

# 2022-2023 IT Master Plan Executive Summary

SINCLAIR COLLEGE | AUGUST 31, 2022

## INFORMATION TECHNOLOGY



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## Introduction



A handwritten signature in black ink that reads "Scott McCollum".

**Scott McCollum**  
Chief Information Officer (CIO)

I am very pleased to provide the latest edition of the Information Technology Master Plan. The information contained in this report will hopefully provide you with an understanding of the work that the department does to further the college's mission. The plan is a critical element of our efforts to align the work that we do with the mission of the college and to establish the IT department as a partner to every department throughout the college in performing their mission.

As the college and the world emerged from the COVID pandemic, many of the changes that were made to work processes have reverted back to previous models. However, many things that were changed during the pandemic have become the new norm. The college's transition to a flexible work arrangement and the increasing need for hybrid classroom and office spaces to allow physical and virtual attendance in meetings and classes obviously requires changes to the technology infrastructure and design of systems, but also changes to the support structures to ensure the highest level of service.

During this year, we upgraded two of the most important systems that are used by the college. In the fall of 2021, the year-long implementation of the migration of the Colleague server to Red Hat Linux was completed. The Red Hat operating system allowed the migration to significantly higher performing hardware, with much greater future flexibility and scalability. The second significant upgrade that was performed this year was the replacement of the My.Sinclair portal. This gateway to all Sinclair systems has undergone significant visual improvements and also has had artificial intelligence capabilities built in to customize the information that is provided to each person.

The staff of the Information Technology department has been busy over the last twelve months, but we have even greater plans in the coming year. In FY23, the IT department will be undertaking 157 projects that were identified via the Strategic IT Planning Process and are listed later in *Appendix 1*. This list also includes Information Technology initiated projects that are being implemented to improve the performance, security and usefulness of the technical infrastructure of the college.

I'd like to thank all of you for your support over the last year and we look forward to much greater things in the coming year. I hope the information this document provides will be useful in helping you to understand the work that we do in Information Technology. 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>

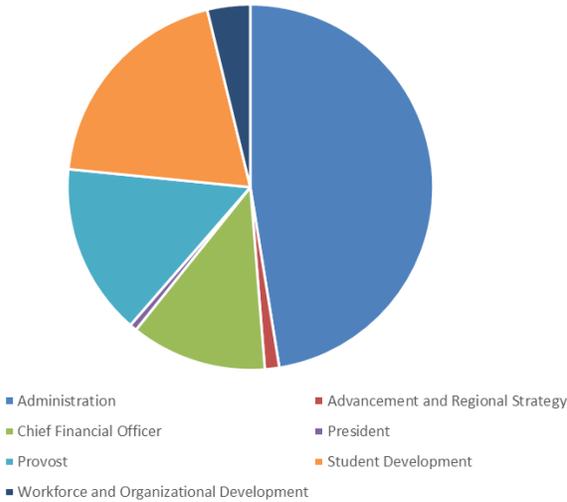
## Prior Year Highlights

Projects
<b>113</b> Master Plan Projects Completed
<b>12</b> Master Plan Projects to be Completed by EOY
<b>6</b> Master Plan Projects Canceled
<b>15</b> Additional Projects Completed

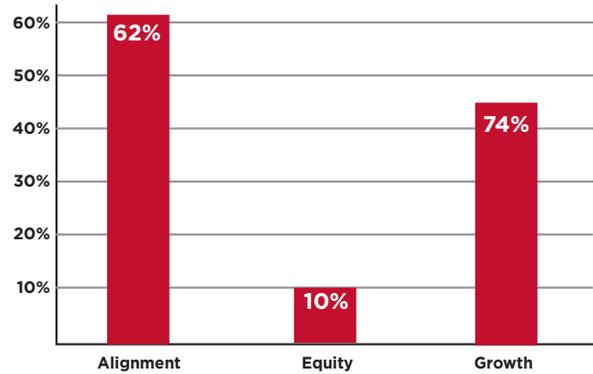
Operations
<b>99.994%</b> Systems Availability
<b>77.41%</b> Help Desk Calls Resolved at Time of Call
<b>7.081%</b> Help Desk Calls Abandoned by Caller
<b>31,791</b> Number of Help Desk Requests for Service

