently, Student Services has asked that System Development and Maintenance work on developing an automated process that can manage the application of "holds" onto and off-of students' academic records.
Estimated Cost of Project	Improvements identified to support the AQIP project will require the efforts of a minimum of one programmer analysts each from Administrative Systems and Web Systems. There are no additional non-personnel cost associated with this project.
Cost Avoidance and/or Savings Anticipated	Public policy is tilting in the direction of tying public support of higher education to the degree completion success of student receiving this education. Improvements developed for student services in support of the student's first year experience directly relate to the success agenda and are therefore are in direct support of the college's future funding.
Status and/or Result	Programming used with Accuplacer and HTS can be re-purposed to support Mandatory orientation. Soft rollout will occur Fall 2013.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability		
Supportability		
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable		
Accessible	Yes	
Community	Yes	
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague	Yes	
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency	Yes	
-		
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Convert WWW To Use Mura

Type	Implementation
Owner: IT	Application Development
Owner: Non-IT	Student Services
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)	$0	-
Effort (Hours)	n/a	-
Deadline	6/30/2013	6/30/2013
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	The Marketing Department is requesting that Web Systems support them in the coming year to extend the benefits of a content management system to the main public-facing website, www.sinclair.edu. This will likely entail breaking the current WWW site into 2 new sites and restructuring the organization of the web structure heavily.
Estimated Cost of Project	Resources from Web Systems, Marketing
Cost Avoidance and/or Savings Anticipated	Mura is an Open Source solution so there are no upfront or ongoing license fees to be paid, compared to other CMS options that are fairly costly.
Status and/or Result	Successfully installed and configured new instance of Mura. Our.Sinclair.edu was the first site migrated to production in August of 2012. The Mura infrastructure is configured and ready for Marketing to begin their transition. However, Marketing is planning on a phased approach which will delay the migration to Mura. The first phase will introduce incremental change to the current www. Additionally Marketing has been directed to conduct a usability study before making the transition to Mura.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	Mura will allow Marketing to make changes easier and more quickly
Availability	Yes	Replacing old homegrown system that is limiting Marketing
Supportability	Yes	New software, with Vendor who will support it if needed
Manageability	Yes	Mura is used for Our.Sinclair and other systems, this will leverage previous knowledge and work
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	Better main web site supports students
Sustainable	Yes	Use of Open Source reduces cost
Accessible	Yes	Web used to reach out broadly and attract students. Mobile support
Community	Yes	Primary Vehicle to communicate with the public
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support	Yes	Mura has much better support for mobile devices
Desk/App Virtualization		
Customer Service	Yes	Easier to use web site for students
Process & Efficiency	Yes	Easier to maintain web site for IT & Marketing
-		
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Other	Y/N	Notes/Comments (If Needed)
-		
-		
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Plan	Sinclair IT Master Plan for 2012-2013
Project	**Data Archival Product Eval**

Type	Research
Owner: IT	**Network Operations Center**
Owner: Non-IT	**-**
Priority	**n/a**
Status	**Completed**
Updated	**7/17/2013**

Measures	Estimated	Actual
Budget ($)	**$0**	**-**
Effort (Hours)	**n/a**	**-**
Deadline	**1/1/2013**	**-**
3-Year Savings ($)	**n/a**	**-**
3-Year Savings (Hours)	**n/a**	**-**

Project Details

Project Description	Sinclair's current UDO archival appliance is reaching its end of life and ITS needs to begin evaluating alternatives. The current archival process relies heavily on Sinclair employees being familiar enough with their data that they proactively contact the help desk. The creation of a UDO archive share is then initiated, and once the share is created, the employee has to manually migrate the data to the new location. This is unrealistic. The latest archiving solutions utilize intelligent information management. This allows ITS to define automatic, policy-based migration rules that move old or in-frequently used files to an archive storage tier automatically. After the old files are removed, shortcuts are created, freeing up precious SAN space and shortening backup windows. The shortcuts also allow users to easily view or restore the original items as needed.
Estimated Cost of Project	The project will cost approximately $100,000. There are a variety of hardware and software solutions available. ITS will take this FY to decide on a solution and FY 2012 – 2013 for implementation.
Cost Avoidance and/or Savings Anticipated	Many archiving solutions also contain e-discovery capabilities, saving the college $5,000 annually by eliminating Quest Recovery Manager, Sinclair's current e-discovery solution.
Status and/or Result	The team reviewed Symantec, IBM, and EMC Enterprise Archive Solutions. Symantec's was the most mature and user friendly. The other products didn't even compare. Symantec was the hands down favorite, and a capital request was submitted for the product. The capital request was denied and further analysis requested to ensure a realistic ROI.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability	Yes	Improved redundancy, recoverability, and e-discovery searchability
Supportability		
Manageability	Yes	Archive data will be stored on cheaper storage
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	Regulatory compliance
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service		
Process & Efficiency	Yes	Improved E-Discovery Request Response Time
-		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
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-		
-		
-		
-		
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-		

Plan	Sinclair IT Master Plan for 2012-2013
Project	Data Center Power Upgrades

Type	Implementation
Owner: IT	Network Operations Center
Owner: Non-IT	-
Priority	n/a
Status	In-Progress
Updated	7/17/2013

Measures	Estimated	Actual
Budget ($)	$625,000	-
Effort (Hours)	n/a	-
Deadline	6/30/2013	-
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	Sinclair's primary data center in building 13 is currently configured to provide 20 AMP power service. This project will upgrade the power to 30 AMP service which will allow for higher power efficiency, advanced power monitoring capabilities, and ensures compatibility with the latest IT infrastructure equipment. In addition to the 30 AMP power upgrade, a higher capacity UPS (Uninterruptable Power Supply) and a second generator will also installed to support the room at its maximum capacity.
Estimated Cost of Project	A capital request of $625,000 has been approved for this project.
Cost Avoidance and/or Savings Anticipated	- A 3-Phase power whip delivers 1.73 times more power than a single phase whip. - Server cabinet will only require 2 PDUs. There are currently 4 PDUs in each sever rack. - 3-Phase Wyse power can distribute both 208 V and 120 V power from the same cabinet power distribution unit. This provides Sinclair with a solution that is both backwards compatible and futures ready.
Status and/or Result	Liebert 160 KVA UPS and Kohler gas generator have been installed. 16 new Rittal server racks have been installed in the server room and have been outfitted with smart PDUs from ServerTech. The smart PDUs allow IT to control and meter the power on every outlet. Automatic Transfer Switches (ATS) have been installed to protect single power supplied devices. The majority of work is scheduled to be completed by 7/20/2013. The DCIM monitoring portion of the project should be completed by 8/31/2013.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability	Yes	Improved redundancy
Supportability	Yes	
Manageability	Yes	Lower costs
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization	Yes	30 AMP power supports our high density computing future
Customer Service		
Process & Efficiency	Yes	Increasing power capacity enables growth in the future
-		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Data Loss Prevention Analysis

Type	Research
Owner: IT	Information Security
Owner: Non-IT	-
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)	$0	-
Effort (Hours)	n/a	-
Deadline	6/30/2013	-
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	Sinclair's information systems are used to store and manage a significant volume of personal and other sensitive information. As our systems increasingly evolve from the traditional wired network and perimeter/zone-based infrastructure to today's increasingly fluid and mobile model, security paradigms need to shift. The traditional approach to securing the information by securing the device containing the information still applies, but because these devices have far fewer boundaries, the focus needs to shift to the security of the specific data that requires protection. Effective information security now requires solutions with 'content-aware' ability to ensure enterprises know what information is sensitive, where it is, and how it is protected. The primary technical solutions to achieve this are classified as "Content Aware Data Loss Prevention (DLP)" solutions. This project involves researching the specific needs for and feasibility of implementing a DLP solution. The initial focus will be on the security of information currently managed in the Colleague and SASS systems, but will also include systems that manage other sensitive information
Estimated Cost of Project	The cost for this project is personnel resources. If project results in determination to implement a DLP solution, there will be costs associated with the implementation. These costs will be identified during this analysis.
Cost Avoidance and/or Savings Anticipated	Potential cost avoidance if project results in determination to implement a DLP solution is reducing risk of a breach of sensitive information and the associated costs of breach mitigation.
Status and/or Result	Researched both static and dynamic (aka content aware) DLP solutions. Static solutions require user to actively scan storage for PII and other sensitive data, dynamic solutions primarily scan data in transit. Both types of solutions are still technically immature, require significant user effort and IT support. Commercial solutions are also very resource-intense to license, implement, tune, and maintain. Our current Palo Alto firewalls offer a basic DLP module, but we have been unable to tune it to deliver satisfactory results; we will continue to work on this. At this point, implementing a DLP solution would not supply sufficient ROI to justify. As the technology matures, it will likely be incorporated into exisiting infrastructure solutions such as NAC and SIEM. Will continue to monitor.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability	Yes	Improved security of sensitive data, improved fault tolerance
Supportability	Yes	Supports safer data use by mobile/non-central technology
Manageability	Yes	Technical DLP more reliable than relying on user policy/procedures
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	DLP technology supports multiple compliance efforts
Accessible		
Community	Yes	DLP technology can help maintain stakeholder trust in SCC handling of sensitive/personal data
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support	Yes	Increases security of sensitive data across mobile platforms
Desk/App Virtualization		
Customer Service	Yes	Provides customer guidance for using/accessing sensitive data
Process & Efficiency	Yes	Technical/automated solution more effective/efficient than admin policy/procedure
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-		
-		
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-		

