

# 2018-2019 IT Master Plan Executive Summary

SINCLAIR COLLEGE | AUGUST 31, 2018

**SECURITY**

**OPERATIONS**

**INFORMATION  
TECHNOLOGY**

**APPLICATIONS**

**SYSTEMS**



**SINCLAIR**  
COLLEGE

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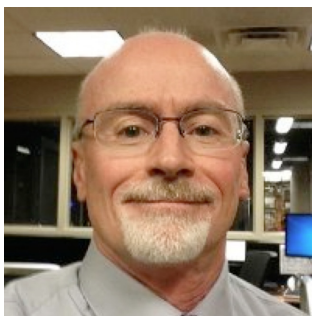
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# Introduction



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This is an exciting time to be at Sinclair. With all of the updates that are being done, not only to physical spaces, but also to processes that improve the services that we provide, we are positioning ourselves to be even more focused on the success of our students. The Information Technology department is deeply involved in these changes and we are all eager to do our part in making these changes successful.

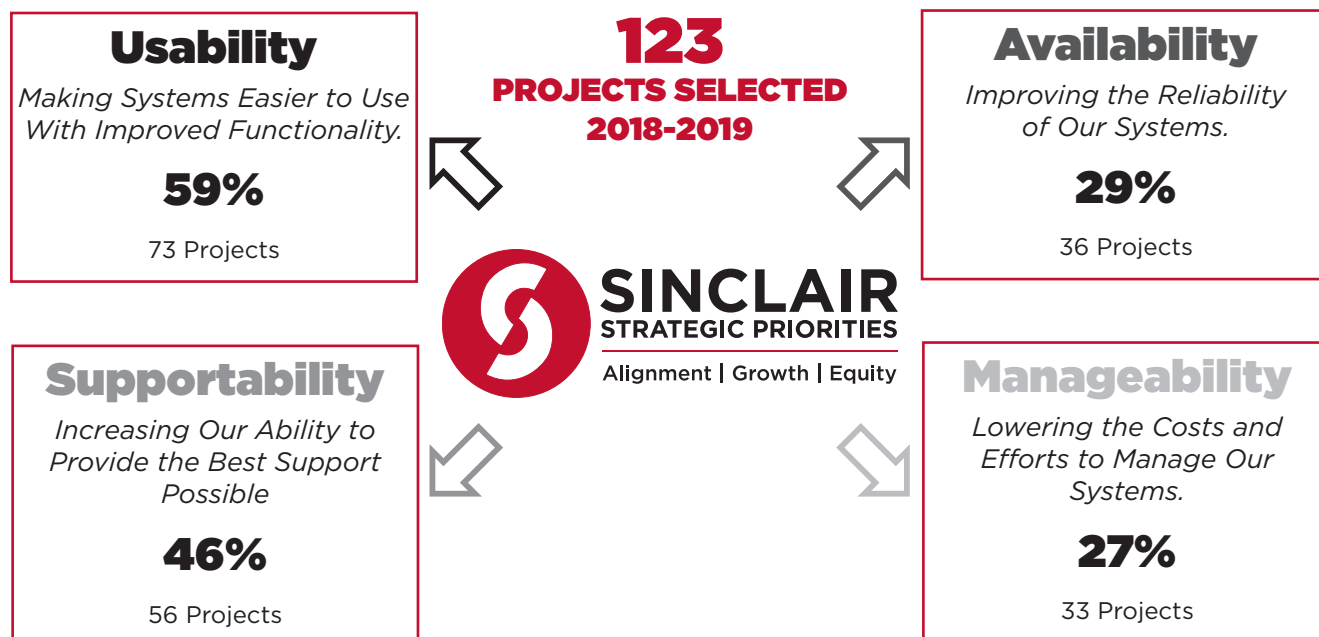
The following pages will provide information on the projects that the Information Technology department will undertake in the next year as well as information about the past year's projects. This report also provides information about the operational tasks that are performed by the department staff in order to maintain the complicated infrastructure that is used every day by faculty, staff, and students.