# Project Highlights for 2021-2022

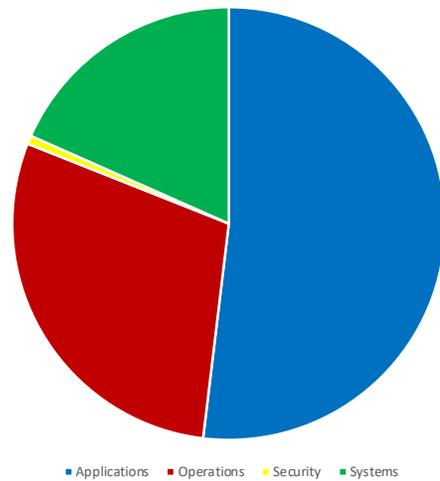
### Projects by College Department



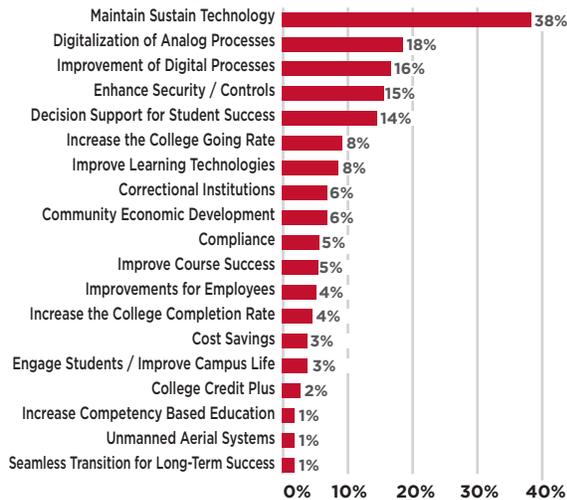
### College Strategic Initiatives



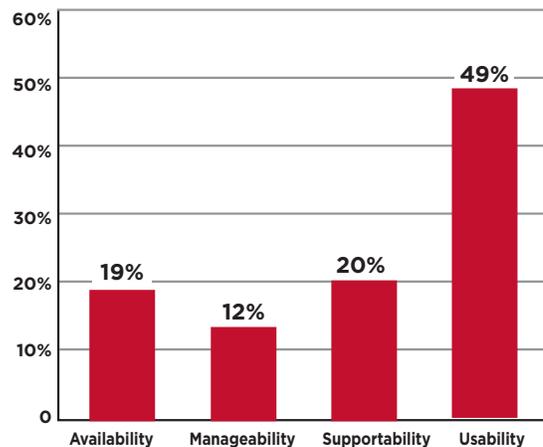
### Projects by IT Function



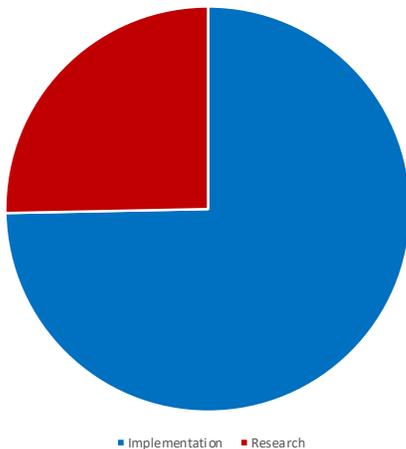
### College Strategic Initiative



### Projects by IT Purpose



### Projects by Type



## APPENDIX 1

**Full Project List for 2022-2023****COLLEGE CREDIT PLUS**

23-375	CCP Faculty Onboarding Tool	Implementation	School Partnerships
23-377	CCP Integration with Reach CRM	Implementation	School Partnership

**COMMUNITY ECONOMIC DEVELOPMENT**

23-298	Aviation Maintenance Move	Implementation	Facilities Management
23-307	Job Center VPN Connectivity	Implementation	Student Enrichment Programs
23-316	Centerville Rental Opportunities	Implementation	Workforce Dev & Corp Svc
23-351	Premier Health Portal	Research	Accounting Services
23-421	OneView+ MFEC	Implementation	Student Affairs
23-444	ASL C-Print Certificate	Implementation	Liberal Arts

**COMPLIANCE**

23-294	GDPR Acceptance	Implementation	Marketing
23-358	Financial Aid Registration Credits	Implementation	Financial Aid & Scholarships
23-361	Fraud Prevention	Research	Financial Aid & Scholarships
23-362	Student Debt Letter	Implementation	Financial Aid & Scholarships
23-374	Principles of Excellence	Implementation	Student Affairs