Other	Y/N	Notes/Comments (If Needed)
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-		
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Deploy Bb eAccounts

Type	Research		Measures	Estimated	Actual
Owner: IT	Application Administration		Budget ($)		-
Owner: Non-IT			Effort (Hours)	n/a	-
Priority	n/a		Deadline	6/30/2013	2/28/2013
Status	Completed		3-Year Savings ($)	n/a	-
Updated			3-Year Savings (Hours)	n/a	-

Project Details

Project Description	The campus Tartan Card vendor (Blackboard) recently released their own PCI compliant online card application. Additionally to motivate Sinclair with the transition from our existing 3rd party product (Sequoia), Blackboard has provided the software license for FREE. The goal of this project will be to research the possibility of migrating to this new service offering.
Estimated Cost of Project	Because Blackboard has offered the initial license for FREE there is no additional non-personnel cost for this project. This effort will require staff time from the Web and Administrative Systems groups.
Cost Avoidance and/or Savings Anticipated	
Status and/or Result	Guidelines, Best Practice and Quote for implementation has been received. Implementatioion will occur in FY14. The PO has been processed and project kickoff is scheduled for 7/16/2013.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability	Yes	
Supportability	Yes	
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service		
Process & Efficiency	Yes	
-		
-		
-		
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-		

Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	**Deploy ERP Online Req Module**

Type	Implementation
Owner: IT	**Application Administration**
Owner: Non-IT	
Priority	n/a
Status	**Completed**
Updated	

Measures	Estimated	Actual
Budget ($)		-
Effort (Hours)	n/a	-
Deadline	6/30/2013	6/30/2013
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	Last year Administrative Systems researched the possibility of implementing purchase requisitions from within the Web Advisor module of the ERP system. Using this method will streamline the approval process, eliminate the need for separate login credentials and simplify the user experience when approving requisitions.
Estimated Cost of Project	The project will require the efforts of staff from Web Systems and Systems Development and Maintenance.
Cost Avoidance and/or Savings Anticipated	Cost saving will be realized from increased efficiencies within affected offices due to more streamlined and simplified process.
Status and/or Result	Implemented Online Requisition Module. Currently several IT, Purchasing and Accounting staff have access to the module. Purchasing plans to go live in FY14.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	
Availability		
Supportability		
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable		
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency		
-		
-		
-		
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Deploy ERP Stu. Self Svcs. Feat

Type	Research		Measures	Estimated	Actual
Owner: IT	Application Administration		Budget ($)		-
Owner: Non-IT			Effort (Hours)	n/a	-
Priority	n/a		Deadline	6/30/2013	12/31/2012
Status	Completed		3-Year Savings ($)	n/a	-
Updated			3-Year Savings (Hours)	n/a	-

Project Details

Project Description	The campus ERP vendor is aggressively working to enhance the Web Advisor module as we know it. Specifically they have invited Sinclair to participate in their client advisory team and BETA for their new Student Self Service module. This Student Self Service is similar in concept to Sinclair MAP application. For participating in the BETA process the vender has agreed to provide Sinclair with a 25% discount on software license purchase next year.
Estimated Cost of Project	This project will require the efforts of staff from SD&M, SNA and support of the academic advisors during the testing process.
Cost Avoidance and/or Savings Anticipated	By using self-service students will benefit from increased access, reduced response times, and the most current information related to their academic status.
Status and/or Result	Completed the BETA program. Implementation will be scheduled for FY14.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	
Availability		
Supportability		
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable		
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency		
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Distributed Power Conditioning

Type	Research		Measures	Estimated	Actual
Owner: IT	Network Operations Center		Budget ($)	$0	-
Owner: Non-IT	-		Effort (Hours)	n/a	-
Priority	n/a		Deadline	5/1/2013	-
Status	Completed		3-Year Savings ($)	n/a	-
Updated	7/17/2013		3-Year Savings (Hours)	n/a	-

Project Details

Project Description

As Sinclair' uptime requirements continue to rise, the importance of full featured UPSs have been realized. Reliable, normalized power is a very real barrier to achieving 24x7 IT infrastructure availability. The Network Operations Center (NOC) recently completed the inventory and verification of 33 telecomm closets across all 6 of Sinclair's campuses. This resulted in 76 UPS that need to be managed and maintained on a daily basis. ITS will utilize this project to investigate methods of reducing that number by selecting a larger capacity UPS with increased capabilities as the new Sinclair standard.

Estimated Cost of Project

There were no additional capital funds requested for this project. Any additional funds to purchase new servers or software would come from cost savings from other, funded projects.

Cost Avoidance and/or Savings Anticipated

Reducing the number of UPSs to maintain and manage will save both time and money.

Status and/or Result

The NOC reviewed the latest closet UPS models from APC and Liebert. Both were 3000 VA units, the largest 120 volt model. Both units were tested thoroughly for performance and features. A decision was made to go with the APC model. Sinclair's Network Closet Standard is now the APC Smart-UPS 3000 LCD (Part # SMT3000RM2U) with environmental monitoring.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability	Yes	Improved redundancy
Supportability	Yes	New UPSs will have improved features and and capacity
Manageability	Yes	Reducing the number of UPSs to manage
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service		
Process & Efficiency	Yes	Increasing UPS capacity & decreasing the # of the UPSs to manage
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Docs.Sinclair.Edu

Type	Implementation
Owner: IT	User Support
Owner: Non-IT	-
Priority	n/a
Status	Completed
Updated	7/17/2013

Measures	Estimated	Actual
Budget ($)	$0	-
Effort (Hours)	n/a	-
Deadline	6/30/2013	-
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	This purpose of this project is to development procedures and documentation for moving internal IT documentation from Sharepoint to the Mura content management system.
Estimated Cost of Project	There is no cost assocated with this project. IT will benefit by having all internal procedures housed and accessible in one place.
Cost Avoidance and/or Savings Anticipated	Internal IT procedures will be available at all times. Procedures will not be lost due things such as staff attrition. The Mura product has a number of benefits that Sharepoint did not have. The process of maintaining internal procedures will be better.
Status and/or Result	docs.sinclair.edu is live and departments are currently migrating their documentation off of SharePoint. Training sessions were provided as needed.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability		
Supportability		
Manageability	Yes	Convenient access to internal procedures
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service		
Process & Efficiency	Yes	Access to internal procedures will be more efficient
-		
-		
-		
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-		

Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	DR System Expansion

Type	Implementation
Owner: IT	Network Operations Center
Owner: Non-IT	-
Priority	n/a
Status	In-Progress
Updated	7/17/2013

Measures	Estimated	Actual
Budget ($)	$192,100	-
Effort (Hours)	n/a	-
Deadline	5/31/2013	-
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	In early 2011, Sinclair's IT department, in partnership with Afidence, began developing a DR (Disaster Recovery) system identification project. Individuals from Afidence began meeting with divisions across campus to identify the college's most critical business systems and capture a sense of "tolerance" relative to recovery time and system performance during a disaster. In early 2012, the ITS DR Recovery Systems Planning project reviewed the data gathered during the Afidence division meetings and compared the results against Sinclair's current Disaster Recovery systems list. ITS developed three DR system scenarios on a cost versus performance ratio (Best, Better, Minimal) and funding for the "Best" scenario was approved as a capital request project for 2012 – 2013.
Estimated Cost of Project	A capital request of $192,100 was approved for the purchase of new DR servers and networking equipment.
Cost Avoidance and/or Savings Anticipated	Implementing and maintaining an effective disaster recovery facility is far less costly than the permanent loss of student and employee data.
Status and/or Result	A re-evaluation was done of the DR project requirements, and it was determined that we could make due with the limited funds released for the project. New servers and equipment were purchased and installed in April. Due to the data center power upgrade project the configuration of these DR devices has been delayed until late August.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability	Yes	Improves recoverability
Supportability		
Manageability	Yes	Improves DR process
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service		
Process & Efficiency	Yes	Improved DR Recovery Time
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Elec Dist of Employee W2 Info