The IT Master Plan process is driven through ongoing collaboration meetings between each college department and Sinclair IT department liaisons that work together to identify opportunities where technology can play a role in addressing college needs. For the 2019 Fiscal Year we have identified 123 projects through this process. A full list of all projects can be viewed, starting on page 4, categorized by the strategic initiative that each project supports. In other sections of the report we also provide information on the number of projects from each division as well as the distribution of projects related to the college's core strategies, IT functions, etc.

I am very proud to present this latest edition of the IT Master Plan. I hope the information it provides will be useful in helping you to understand the work that we do in Information Technology and shed light into areas that are not always visible. If there is anything you would like additional information on, or suggestions you would like to make, feel free to contact me.

# Plan Summary

## Current Year Goals and Priorities



## Goals and Measures

Measure	Goal
Systems Availability	99.97% <i>Higher is Better</i>
% of Help Desk Calls Resolved at Time of Call	70% <i>Higher is Better</i>
% of Help Desk Calls Abandoned by Caller	5% <i>Lower is Better</i>
Completion of Master Plan Projects	100% <i>Higher is Better</i>

## Prior Year Highlights

Projects
<b>131</b> Master Plan Projects Completed
<b>12</b> Master Plan Projects to be Completed by EOY
<b>6</b> Master Plan Projects Canceled
<b>11</b> Additional Projects Completed

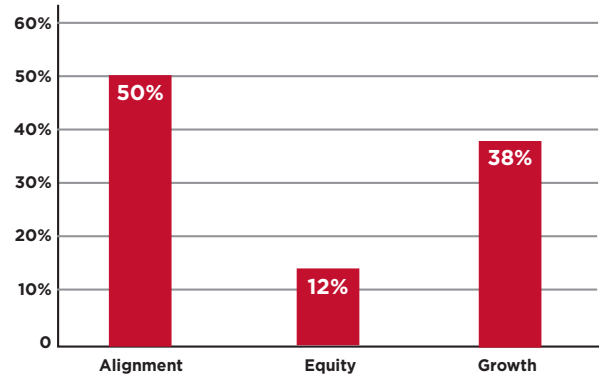
Operations
<b>99.99%</b> Systems Availability
<b>73.83%</b> Help Desk Calls Resolved at Time of Call
<b>5.01%</b> Help Desk Calls Abandoned by Caller
<b>32,977</b> Number of Help Desk Requests for Service