Type	Implementation
Owner: IT	Application Administration
Owner: Non-IT	Financial Services
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)		-
Effort (Hours)	n/a	-
Deadline	6/30/2013	12/31/2012
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	The ERP vendor's product contains a feature that allows for the electronic distribution of an employee's W2 information. The Payroll Office has asked that Systems Development and Maintenance set aside resources to allow for the implementation of this feature during the upcoming plan year.
Estimated Cost of Project	This project will require 40 hours of effort from Systems Development and Maintenance group.
Cost Avoidance and/or Savings Anticipated	Reduction of paper, staff able to access W2 data via self-service and increased efficiencies realized in the Payroll office.
Status and/or Result	Deployed to live system, awaiting the go-live from purchasing.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	
Availability		
Supportability		
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable		
Accessible		
Community	Yes	
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency		
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Eval ACH Features of Colleague

Type	Research
Owner: IT	Application Administration
Owner: Non-IT	Financial Services
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)	$0	-
Effort (Hours)	n/a	-
Deadline	6/30/2013	6/30/2013
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	The Accounting and Bursar's Offices have requested that there be another evaluation of the Automated Clearinghouse (ACH) features included in the ERP vendor's product. Depending upon the outcome of this re-evaluation, the feature may or may not be implemented.
Estimated Cost of Project	To accomplish this project, it is estimated that it will take two months of Colleauge programmer/analyst time. At an average hourly cost of $38, this project will cost $12,000.
Cost Avoidance and/or Savings Anticipated	The Bursar's office will experience direct personnel cost savings if all of the features identified for this project are implemented. The annual personnel costs is estimated at one full-time clerical support staff.
Status and/or Result	Initial research by IT Applications revealed the possibility of implementing the feature with minimal effort. The Bursar expressed interest with continuing this research to determine if and when to implement ACH.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	Improved usability by Bursars staff
Availability		
Supportability		
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service		
Process & Efficiency	Yes	
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	**Fax Server Evaluation**

Type	Research
Owner: IT	**Telecommunications**
Owner: Non-IT	**-**
Priority	**n/a**
Status	**Completed**
Updated	

Measures	Estimated	Actual
Budget ($)	**$0**	**-**
Effort (Hours)	**n/a**	**-**
Deadline	**6/30/2013**	**-**
3-Year Savings ($)	**n/a**	**-**
3-Year Savings (Hours)	**n/a**	**-**

Project Details

Project Description	With the advent of paper forms being replaced by email, electronic documents and web forms, the use of fax machines has continued to decline. The purpose is to determine if we can create a user-friendly operation for fax operations using copiers, printers, scanners, and existing PC's to perform the fax function throughout the college using a fax server.
Estimated Cost of Project	The solutions that are available will range in pricing but with the scope of the project, the cost should be around $15,000.
Cost Avoidance and/or Savings Anticipated	The ongoing costs related to the replacement of fax machines and the maintenance of analog phone line equipment will be eliminated. Adding additional capabilities to existing copiers will further enhance the operation of the copiers. A sizeable annual savings is anticipated.
Status and/or Result	Data that was collected revealed that the centrallization of faxing capability was not the main issue. The processing of documents that are either received, or are to be sent, is the real problem. The implementation of a enterprise document management solution should be pursued to address the workflow needs.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	Gain efficiencies in fax document management
Availability	Yes	Additional uses gained with existing MFP printers
Supportability	Yes	Equipment is more centralized
Manageability	Yes	Lower maintenance costs
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	Centralized system will generate cost efficeincies for both equipment and supplies.
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	Electronic use of documents will be easier
Process & Efficiency	Yes	Storage of documents will be more electronic for better management and control.
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Federated ID Investigation

Type	Research
Owner: IT	Information Security
Owner: Non-IT	-
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)	$0	-
Effort (Hours)	n/a	-
Deadline	1/31/2013	-
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	One of the little-publicized technology goals targeted in the BOR "Ohio's Strategic Plan for Higher Education 2008-2017" is the creation and implementation of: "A federated system of authentication that makes it possible for students and faculty to access resources at multiple campuses through a single account." (http://uso.edu/strategicplan) Federated Identity is essentially a "trust model" infrastructure that formally encompasses the technologies, standards, policies, and procedures that enable the sharing of identity authentication across otherwise autonomous systems or domains. The goal of federated identity is to enable authorized users of one domain to securely access selected resources (such as data or systems) of another domain, seamlessly and without the administrative overhead of separate user identity and access management. Essentially, each member of the federation 'trusts' the users authenticated by other members. This project involves performing an analysis of the direction that Sinclair should pursue in implementing a federated identity solution.
Estimated Cost of Project	The cost for this project is personnel resources. If project results in determination to implement Federated ID, there will be costs associated with federation membership and software. These costs will be identified during this analysis.
Cost Avoidance and/or Savings Anticipated	Determining cost avoidance/cost savings potential is included in the scope of this investigation.
Status and/or Result	There is currently no major driver or "killer-app" that requires implementation of a federated ID solution. The Federated ID investigation revealed a more pressing need for the College is a mature and robust identity management solution that offers a significant 'self-help' credential management and password reset process. Rather than pursue a Federated ID solution that supports identity management, efforts would be better spent pursuing an identity management solution that supports federation. During this investigation we evaluated a number of promising solutions, however, all the current solutions licensing models rely on potential user head count (rather than actual) that results in extremeley costly implementation and maintenance. Will continue to monitor and explore Identity management options.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	Federated ID may improve accessibility and scalability of some initiatives
Availability		
Supportability		
Manageability	Yes	A standardized Federated ID system may reduce ID management complexity of shared systems
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	If adopted state-wide, Federated ID has potential to improve student transfer processes
Sustainable		
Accessible		
Community	Yes	BOR has indicated this is a key goal
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	Federated ID reduces number of accounts/passwords users must use and protect
Process & Efficiency		
-		
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Fin Aid Compliance Support

Type	Research		Measures	Estimated	Actual
Owner: IT	Application Administration		Budget ($)		-
Owner: Non-IT	Student Services		Effort (Hours)	n/a	-
Priority	n/a		Deadline	6/30/2013	8/1/2013
Status	Completed		3-Year Savings ($)	n/a	-
Updated			3-Year Savings (Hours)	n/a	-

Project Details

Project Description	The Financial Aid department requires the assistance of Administrative Systems in several key areas. Specifically processing the disbursement of aid based on attendance, calculating aid based on the number of times courses are repeated, automation of the satisfactory academic progress, cost of attendance, return of Title IV and gainful employment.
Estimated Cost of Project	It is expected that the items mentioned within this project will consume several months of programmer/analyst time. There are currently no other non-personnel cost identified.
Cost Avoidance and/or Savings Anticipated	The savings realized from these efforts will be in the form of increased efficiencies within the affected offices, compliance with state and federal agencies, and improved services to the student population.
Status and/or Result	Developed a Non-Attendance process to assist with verifying if students are eligible for excess FA. Assisted with FA assessment conducted by Strata Information Group (SIG); Conducted SAP analysis with Financial Aid Services (FAS) consultant, Janet Hunter--made several modifications that will be tested and deployed by August 14 2013. Identified opportunities for improving R2T4 and COD during FY14.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	
Availability		
Supportability		
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague	Yes	
Mobile Device Support		
Desk/App Virtualization		
Customer Service		
Process & Efficiency	Yes	
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	HD Self Service Improvements

Type	Implementation
Owner: IT	User Support
Owner: Non-IT	-
Priority	n/a
Status	Cancelled
Updated	7/17/2013

Measures	Estimated	Actual
Budget ($)	$0	-
Effort (Hours)	n/a	-
Deadline	4/30/2013	-
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description

This project was created to provide improved capabilities for customers to access answers to their problems without the need to speak to the Help Desk. Currently 86% of the contact with the Help Desk comes from calls and 4% of those calls are to check on the status of an Incident Request. The goal is to reduce calls to the Help Desk by the improvement and promotion of self-service. Using these self-service capabilities will complement, but not replace the ability of customers calling the Help Desk to solve and to check on the status of their problems. Examples of the types of improvements that will be pursued include:

• Improving the quantity and quality of answers to questions that can be found online at http://faqs.sinclair.edu:
• Provide improvements to the process for creating new Incident Requests online:
• Improve the ability for users to track the status of their incident requests online:

Estimated Cost of Project

There is no cost for this project other than personnel time to implement changes to processes.