# Project Highlights for 2018-2019

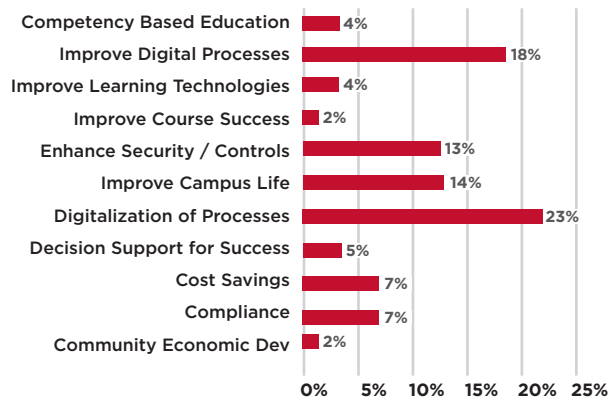
Projects by College Department



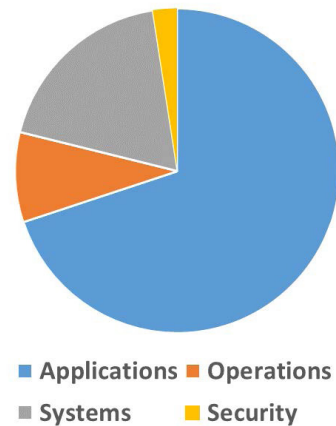
College Strategic Initiatives



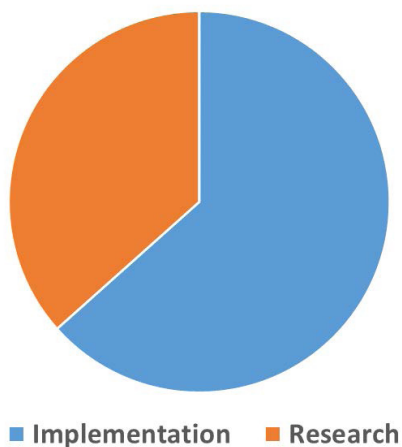
College Strategic Initiative



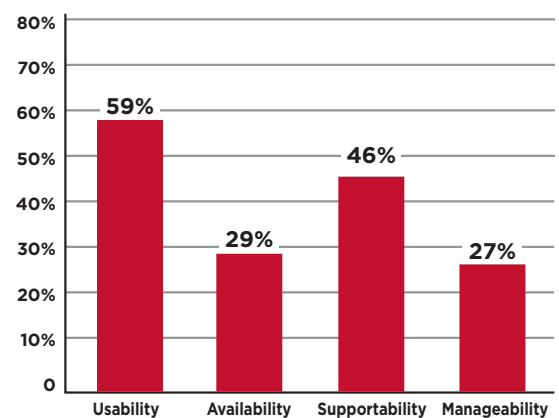
Projects by IT Function



Projects by Type



Projects by IT Purpose



**APPENDIX 1****Full Project List for 2018-2019****COMMUNITY ECONOMIC DEVELOPMENT**

19-9	UAS Website	Implementation	UAS
19-110	Centerville Site Infrastructure	Implementation	Facilities Management

**COMPLIANCE**

19-4	Policy Management System	Research	Associate/Assistant Provosts
19-5	ADA Compliance	Research	Student Affairs
19-34	Replacement of Title IX Training	Implementation	Student Affairs
19-91	Gender Identification in Colleague	Research	Enrollment Mgmt/Registration
19-104	Telecommuting Technology Requirements	Implementation	Human Resources
19-131	Colleague FA Reg Credit	Research	Financial Aid

**COST SAVINGS**

19-23	External Dept Use of Availability App	Implementation	Human Resources
19-84	Blackboard Transact Evaluation	Research	Business Services
19-86	Academic Lab Attendance Tracking	Research	Business Services
19-102	Explore Alternatives to PeopleAdmin	Research	Human Resources
19-109	OneDrive for Home Directories	Implementation	Information Technology
19-115	Cloud Services Research	Research	Information Technology

**DECISION SUPPORT FOR STUDENT SUCCESS**

19-6	Geofencing with Beacons	Implementation	Information Technology
19-24	Student Referral System	Implementation	Project READ
19-56	Counseling Services Records System	Research	Student Affairs
19-129	Colleague Attendance Verification	Research	Financial Aid

**DIGITALIZATION OF ANALOG PROCESSES**

19-16	Business Continuity Plan	Implementation	Information Technology
19-33	Improving IT Service Metrics	Implementation	Information Technology
19-36	Fuel Mgmt System Network Integration	Implementation	Facilities Management
19-40	Self-Service Access for Former Employees	Research	Accounting Services
19-48	Colleague Self-Service for Payroll	Implementation	Accounting Services
19-51	Assignment Contracts for Faculty	Research	Associate/Assistant Provosts
19-54	Student Portal Document Upload	Implementation	Student Affairs
19-58	CCP Faculty Onboarding Workflow	Implementation	School & Community Partnerships
19-59	CCP Faculty Tracking Tool	Implementation	School & Community Partnerships
19-61	ACT / SAT Score Upload	Implementation	School & Community Partnerships
19-75	eLearn Change Management	Research	eLearning
19-90	Academic Advisor Pre-requisite Waiver	Research	Enrollment Mgmt/Registration
19-98	Workflow for Special Services Agreements	Research	Accounting Services

19-99 Payroll Communications	Research	Accounting Services
19-130 Parent Financial Aid Verification	Implementation	Financial Aid
19-137 Improve Capital Inventory Process	Implementation	Business Services
19-142 Online Semester Enrollment Form	Implementation	Student Affairs
19-149 Student Refunds/Disbursements via ACH	Implementation	Accounting Services
19-157 Virtual ISSC	Research	Enrollment Mgmt/Registration

### **ENGAGE STUDENTS / IMPROVE CAMPUS LIFE**

19-29 Wireless Network Expansion	Implementation	Information Technology
19-32 Multimedia Upgrade Building 8 Stage Area	Implementation	Enrollment Mgmt/Registration
19-35 New Student Online Orientation	Implementation	Enrollment Mgmt/Registration
19-39 Tuition Payment Plan Improvement	Implementation	Accounting Services
19-41 uPortal Enhancements	Implementation	Information Technology
19-42 uPortal Portlet Development	Implementation	Information Technology
19-53 Appointment Manager Enhancements	Implementation	Academic Advising
19-57 Message Control Center - Phase II	Implementation	Enrollment Mgmt/Registration
19-64 Radius CRM Web Chat Integration	Implementation	Enrollment Mgmt/Registration
19-135 Study Room Relocation	Implementation	Library
19-143 Enhance User Experience for Portal	Research	Information Technology
19-144 Web Chat Support for D2L	Implementation	eLearning

### **ENHANCE SECURITY / CONTROLS**

19-7 Program Source Code Management	Implementation	Information Technology
19-43 Portal Governance	Implementation	Information Technology
19-50 Removal of SSN from Inactive Accounts	Implementation	Information Technology
19-68 Enboard Identity Suite Implementation	Implementation	Information Technology
19-80 Infrastructure Document Management	Research	Information Technology
19-81 Active Directory Assessment	Research	Information Technology
19-82 Colleague Patch Approval Process	Research	Information Technology
19-100 Centralized Log Management Solution	Implementation	Information Technology
19-101 Enhanced eMail Security Solution	Implementation	Information Technology
19-113 Apple Profile Manager	Implementation	Information Technology
19-134 Safety, Security, and Fire Alarms	Implementation	Facilities Management

### **IMPROVE COURSE SUCCESS**

19-127 Laptops for GM Program	Implementation	Science, Math & Engineering
19-145 Improve D2L Course Mail	Research	eLearning

### **IMPROVE LEARNING TECHNOLOGIES**

19-77 D2L Cloud Migration	Implementation	eLearning
19-140 One Button Recording Studio Research	Research	Library
19-141 Application Database	Implementation	Information Technology



**IMPROVEMENT OF DIGITAL PROCESSES**

19-1	Evaluation of POS Connect	Research	Business & Public Services
19-2	Office 365 for Project Management	Research	Information Technology
19-14	Improve IT.Sinclair Responsive Design	Implementation	Information Technology
19-17	Update Online PC Scheduler Process	Implementation	Information Technology
19-27	Replace Equitrac Pay For Print System	Implementation	Information Technology
19-38	On Demand Import of Applications	Research	Enrollment Mgmt/Registration
19-78	Training Shell Automatic Enrollment	Implementation	eLearning
19-96	Annual Update for Programs - Phase I	Implementation	Associate/Assistant Provosts
19-114	Ricoh Contract Analysis	Research	Information Technology
19-128	Colleague Dereg Process Improvements	Research	Financial Aid
19-138	Purchase Order Software Review	Research	Business Services
19-139	Bookstore POS Assessment	Research	Business Services
19-147	Cloud Performance Monitoring	Implementation	Information Technology
19-150	BankMobile Integration	Implementation	Accounting Services
19-151	D2L Attendance	Research	eLearning

**INCREASE COMPETENCY BASED EDUCATION**

19-76	Mapping Competencies in eLearn	Research	eLearning
19-146	Improve CBE Registration Process	Implementation	eLearning
19-148	Clinical Portal	Implementation	Life & Health Science

**INCREASE THE COLLEGE COMPLETION RATE**

19-45	Display Student Transfer Credits on Portal	Implementation	Enrollment Mgmt/Registration
19-125	Coordination/Support for New Math Labs	Implementation	Science, Math & Engineering