Cost Avoidance and/or Savings Anticipated

If information is reliable, available and easily found to users, less time will be spent on users calling Help Desk to ask about problem issues and status.

Status and/or Result

This has been placed on hold until Call tracking software is upgraded to FrontRange FY13-14.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability		
Supportability	Yes	Reduce # of calls by empowering users to find the answers.
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable		
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency		
-		
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	ID ERP Hardware Replacement Req

Type	Research		Measures	Estimated	Actual
Owner: IT	Application Administration		Budget ($)		-
Owner: Non-IT			Effort (Hours)	n/a	-
Priority	n/a		Deadline	12/31/2012	12/31/2012
Status	Completed		3-Year Savings ($)	n/a	-
Updated			3-Year Savings (Hours)	n/a	-

Project Details

Project Description	The hardware supporting the existing campus ERP system will be due for replacement and renewal during the 2013-2014 year. This project will focus on the identification of hardware requirements and providing recommendations for the replacement hardware.
Estimated Cost of Project	The renewal and replacement of the Campus ERP system has a projected estimate of $430,000. Additionally this effort will require staff time from Administrative Systems and Systems and Network Administration.
Cost Avoidance and/or Savings Anticipated	Increased reliability and sustainability of the Campus ERP system for the next 5-7 years.
Status and/or Result	Capital request submitted based on results of research.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability	Yes	
Supportability	Yes	
Manageability	Yes	
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service		
Process & Efficiency		
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	**Improve Sponsored Billing Proc.**

Type	Research
Owner: IT	Application Administration
Owner: Non-IT	Financial Services
Priority	n/a
Status	Cancelled
Updated	

Measures	Estimated	Actual
Budget ($)		-
Effort (Hours)	n/a	-
Deadline	6/30/2013	6/30/2013
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details	
Project Description	During the 2012-2013 master planning process, Administrative Systems worked with staff from Research Analytics and Reporting , Bursar and Financial Aid offices to determine if an opportunity exist for Sinclair to eliminate the need for a customized process, developed and supported by the vendor, that evaluates priorities of Sponsored Billing and Financial Aid. The project will continue the research and analysis for an alternative solution with the goal of making recommendations for next year.
Estimated Cost of Project	This project will require staff resourced from RAR, SD&M, Bursar and Financial Aid. There were no additional capital funds requested for this project.
Cost Avoidance and/or Savings Anticipated	Less than 3% of the entire student population benefits from the existing, vendor supplied, custom transmittal process used for Sponsored Billing. Support of the custom transmittal is approximately $24,000 annually. Additional savings realized from these efforts will be in the form of increased efficiencies within the affected office and improved services to the student population.
Status and/or Result	On hold due to re-assignment of staff between the Bookstore and Bursars Offices, and the organizational changes in the Financial Aid offices. Staff from these two key areas is necessary to continue the research effort. However, under the leadership of Annesa Cheek, the FA offices have indicated interest in continuing this effort during FY14.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability		
Supportability	Yes	
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service		
Process & Efficiency	Yes	
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Improve UI Web Training

Type	Implementation
Owner: IT	Application Administration
Owner: Non-IT	
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)		-
Effort (Hours)	n/a	-
Deadline	6/30/2013	6/30/2013
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	As of July 1, 2012 the ERP vendor officially migrated from a desktop-based application for accessing the system to a web-based application. The new method does not require any installation and is platform independent. During the transition from desktop to web Administrative Systems will focus on improving method of delivering instruction and training to better support the needs of faculty and staff.
Estimated Cost of Project	This project will require the support and effort of one full time programmer analyst. There are no other non-personal costs.
Cost Avoidance and/or Savings Anticipated	Increasing the availability and improving the reliability of information related to the functionality and use of the campus ERP system will directly reduce user support time spent by Administrative Systems and Help Desk staff.
Status and/or Result	Completed all user training prior to the roll-out of UI 4.x on May 20, 2013.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	
Availability		
Supportability		
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable		
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency		
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Increase Web Reg Capacity

Type	Implementation
Owner: IT	Application Administration
Owner: Non-IT	Student Services
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)	$0	-
Effort (Hours)	n/a	-
Deadline	6/30/2013	2/18/2013
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	For several years Sinclair's registration transactions that hit the system in the first few moments that registration for a term begins. Because of past vendor software limitations, all requests needed to be funneled through a single entry point and the speed of response was completely dependent upon the speed at which this single line of requests could be processed. Recently the vendor has modified their software to allow for multiple entry points, and this plan item calls for putting into place those infrastructure changes that will allow Sinclair to make use of this expanded software capability. Specifically, Administrative Systems and Web Systems will work with network engineers to put "load balancing" in place for registration requests.
Estimated Cost of Project	It is expected that the items under this heading will require the efforts of approximately three full-time staff from from IT.
Cost Avoidance and/or Savings Anticipated	Successful implementation of this project will result in reducing the potential downtime for users, support of increased capacity and support of new serivice demands due to future developments.
Status and/or Result	Deployed WebAdvisor on 3 servers that equally distribute the web registration requests.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	
Availability	Yes	
Supportability		
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable		
Accessible	Yes	
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague	Yes	
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency		
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-		
-		
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	IPv6 Implementation

Type	Implementation
Owner: IT	Telecommunications
Owner: Non-IT	-
Priority	n/a
Status	In-Progress
Updated	

Measures	Estimated	Actual
Budget ($)	$0	-
Effort (Hours)	n/a	-
Deadline	6/30/2013	-
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	The purpose of this project will be to implement IPv6 within the college's network based on the plan created in the previous master plan cycle. This project will have the following high level scope: • Obtain an allocation of IPv6 addresses from OARnet. • Create an IPv6 network in the Cert Lab to testing and training. • Develop an integration team consisting of IT staff who will be tasked to advise integration into the existing IPV4 network and end user policies. • Configure internal/external network devices to support IPv6. • Configure end user devices to support IPv6. • Develop a DHCP/DNS environment supporting IPv6. • Training for Help Desk and Techs for understanding and troubleshooting. The end product of this project will be a production network supporting IPV6 where servers and clients are communicating via IPv6 both internally and externally as well as documentation describing the IPv6 integration.
Estimated Cost of Project	There are no costs estimated for this project as all of the equipment has already been purchased.
Cost Avoidance and/or Savings Anticipated	Not being ready for IPv6 as it becomes more widely available could result in disruption to users.
Status and/or Result	-Sinclair has a IPv6 presence on the internet. Next step is to route internal IPv6 traffic to the internet.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	Implements new IPv6 fuctionality
Availability		
Supportability	Yes	New Operating Systems are IPv6 enabled by default
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	
Accessible		
Community	Yes	May be able to release IPv4 adresses back to ARIN
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support	Yes	
Desk/App Virtualization		
Customer Service		
Process & Efficiency		
-		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
-		
-		
-		
-		
-		
-		
-		

Plan	Sinclair IT Master Plan for 2012-2013
Project	Lab HVD Implement Procedure Dev

Type	Implementation
Owner: IT	User Support
Owner: Non-IT	-
Priority	n/a
Status	In-Progress
Updated	7/17/2013

Measures	Estimated	Actual
Budget ($)	$0	-
Effort (Hours)	n/a	-
Deadline	6/30/2013	-
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	The purpose of this project is to develop documentation for the implementation of hosted virtual desktops to replace physical desktops in academic spaces.
Estimated Cost of Project	There is no cost associated with this project. Users will benefit by documenting and publishing procedures related to the Lab HVD implementation.
Cost Avoidance and/or Savings Anticipated	If information is published for users, less time will be spent on users calling Help Desk for information about these processes.
Status and/or Result	Instructions for App Depot, the replacement for citrix.sinclair.edu, have been created and published. Waiting for feedback on when citrixremote.sinclair.edu will be replaced by App Depot and for feedback on lab pilots.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	Provides procedures for using lab HVD
Availability		
Supportability	Yes	Provides support to lab HVD users
Manageability	Yes	
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable	Yes	
Accessible	Yes	
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support	Yes	
Desk/App Virtualization	Yes	Creates lab HVD procedures
Customer Service	Yes	Provides guidelines to users
Process & Efficiency	Yes	
-		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
-		
-		
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-		
-		