**INCREASE THE COLLEGE GOING RATE**

19-25	Update of Sinclair Main Website	Implementation	Enrollment Mgmt/Registration
19-47	Sponsor Billing Beta Testing for Ellucian	Research	Accounting Services
19-55	Veterans Program Enrollment Form	Implementation	Student Affairs
19-60	High School Administrator Portal	Implementation	School & Community Partnerships
19-65	Radius CRM Integration with Naviance API	Research	Enrollment Mgmt/Registration
19-66	Radius CRM Assessment	Research	Enrollment Mgmt/Registration
19-67	Baccalaureate Degree Support	Research	Enrollment Mgmt/Registration
19-87	Statewide Guarantee Credit Transfer	Research	Associate/Assistant Provosts

**INTEGRATED STUDENT SERVICES**

19-10	Campus Way Finding System	Implementation	Information Technology
19-37	Consolidated Student Record View	Implementation	Enrollment Mgmt/Registration
19-62	Document Management for ISSC	Research	Enrollment Mgmt/Registration
19-63	Student Progress Tracker for ISSC	Research	Enrollment Mgmt/Registration
19-93	Voice Activated AI for ISSC	Research	Enrollment Mgmt/Registration
19-111	Integrated Student Services Center	Implementation	Facilities Management



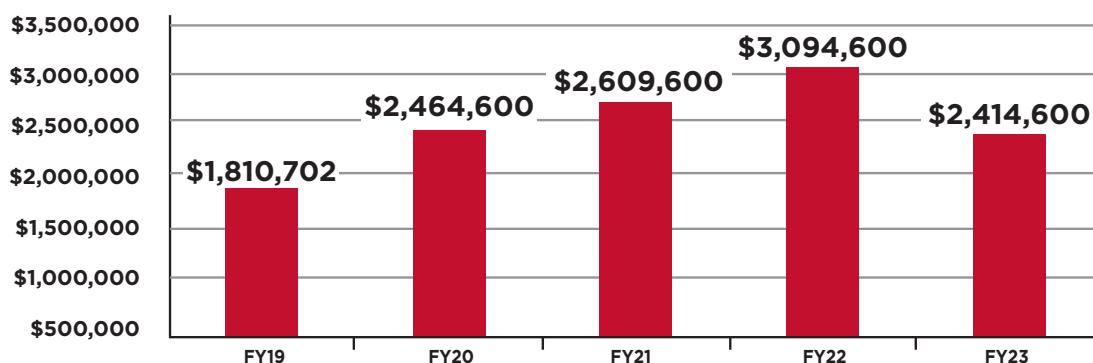
**MAINTAIN / SUSTAIN TECHNOLOGY INVESTMENT**

19-13	Upgrade to ColdFusion 2018	Implementation	Information Technology
19-28	Replacement of Multimedia Head-End UPS	Research	Information Technology
19-52	Colleague WebAdvisor Sunset	Research	Information Technology
19-83	Upgrade Report Writing Software	Implementation	Information Technology
19-97	Official Payments Evaluation	Research	Accounting Services
19-105	Migration to Windows 2012 r2	Implementation	Information Technology
19-107	Upgrade Windows 7 to Windows 10	Implementation	Information Technology
19-108	Windows 10 Feature Upgrade Process	Implementation	Information Technology
19-112	Office 365 Product Evaluation	Research	Information Technology
19-116	R&R - Network Server	Implementation	Information Technology
19-117	R&R - Copiers	Implementation	Information Technology
19-118	R&R - Network Printers	Implementation	Information Technology
19-119	R&R - Laptop Computers	Implementation	Information Technology
19-120	R&R - Desktop PC's	Implementation	Information Technology
19-121	R&R - Computer Monitors	Implementation	Information Technology
19-122	R&R - Mac Desktop/Laptop	Implementation	Information Technology
19-124	R&R - Data Closet UPS Units	Implementation	Information Technology
19-126	Engineering Laptop Carts	Implementation	Science, Math & Engineering
19-132	Replace Building 13 Diesel Generators	Implementation	Facilities Management
19-133	Electrical Grid Replacement Project	Implementation	Facilities Management

**SEAMLESS TRANSITION FOR LONG-TERM SUCCESS**

19-8	Tracking Student Intent to Transfer	Implementation	Associate/Assistant Provosts
19-15	Programs and Career Coach Tool	Implementation	Enrollment Mgmt/Registration
19-18	Internship Database Enhancements	Implementation	Business & Public Services
19-89	Enhance eTranscript Process	Research	Enrollment Mgmt/Registration

## APPENDIX 2

**Renewal & Replacement Budget (FY19-FY23)****Summary****Detailed**

Item	Total Investment	Annual Funding	FY19	FY20	FY21	FY22	FY23
Windows Desktop Replacement	\$3,301,440	\$550,240	\$500,992	\$550,240	\$550,240	\$550,240	\$550,240
PC Monitors	\$856,980	\$85,698	\$69,000	\$85,698	\$85,698	\$85,698	\$85,698
Macs	\$632,500	\$105,417	\$188,150	\$105,417	\$105,417	\$105,417	\$105,417
Notebook Computers	\$975,224	\$195,045	\$122,320	\$195,045	\$195,045	\$195,045	\$195,045
Plotters	\$66,000	\$9,429	\$6,000	\$9,429	\$9,429	\$9,429	\$9,429
Printers	\$652,500	\$93,214	\$29,000	\$93,214	\$93,214	\$93,214	\$93,214
Satellite Copiers	\$814,000	\$116,286	\$77,000	\$116,286	\$116,286	\$116,286	\$116,286
Network Servers	\$1,965,000	\$393,000	\$372,000	\$393,000	\$393,000	\$393,000	\$393,000
Closet UPS's	\$239,360	\$47,872	\$46,240	\$43,771	\$43,771	\$43,771	\$43,771
Network Infrastructure	\$4,088,000	\$817,600	\$75,000	\$75,000	\$550,000	\$550,000	\$550,000
Wireless Network Infrastructure	\$225,000	\$45,000	\$0	\$0	\$100,000	\$125,000	\$0
UNIX Servers	\$430,000	\$86,000	\$0	\$430,000	\$0	\$0	\$0
Storage Area Network	\$1,100,000	\$220,000	\$0	\$0	\$0	\$520,000	\$0
Phone System	\$1,020,000	\$145,714	\$100,000	\$145,000	\$145,000	\$145,000	\$145,000
Library System	\$35,000	\$7,000	\$0	\$0	\$0	\$35,000	\$0
Firewall	\$182,500	\$45,625	\$0	\$95,000	\$95,000	\$0	\$0
Multimedia Rooms	\$3,000,000	\$300,000	\$200,000	\$100,000	\$100,000	\$100,000	\$100,000
Portable Media Equipment	\$60,000	\$7,500	\$0	\$7,500	\$7,500	\$7,500	\$7,500
Bldg 14 Forum	\$375,000	\$41,667	\$0	\$0	\$0	\$0	\$0
Bldg 8 Stage Multimedia	\$45,250	\$5,656	\$0	\$0	\$0	\$0	\$0
Cable TV System	\$250,000	\$25,000	\$0	\$0	\$0	\$0	\$0
Wireless Microphone System	\$90,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000
Charity Earley Multimedia	\$126,000	\$12,600	\$0	\$0	\$0	\$0	\$0
Televisions and Monitors	\$100,000	\$14,286	\$15,000	\$10,000	\$10,000	\$10,000	\$10,000
<b>Total</b>	<b>\$20,729,754</b>	<b>\$3,404,848</b>	<b>\$1,810,702</b>	<b>\$2,564,600</b>	<b>\$2,609,600</b>	<b>\$3,094,600</b>	<b>\$2,414,600</b>