Plan	Sinclair IT Master Plan for 2012-2013
Project	Mig Placement Test to Compass

Type	Research
Owner: IT	Application Administration
Owner: Non-IT	Student Services
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)		-
Effort (Hours)	n/a	-
Deadline	6/30/2013	1/15/2013
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	Student Services has made the decision to change the vendor supplying the placement tests used to assign students to the appropriate course work for their academic level. The current vendor has been used for over a decade, and several system integrations have been developed to move data from the vendor's databases to the Sinclair student information system. The change of vendor will require a redoing of this integration work to accommodate the system and data structures of the new vendor.
Estimated Cost of Project	It is anticipated that the research of the project will consume approximately 160 hours of staff time. At an average hourly cost of $35, the total project cost should be $5,600.
Cost Avoidance and/or Savings Anticipated	Successful completion of this project will align Sinclair with other Ohio Colleagues and Universities. As such this effort will streamline the student experience and add value to the goal of increasing linkages between educational units.
Status and/or Result	Testing Center will continue using Accuplacer. In addition, cut scores were developed to support Compass.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	
Availability		
Supportability	Yes	
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable	Yes	
Accessible	Yes	
Community	Yes	
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency		
-		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
-		
-		
-		
-		
-		
-		
-		
-		
-		

Plan	Sinclair IT Master Plan for 2012-2013
Project	Mobile Application Research

Type	Research		Measures	Estimated	Actual
Owner: IT	Application Development		Budget ($)	$0	-
Owner: Non-IT	-		Effort (Hours)	n/a	-
Priority	n/a		Deadline	6/30/2013	1/31/2013
Status	Completed		3-Year Savings ($)	n/a	-
Updated			3-Year Savings (Hours)	n/a	-

Project Details

Project Description	Research the demand for Mobile services at SCC via the RAR annual Student survey. Benchmark our Mobile offerings with similar colleges. Create a strategy for moving forward based on the findings of the survey, research and benchmarks. This will be done in conjunction to the process to create campus wide policy on mobile computing and access.
Estimated Cost of Project	Resources in Web Systems and RAR
Cost Avoidance and/or Savings Anticipated	NA - Until Research is complete
Status and/or Result	Data collected from Google Analytics suggest an increase in mobile device usage in student-facing web services. New technologies recently adopted by IT Applications provide support of mobile web development with minimal effort.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	Trying to improve the User Experience on Mobile
Availability	Yes	Being as widely available as possible for all potential students
Supportability	Yes	Research to learn best strategies and approaches for sustainability
Manageability	Yes	Research to find solutions that can be managed more easily
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable		
Accessible	Yes	
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support	Yes	Directly related to future mobile strategy and tactical decisions
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency		
-		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
-		
-		
-		
-		
-		
-		
-		
-		

Plan	Sinclair IT Master Plan for 2012-2013
Project	Mobile Policy

Type	Implementation		Measures	Estimated	Actual
Owner: IT	User Support		Budget ($)	$0	-
Owner: Non-IT	-		Effort (Hours)	n/a	-
Priority	n/a		Deadline	6/30/2013	-
Status	Completed		3-Year Savings ($)	n/a	-
Updated	7/17/2013		3-Year Savings (Hours)	n/a	-

Project Details

Project Description	This project was created to continue the development of information regarding the policies, procedures and services provided related to mobile communication devices, services, and stipends. These include documentation for specific mobile services including wireless and a website to house the documentation as a comprehensive mobile policy. Examples include a Mobile policy document and a PowerPoint presentation for the mobile communication device and service procedures, and a request form for mobile services/devices.
Estimated Cost of Project	There is no cost assocated with this project. Users will benefit by documenting and publishing procedures related to mobile communication devices and IT processes related to mobile services will be standardized and published.
Cost Avoidance and/or Savings Anticipated	The published documents will make mobile communication service/device requests more efficient.
Status and/or Result	Mobile policy has been created and published.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	Provides mobile procedures
Availability		
Supportability	Yes	Provides mobile support guidelines to IT staff
Manageability	Yes	Creates and establishes mobile procedures
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support	Yes	Increases staff efficiency in mobile support
Desk/App Virtualization		
Customer Service	Yes	Provides mobile support guidelines to users
Process & Efficiency	Yes	Streamlines mobile requests
-		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
-		
-		
-		
-		
-		
-		

Plan	Sinclair IT Master Plan for 2012-2013
Project	Network Infrastructure Upgrades

Type	Implementation
Owner: IT	Telecommunications
Owner: Non-IT	-
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)	$1,200,000	-
Effort (Hours)	n/a	-
Deadline	6/30/2013	-
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	The scope of this project will be to replace the edge switches in 15 network closets located in buildings 1, 2, 3, 4, 6, 8, 9, 11, 13, 14, 16, 17, 19 and 20. Concurrently, the patch cabling in the network closets will be replaced to support the increased connectivity speeds the edge switches will provide. This project will complete the R&R process for the edge switches at the Dayton campus.
Estimated Cost of Project	$1,200,000
Cost Avoidance and/or Savings Anticipated	The renewal and replacement of network equipment avoids the costs that can be a result of failures. Due to our relationship with Enterasys and issuing the PO for this equipment prior to June 30, 2012, we were able to secure an addition 6% discount, resulting in a cost savings of $117,270.
Status and/or Result	-Upgraded the edge switches in 11 network closets. Project completed on 12/2/12.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	Increases edge device connectivity 10x
Availability	Yes	New equipment more reliable
Supportability	Yes	More favorable warranty costs vs. older equipement
Manageability	Yes	
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable	Yes	Regular maintenace of equipment
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization	Yes	Increases edge device connectivity 10x
Customer Service		
Process & Efficiency		
-		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
-		
-		
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-		
-		

Plan	Sinclair IT Master Plan for 2012-2013
Project	Parking System One-Card Int.

Type	Implementation		Measures	Estimated	Actual
Owner: IT	Application Administration		Budget ($)		-
Owner: Non-IT	Business Services		Effort (Hours)	n/a	-
Priority	n/a		Deadline	6/30/2013	6/30/2013
Status	In-Progress		3-Year Savings ($)	n/a	-
Updated			3-Year Savings (Hours)	n/a	-

Project Details

Project Description	A capital project has been approved for Fiscal Year 2012-13 that anticipates replacing the current system used to track campus parking. Since the current system is tightly integrated with the campus One-Card system, it is expected that the changes to parking procedures will require a substantial rework of One-Card programming and practices supported by Systems Development and Maintenance. Administrative Systems will work closely with Business Services as the parking project unfolds and will respond to programming changes as the new system is implemented.
Estimated Cost of Project	This project will require support of staff from Business Services, SD&M and SNA.
Cost Avoidance and/or Savings Anticipated	Successful implementation of this project will result in increased revenue realized by expanded parking services, more efficient use of parking spaces, improved analytics and reporting data and the overall improvement to the user experience.
Status and/or Result	RFP still being drafted. Parking system has not been selected.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	
Availability	Yes	
Supportability	Yes	
Manageability	Yes	
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable	Yes	
Accessible		
Community	Yes	
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency		
-		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	PC Driver Update Process

Type	Research		Measures	Estimated	Actual
Owner: IT	End-User Computing		Budget ($)	$0	-
Owner: Non-IT	-		Effort (Hours)	n/a	-
Priority	n/a		Deadline	6/20/2013	-
Status	Completed		3-Year Savings ($)	n/a	-
Updated			3-Year Savings (Hours)	n/a	-