## APPENDIX 3

## Operational Highlights

**Students/Staff Served****Students**

28,552 Enrolled in FY18

391,693 Email Accounts

**Locations/Classrooms**

7 Locations

407 Multimedia Classrooms

209 Computer Classrooms

17 Remote Locations/37 Classrooms

**Staff**

1,646 FTEs

3,085 Accounts

**Technologies Managed****Servers & Storage**

539 Servers

381 Terabytes of Storage

**Desktops & Applications**

6,914 Desktops &amp; Laptops

373 Applications/311 Virtual

**Network, Phones, Printers**

15,262 Network Ports

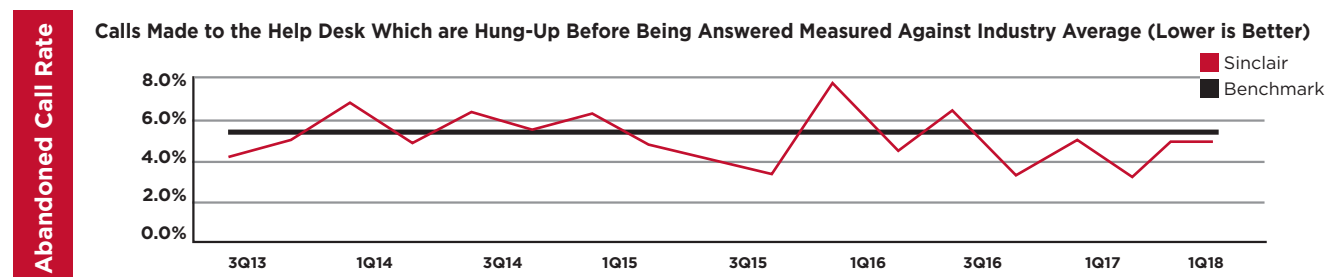
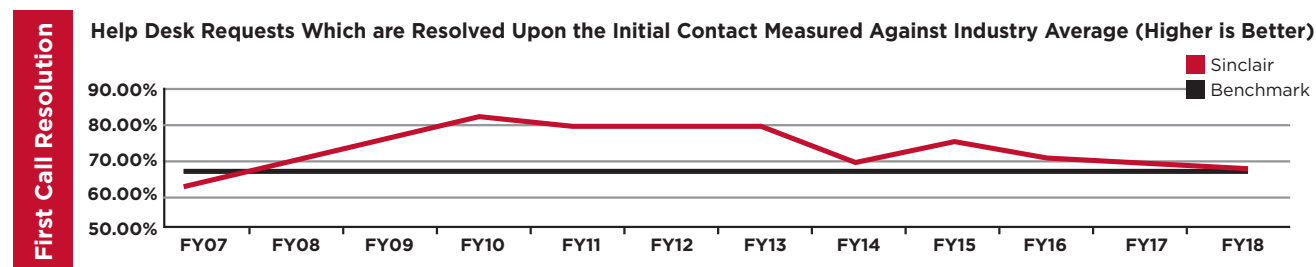
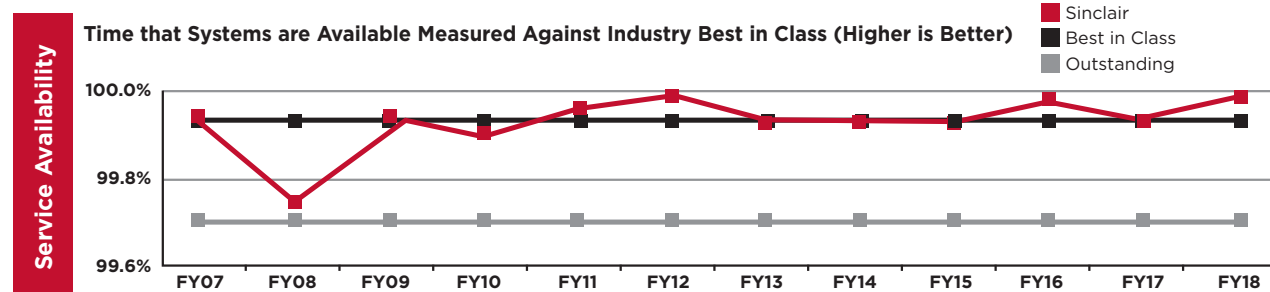
2,350 Phones