Project Details

Project Description	Currently IT does not automatically update the BIOS and or device driver versions on campus PCs when there is a new release due to the uncertainty of what other problems the update may cause. This fiscal year ITS will evaluate the need and alternatives for maintaining BIOS and driver versions on campus desktops. IT will be investigating processes that could be used to track the new releases of BIOS and drivers, log them with the fix and research if they should be applied to resolve issue.
Estimated Cost of Project	There are no additional non-personnel costs for this project as the driver and BIOS updates are free on the Microsoft website.
Cost Avoidance and/or Savings Anticipated	The project will reduce the potential downtime for users and increase efficiency of the technical services user support technicians; preventing multiple tickets that multiple techs are trying to resolve.
Status and/or Result	-Process developed whereby techs get notified via email of updates to drivers of PC's that we use at Sinclair.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability	Yes	
Supportability	Yes	Make changes to troubleshooting processes for hardware and software to improve the ability for IT staff to support the technology.
Manageability	Yes	Implement change to systems to follow a defined process to make technologies easier to manage.
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency	Yes	
-		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
-		
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-		
-		

Plan	Sinclair IT Master Plan for 2012-2013
Project	**Pharos Upgrade**

Type	Implementation
Owner: IT	User Support
Owner: Non-IT	-
Priority	n/a
Status	Completed
Updated	-

Measures	Estimated	Actual
Budget ($)	$0	-
Effort (Hours)	n/a	-
Deadline	8/27/2012	-
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	The purpose of this project is to upgrade the Pharos Signup application, a PC waiting list management system, to provide support of the Windows 7 operating system and Apple Macs. Pharos provides fair and equitable distribution of computers to patrons in the Sinclair Library, building 13 Teleport and the CIL open lab in building 14. Pharos is a self-service system that allows customers to use the computers on a first come first serve basis and eliminates manual sign-up sheets and waiting at the front desk for available PCs.. Pharos also allows IT lab support staff to identify and separate the specialized computer stations such as ADA computers or computers with different software and configurations.
Estimated Cost of Project	There is no cost for the upgrade of Pharos software, as the new version is provided through the software's maintenance agreement.
Cost Avoidance and/or Savings Anticipated	Pharos provides fair and equitable distribution of computers to patrons in open lab spaces.
Status and/or Result	Completed

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	
Availability		
Supportability		
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable		
Accessible	Yes	Allows customers to use computers on a first come first serve basis
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency		
-		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
-		
-		
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-		
-		
-		
-		
-		

Plan	Sinclair IT Master Plan for 2012-2013
Project	Print Efficiencies

Type	Implementation
Owner: IT	End-User Computing
Owner: Non-IT	-
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)	$0	-
Effort (Hours)	n/a	-
Deadline	6/30/2013	-
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	During FY 2012-2013 ITS will continue the implementation of the Equitrac system by looking for ways to improve efficiencies that can be realized with the system. This will include reviewing those adminstrative and lab areas that did not have Equitrac installed in them during the first phase due to unique operational issues. These areas will be investigated to determine if modifications can be made that would allow them to utilize Equitrac in their areas. ITS will also review procedures for ordering consumables and addtional features of the Equitrac system that could help to improve the level of service or further reduce costs.
Estimated Cost of Project	There are no additional non-personnel costs for this project as the Equitrac software already has been purchased.
Cost Avoidance and/or Savings Anticipated	Data that has been collected shows that implementing pay-for-print sysems reduces print volumes and associated costs in academic spaces by 50%. The estimated annual savings for administrative printing was projected at 20%, which is approximately $ 78,000 a year.
Status and/or Result	-Worked with Provost to develop process whereby Dean's must approve all purchases for personal printers. We have reduced the number of network printers in offices from two to one and continue to reduce the number of color network printers on campus.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability		
Supportability		
Manageability	Yes	
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service		
Process & Efficiency	Yes	
-		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
-		
-		
-		
-		
-		
-		
-		
-		
-		

Plan	Sinclair IT Master Plan for 2012-2013
Project	Print Infra Improvements

Type	Research		Measures	Estimated	Actual
Owner: IT	Network Operations Center		Budget ($)	$0	-
Owner: Non-IT	-		Effort (Hours)	n/a	-
Priority	n/a		Deadline	4/30/2013	-
Status	In-Progress		3-Year Savings ($)	n/a	-
Updated	7/17/2013		3-Year Savings (Hours)	n/a	-

Project Details

Project Description	As the colleges Equitrac "pay-for-print" system expands, it is important for ITS to start investigating ways to improve the performance and resiliency of the implementation. A central part of Sinclair's Equitrac implementation is the Core Accounting Server (CAS). This server processes and logs every print and copy transaction on all six of Sinclair's campuses. Currently, this server is a single point of failure. If the CAS becomes unavailable, all campus printing would stop. This project will investigate both hardware and software solutions that can improve the robustness and availability of our print infrastructure.
Estimated Cost of Project	There were no additional capital funds requested for this project. Any additional funds to purchase new servers or software would come from cost savings from other, funded projects.
Cost Avoidance and/or Savings Anticipated	Spending funds now to eliminate a known single point of failure is far less costly than a prolonged printing outage.
Status and/or Result	A CAS cluster of two physical servers has been chosen as the platform. The Equitrac cluster license has been purchased and configured and initial testing has begun. IT has reached out to Ricoh to help with the migration process and implementation schedule is currently under development with an expected completion date of 8/31/2013.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability	Yes	Improve redundancy by adding a second CAS server
Supportability		
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable		
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	A second CAS server will eliminiate the possibility of a prolonged printing outage
Process & Efficiency		
-		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
-		
-		
-		
-		
-		
-		
-		
-		

Plan	Sinclair IT Master Plan for 2012-2013
Project	Process for Non-AR Web Payments

Type	Implementation
Owner: IT	Application Administration
Owner: Non-IT	Financial Services
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)		-
Effort (Hours)	n/a	-
Deadline	6/30/2013	2/4/2013
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	During plan year 2011-2012, a new payment gateway vendor was selected and their system was installed in the Bursar's Office. One feature of this vendor's product is the ability to accept payments for activities that are not pre-established in the ERP system, for example, the ability to accept payments from non-students for non-academic transactions. The Bursar's Office has asked that Systems Development and Maintenance assist in the implementation of this feature during the coming plan year.
Estimated Cost of Project	This project will require the support and effort of one programmer analyst from the Administrative Systems group.
Cost Avoidance and/or Savings Anticipated	The lack of payment flexibility is a customer service issue where the real monetary costs are difficult to measure.
Status and/or Result	Deployed to live system, new additions are being added such as Fundraiser ELCL.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	
Availability		
Supportability		
Manageability	Yes	
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable		
Accessible	Yes	
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency		
-		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
-		
-		
-		
-		
-		
-		

Plan	Sinclair IT Master Plan for 2012-2013
Project	Security Awareness Program Eval

Type	Research
Owner: IT	Information Security
Owner: Non-IT	-
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)	$0	-
Effort (Hours)	n/a	-
Deadline	6/30/2013	-
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description

The college's information infrastructure relies extensively on many different technologies to secure the information assets essential to the College mission. Sinclair effectively utilizes state of the art technical controls such as next-generation firewalls, anti-malware solutions, spam filtering, network access control, and many others. However, as technical security capability has increased in effectiveness, attackers have modified their techniques to target the link in the security chain that can't be protected or controlled with technology—the people. In today's increasingly mobile and globally-connected environment, it is simply not possible to fully protect systems and the information they manage using technical controls alone. There is no technical capability to prevent an authorized user from permitting—inadvertently or intentionally—unauthorized access. Today's increasingly common and most effective threats and attacks use social engineering and rely on user behavior to successfully compromise their targets. For this reason it is important that all users of Sinclair information technology have a fundamental awareness of how to protect the college's resources.

Over the next year, ITS will investigate alternatives for improving the level of security awareness of college employees. This will include both looking at the types of threats that need to be addressed and the programs that could be most effectively and efficiently implemented. The result of this project will be a decision as to whether it is believed that a security awareness program would be worth the investment, and a proposal on the method to deliver this program and the costs associated with delivering the program.

Estimated Cost of Project

The cost for this project is personnel resources. If project results in determination to implement a commercial security awareness solution, there will be costs associated with implementation. These costs will be identified during this analysis.

Cost Avoidance and/or Savings Anticipated

The result of this project will be a decision as to whether it is believed that a security awareness program would be worth the investment, and a proposal on the method to deliver this program and the costs associated with delivering the program.

Status and/or Result

"Mandated" security awareness is controversial and there is doubt about effectiveness. For majority of the College, updating and maintaining awareness material on the Information Security Web site is adequate. Responding to individual incidents and questions is also effective. Will continue to offer targeted sessions such as presented to the first year experience group. Will explore offering a quarterly session on a current topic of interest, advertising on college news, and keep track/evaluate response. A small percentage of employees are specific targets for cyber attackers and should receive specialized training, includin those who handle payment card data (PCI-DSS requires) and remote support staff such as Help Desk or Call Center. Will explore cost-effective commercial options for providing this type of targeted training (such as SANS 'Securing the Human').

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability	Yes	Users aware of risk can improve system security
Supportability	Yes	Users aware of risk may modify their processes to mitigate the risk
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	Awareness training is a component of many compliance directives
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	Increasing security awareness may reduce likelihood of user account compromise
Process & Efficiency		
-		
-		
-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
-		
-		
-		
-		
-		
-		
-		
-		

Plan	Sinclair IT Master Plan for 2012-2013
Project	Update MAP Into Portal

Type	Implementation
Owner: IT	Application Development
Owner: Non-IT	Provost / Instruction
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)	$0	-
Effort (Hours)	n/a	-
Deadline	6/30/2013	5/17/2013
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	Project calls for developing a long-range plan for the next stages of MAP implementation, including integration with the student portal. As specific outcomes of the plan develop, programming resources will be allocated to accomplish those outcomes. It is envisioned that the planning process will involve all college constituencies who have the potential to benefit from MAP's planning promise.
Estimated Cost of Project	Resources in Web Systems, Advising, RSR, Student Services, Faculty Chairs
Cost Avoidance and/or Savings Anticipated	Potential Impact to Student Completion, reduces Advisor re-work, Increase accuracy of course capacity planning, supports; CBD, ATD and other college efforts. Majority funding provided by a NGLC Grant
Status and/or Result	In order to integrate MAP into the student portal, we needed to change the infrastructure that powered my.Sinclair.edu. We selected uPortal, a leading Open Source enterprise portal framework, as the infrastructure of choice. uPortal was configured to replicate the existing student portal, introduced minimum change to the student experience and integrates with core MAP functionality. The uPortal system was deployed into production on August 5, 2013.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	Easier for student to get to MAP data
Availability	Yes	MAP will be updated to a new technology Stack
Supportability	Yes	MAP will be updated to a new technology Stack
Manageability	Yes	MAP will be updated to a new technology Stack
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	Directly supports degree attainment
Sustainable	Yes	Assists with Finacial Aid and F1, engages faculty with advising
Accessible	Yes	Used directly in to support enrollment and retention
Community	Yes	Demonstrates commitment to student completion
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague	Yes	Course planning and advising is done in MAP not Colleague
Mobile Device Support	Yes	Will have a mobile friendly interface
Desk/App Virtualization		
Customer Service	Yes	Provides SCC resources better info to assist students
Process & Efficiency	Yes	Reduces rework by advisors, students, chairs, faculty
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-		
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Update UniData to Single Signon

Type	Research		Measures	Estimated	Actual
Owner: IT	Application Administration		Budget ($)		-
Owner: Non-IT			Effort (Hours)	n/a	-
Priority	n/a		Deadline	6/30/2013	3/23/2013
Status	Completed		3-Year Savings ($)	n/a	-
Updated			3-Year Savings (Hours)	n/a	-

Project Details

Project Description	In an effort to simplify the user experience of using mulitple systems there has an ongoing desire to utilze single signon with ALL aspects of the Colleague system. Currently single signon is used with Colleague WebAdvisor when access from the my.sinclair.edu portal. However, access to Colleague via the UI desktop or Web applcations does not exist. As result of this users must maintain a sepearte username and password to access Colleague depening on the point of entry. The goal of this project is to investigate the requirments of implementing a single signon sollution for Colleague UI Desktop and Web.
Estimated Cost of Project	This project will require support of staff from SD&M, Web Systems and SNA.
Cost Avoidance and/or Savings Anticipated	Increased efficiencies will be realized by IT staff by the reduction is systems required to support multiple login points. The other benefit will be to users as they will no longer have to maintain several login credentials.
Status and/or Result	Will be implemented in FY 14 with LDAP integration

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	A single ID and Password will be used for all systems
Availability		
Supportability		
Manageability	Yes	User accounts will be managed from one source (AD)
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable		
Accessible	Yes	
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency		
-		
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-		
-		

Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	**Upgrade Bb Transaction System**

Type	Implementation
Owner: IT	Application Administration
Owner: Non-IT	
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)		-
Effort (Hours)	n/a	-
Deadline	6/30/2013	2/28/2013
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details	
Project Description	The project will involve upgrading the Bb Transaction System (Tartan Card) to the most current version to remain compliant and supported by the vendor.
Estimated Cost of Project	There is no software or hardware cost associated with the upgrade of Bb Transaction system, as the new version is provided through the software's maintenance agreement.
Cost Avoidance and/or Savings Anticipated	The project will reduce the potential downtime for users and increase efficiency of the Administrative Systems and Hellp Desk staff
Status and/or Result	Bb Transact 3.9 was successfully upgraded to 3.10.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability	Yes	
Supportability		
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service		
Process & Efficiency	Yes	
-		
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-		

Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Upgrade Nebraska Books POS

Type	Implementation
Owner: IT	Application Administration
Owner: Non-IT	Business Services
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)		-
Effort (Hours)	n/a	-
Deadline	6/30/2013	11/2/2012
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	The Bookstore POS software has scheduled software updates twice each year. The goal of the project will be to upgrade the software during the 2012-2013 school year.
Estimated Cost of Project	There is no software or hardware cost associated with the upgrade of Nebraska Books POS software, as the new version is provided through the software's maintenance agreement.
Cost Avoidance and/or Savings Anticipated	Successful implementation of this project will result in reducing the potential downtime for users, enhance system usefulness and increase the efficiency.
Status and/or Result	Upgraded Nebraska System successfully.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	
Availability	Yes	
Supportability	Yes	
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency	Yes	
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	VM Antivirus Eval

Type	Research		Measures	Estimated	Actual
Owner: IT	Application Delivery		Budget ($)	$0	-
Owner: Non-IT	-		Effort (Hours)	n/a	-
Priority	n/a		Deadline	6/30/2013	-
Status	Completed		3-Year Savings ($)	n/a	-
Updated			3-Year Savings (Hours)	n/a	-

Project Details

Project Description	This project will evaluate McAfee's Management for Optimized Virtual Environments (MOVE) Anti-Virus product as an alternative to the traditional McAfee VirusScan product for protecting virtual servers and desktops. McAfee MOVE offloads virus-scanning and virus signature files updates to a separate, centralized server, thus removing this resource burden from the virtual devices. A small endpoint component installed on each virtual device communicates with the central MOVE server to broker the anti-virus processing on behalf of the virtual device. McAfee MOVE can also be managed through the McAfee e-Policy Orchestrator (ePO) product that ITS currently uses to manage McAfee VirusScan that is installed on all PC's and Servers. If McAfee MOVE does not perform as expected, Anti-Virus products from other vendors will be evaluated.
Estimated Cost of Project	There are no costs associated with this project as it is investigational in scope. However, if McAfee MOVE proves beneficial, some costs may be incurred due to swapping McAfee VirusScan licenses with McAfee MOVE licenses.
Cost Avoidance and/or Savings Anticipated	There are no cost savings associated with this project as it is investigational in scope.
Status and/or Result	-Anti-Virus infrastructure updated to evaluate McAfee Move. In addition, a separate infrastructure was built to evaluate Microsoft Forefront as a replacement for McAfee. Evaluation supports the replacment of McAfee with the Microsoft antivirus product. Will begin replacment in FY2014.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability	Yes	Offload virus scanning functions
Supportability	Yes	Centralized server for updates
Manageability	Yes	Centralized server for updates
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization	Yes	More efficient use of virtual device resources
Customer Service		
Process & Efficiency	Yes	More efficient use of virtual device resources
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	VMware Upgrade

Type	Implementation
Owner: IT	Server-Based Computing
Owner: Non-IT	-
Priority	n/a
Status	In-Progress
Updated	