675 MB of Internet Bandwidth

26.8 Million Web Page Views per Year

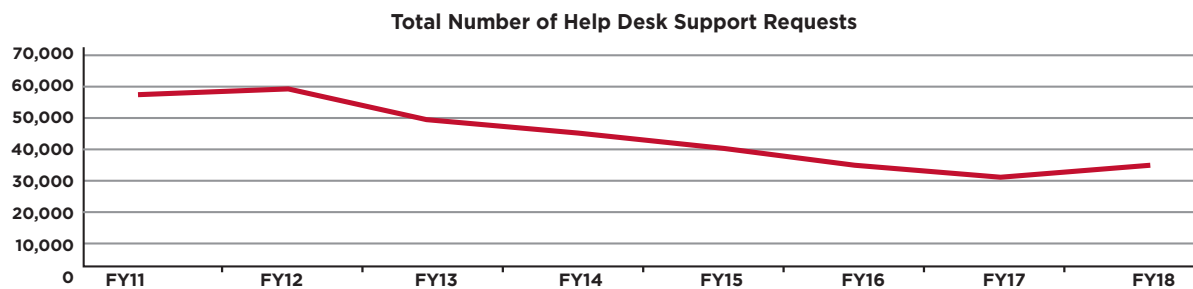
**IT Staff Highlights****57****Full-time Employees****22****Part-Time Employees****13****Student Employees****78.5****Full-Time Equivalents**

## Key Performance Measures Against Industry Benchmarks

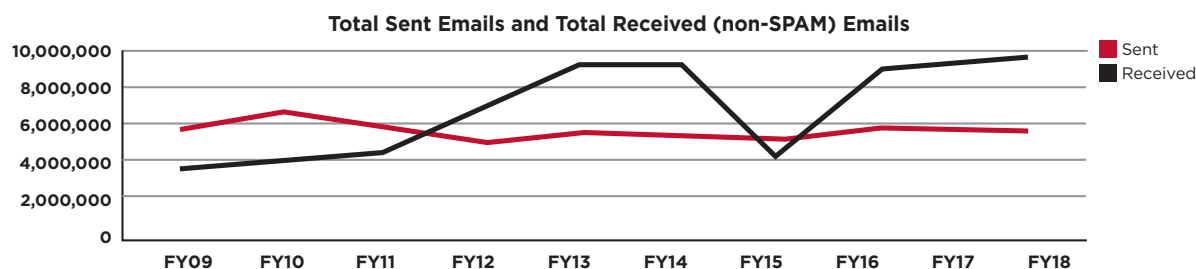
Industry benchmark data provided by **Gartner**, the world's leading IT research and advisory company.Industry benchmark data provided by **Gartner**, the world's leading IT research and advisory company.

## Additional Service/System Usage Charts (FYI Only)

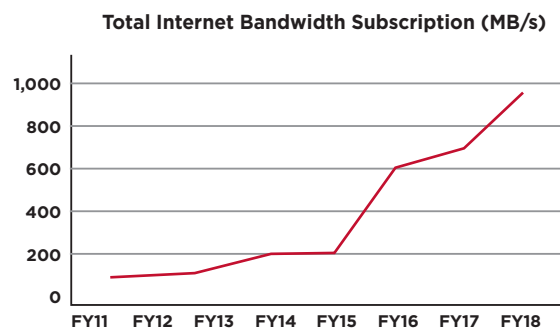
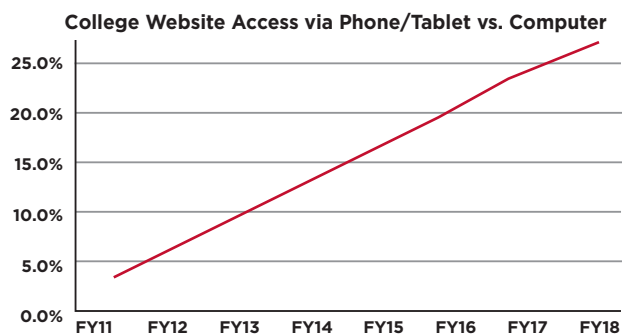
### Help Desk Volume



### Emails Processed



### Mobile Growth



### Phone Call Volume