Measures	Estimated	Actual
Budget ($)	$0	-
Effort (Hours)	n/a	-
Deadline	6/30/2013	-
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	This project will involve creating a deployment plan and upgrading all of the physical/virtual servers at all locations to vSphere 5.
Estimated Cost of Project	There are no costs anticipated for this project.
Cost Avoidance and/or Savings Anticipated	Sinclair's investment in a virtual server infrastructure improves availability of servers, decreases the resources necessary to provision a server, and creates opportunities to save costs related to power and air conditioning usage. The upgrade of the VMware software allows Sinclair to continue to receive support and software updates making the system more reliable and secure.
Status and/or Result	-Upgraded the three VMware clusters on the Dayton Campus and the one VMware cluster at the Courseview campus. The VM clusters at MVRP, HHLC, ELC and PCLC will be upgrade in FY2014.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	Increased features/functionality of software
Availability	Yes	Possible stability improvemets with upgrade
Supportability	Yes	Vendor supplied updates more common with current version
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service		
Process & Efficiency	Yes	Helps ensure compatibility with future technology changes
-		
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Vulnerability Detect-Remediate

Type	Research		Measures	Estimated	Actual
Owner: IT	Information Security		Budget ($)	$0	-
Owner: Non-IT	-		Effort (Hours)	n/a	-
Priority	n/a		Deadline	6/30/2013	-
Status	In-Progress		3-Year Savings ($)	n/a	-
Updated			3-Year Savings (Hours)	n/a	-

Project Details

Project Description

The Sinclair community is highly dependent on its information technology infrastructure. As enterprises have come to increasingly rely on information systems, the systems have grown in scale and scope of complexity, and the number of threats to and attacks on these systems has increased exponentially. Many of these threats/attacks target vulnerabilities in the infrastructure. Attackers continually scan/search for weaknesses in applications and devices, and seek to use these weaknesses to exploit the information and the infrastructure resources they provide. Effectively securing today's information systems requires the ability to identify and mitigate vulnerabilities before the attackers and exploit them. The purpose of this project is to research alternatives for improving the college's ability to proactively identify network and system vulnerabilities, and to recommend solutions/practices to mitigate them.

Estimated Cost of Project

The cost for this project is personnel resources. If project results in determination to implement a commercial vulnerability management solution, there will be costs associated with implementation. These costs will be identified during this analysis.

Cost Avoidance and/or Savings Anticipated

The project potentially offers cost avoidance if it results in increased security effectiveness in proactively stemming a breach of sensitive information and the associated costs of breach mitigation.

Status and/or Result

This was extended to a two-year project due to resource constraints and to accommodate a number of changes in SCC technology infrastructure. Externally-facing systems are scanned routinely for vulnerabilities using McAfee Secure. Have evaluated 2 solutions for internal vulnerability scanning, neither is appropriate or cost effective for our environment. Currently looking at evaluating the open-source vulnerabiity scanner solution 'openVAS'

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability		
Availability	Yes	Identifying and mitigating system vulnerabiities increases security
Supportability	Yes	Identifying vulnerabilities helps direct staff to potential problem areas
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	Vulnerability management is a component of multiple compliance strategies
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	Vulnerability mitigation improves security and reliability of systems
Process & Efficiency	Yes	Effective vulnerability identification improves systems management capability
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	**WAN Evaluation**

Type	Research		Measures	Estimated	Actual
Owner: IT	**Telecommunications**		**Budget ($)**	**$0**	**-**
Owner: Non-IT	-		**Effort (Hours)**	**n/a**	**-**
Priority	n/a		**Deadline**	**6/30/2013**	**-**
Status	**Completed**		**3-Year Savings ($)**	**n/a**	**-**
Updated			**3-Year Savings (Hours)**	**n/a**	**-**

Project Details

Project Description	A review of the telecommunications services provided by AT&T for SCC was completed in 2009. In the process, new technologies such as MPLS and other vendors were reviewed as options for SCC. It was determined at that time, that the existing services suited our needs and fulfilled our service requirements. Three years later with the expiration of the existing contract, a review of our present configuration and our needs for increased bandwidth at our learning centers and all campuses will be carried out.
Estimated Cost of Project	The cost of the project will be determined by the solution and the ultimate design of the network.
Cost Avoidance and/or Savings Anticipated	This review will provide a roadmap for a scalable and economical method of providing the increased service needs of the network for the foreseeable future.
Status and/or Result	The appropriate solution has been determined and will be pursued via an implementation project in FY14.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	Diversity for disaster recovery will be incorporated
Availability	Yes	Increased demand for bandwidth will be more readily available.
Supportability		
Manageability	Yes	Implement improvements to take advantage of technological advances
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality		
Sustainable	Yes	Expansion and scalability of network will be more economical
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	Balanced network expansion will improve service availablity and minimize client disruptions
Process & Efficiency	Yes	Production network operation will be greatly enhanced
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Windows 7

Type	Implementation		Measures	Estimated	Actual
Owner: IT	End-User Computing		Budget ($)	$0	-
Owner: Non-IT			Effort (Hours)	n/a	-
Priority	n/a		Deadline	6/30/2013	-
Status	In-Progress		3-Year Savings ($)	n/a	-
Updated			3-Year Savings (Hours)	n/a	-

Project Details

Project Description

During fiscal year 2009-2010 ITS completed the development of a Windows 7 image and began expanding it to the adminstrative desktops. All new hardware installs and re-imaging of existing PCs are now installed with this Windows 7 image. We have upgraded over half of the adminstrative PCs to Windows 7 and this year will continue to pursue replacing Windows XP with Windows 7 in administrative offices and labs. At the same time that the replacement of physical PC operating systems is being done, we will also be replacing the Windows XP PCs with thin clients that will have access to Windows 7 Hosted Virtual Desktops.

Estimated Cost of Project

There are no additional non-personnel costs for this project as the Windows 7 sofware license costs are covered under the existing Microsoft Campus Agreement.

Cost Avoidance and/or Savings Anticipated

Windows XP will no longer be supported by Microsoft in April 2014. Moving to Windows 7 prior to this date reduces the cost of supporting campus computers.

Status and/or Result

-72% of the PC's on campus are running Windows 7, leaving 28% (1,518) of the PC's still running Windows XP. We will continue to upgrade the 1,518 remaining PC's to Windows 7 or thin clients in FY2014 so all are upgraded by April 8, 2014 (EOL for Windows XP).

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	
Availability	Yes	
Supportability	Yes	
Manageability	Yes	
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable	Yes	
Accessible		
Community		
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support		
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency	Yes	
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Other	Y/N	Notes/Comments (If Needed)
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Plan	Sinclair IT Master Plan for 2012-2013
Project	Wireless Classroom Expansion

Type	Implementation
Owner: IT	End-User Computing
Owner: Non-IT	-
Priority	n/a
Status	Completed
Updated	

Measures	Estimated	Actual
Budget ($)	$49,600	-
Effort (Hours)	n/a	-
Deadline	9/1/2012	-
3-Year Savings ($)	n/a	-
3-Year Savings (Hours)	n/a	-

Project Details

Project Description	As availability of wireless devices and e-books as alternatives to hard copy text books continues to grow, the need for wireless access in the classroom will be increasingly important. Currently, wireless access is mostly available in public spaces, and some classrooms that are adjacent to these spaces may have coverage. A small number of additional classrooms have coverage based on the need to support laptops that have been purchased for a particular academic program. In Fiscal 2012 ITS met with Academic divisions and discussed the need for wireless expansion into the classrooms. It was decided that each of the 4 divisions would identify 8 classrooms and an additional 8 would be identified by determining the highest use "red dot" rooms. The list of 40 rooms was compiled and quotes were received for the cost of wireless equipment and installation. The costs were then provided to the Instruction Division to include in their FY 13 capital request.
Estimated Cost of Project	$ 49,600 for network data jacks to be installed and to purchase WAPs
Cost Avoidance and/or Savings Anticipated	This project will support the Bookstore's initiative to sell e-books, which will result in increased revenue. Developing a plan for strategically placing wirless in classrooms will be more cost effective than unplanned, reactive installations of equipment that would occur over the next few years.
Status and/or Result	-Project completed on 10/25/12 with 39 additional wireless access points deployed in the designated classrooms.

Areas of Project Alignment

IT Purpose	Y/N	Notes/Comments (If Needed)
Usability	Yes	
Availability		
Supportability		
Manageability		
-		

College Strategy	Y/N	Notes/Comments (If Needed)
Quality	Yes	
Sustainable	Yes	
Accessible	Yes	
Community	Yes	
-		

IT Strategy	Y/N	Notes/Comments (If Needed)
Dev Around Colleague		
Mobile Device Support	Yes	
Desk/App Virtualization		
Customer Service	Yes	
Process & Efficiency		
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-		
-		
-		

Other	Y/N	Notes/Comments (If Needed)
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