**CORRECTIONAL INSTITUTIONS**

23-360	Pell Awards for CI Students	Implementation	Financial Aid & Scholarships
23-387	Automate Course Copy for CI	Implementation	eLearning
23-388	Improved LMS Services for CI	Research	Information Technology
23-395	Account Provisioning for CI	Implementation	Information Technology
23-400	Prison Release Efficiencies	Implementation	Information Technology
23-433	Prison Education Expansion	Implementation	Work-Based Learning

**COST SAVINGS**

23-383	Ellucian Experience	Research	Information Technology
23-440	Data Center Environmental Controls	Research	Information Technology
23-454	PRI to SIP Migration	Implementation	Information Technology

**DECISION SUPPORT FOR STUDENT SUCCESS**

23-297	SEP Departments Data Tracking Portal	Implementation	Student Enrichment Programs
23-359	Student Budget Calculations	Implementation	Financial Aid & Scholarships
23-364	AI Chat for International Education	Implementation	International Education
23-365	YouScience Integration with CRM	Implementation	Admissions
23-366	Capture Behavioral Analytics	Implementation	Admissions
23-370	Anthology Succeed	Research	Admissions
23-371	SSP Role Access	Implementation	Student Affairs
23-372	Coaching to Complete Program	Research	Student Affairs
23-376	Tech Prep in SSP	Research	School Partnerships
23-390	LMS External Content Integration	Research	eLearning
23-398	Pre-Req Modules Auto Enrollment	Research	eLearning
23-418	CRM Content Access	Implementation	Registration and Student Records
23-442	Business Intelligence Upgrade	Implementation	RAR
23-450	Health Sciences Admission Review	Implementation	Life & Health Sciences

**DIGITALIZATION OF ANALOG PROCESSES**

23-296	Purchase Order Amendment Form	Implementation	Business Services
23-300	Grants Database Enhancements	Research	Advancement/Grants Development
23-326	Lutron Lighting System	Implementation	Facilities Management
23-333	P.O. Amendment Process Automation	Implementation	Business Services
23-334	Research DocuSign Expansion	Research	Business Services
23-341	Automate Balance Sheet	Implementation	Accounting Services
23-349	Past Due Collections	Research	Accounting Services
23-350	Tuition Refund Appeal Form	Implementation	Accounting Services
23-353	Grants Project Accounting	Implementation	Accounting Services
23-355	Assignment Contracts	Implementation	Accounting Services
23-356	Time Entry	Research	Accounting Services
23-357	IRB Application Management	Research	RAR
23-367	ACT Test Score Integration	Implementation	Admissions
23-392	QM Course Automation Tool	Research	eLearning
23-393	Master/Dev Course Shell Creation	Implementation	eLearning
23-420	Student Residency Change	Implementation	Registration and Student Records
23-429	EMS Portal Enhancements	Implementation	Life & Health Sciences
23-441	Diversity Event Registration	Implementation	Diversity

**ENGAGE STUDENTS / IMPROVE CAMPUS LIFE**

23-301	Internal Wayfinding	Research	Information Technology
23-397	Outdoor Wireless Expansion	Research	Information Technology
23-452	Parking Lot Count System	Research	Business Services

**ENHANCE SECURITY / CONTROLS**

23-324	R&R - Phone Room UPS	Implementation	Facilities Management
23-327	Testing Lab Standalone Camera System	Implementation	Registration and Student Records
23-384	API Management Tool	Research	Information Technology
23-386	User Account Provisioning	Implementation	Information Technology
23-391	Academic Integrity	Research	eLearning
23-399	Apple Device Management	Implementation	Information Technology
23-414	M365 Security Improvements	Implementation	Information Technology
23-423	Windows Device Management	Implementation	Information Technology
23-424	Expand SSPR/MFA Adoption	Implementation	Information Technology
23-425	Removal of Basic Authentication	Implementation	Information Technology
23-426	Expand Mimecast Capabilities	Implementation	Information Technology
23-431	IT Operations Management	Research	Information Technology
23-438	Deploy VMware Carbon Black	Implementation	Information Technology
23-439	Disaster Recovery Plan	Implementation	Information Technology
23-451	Endpoint Detection and Response	Implementation	Information Technology

**IMPROVE COURSE SUCCESS**

23-338	Midterm Assessment Tool	Implementation	Academic Advising
23-373	Student Affairs Portlets	Implementation	Student Affairs
23-428	EMS Preceptor System	Implementation	Life & Health Sciences
23-430	EMS Scheduling System	Implementation	Life & Health Sciences
23-446	Replace SimMan Simulator	Implementation	Life & Health Sciences

**IMPROVE LEARNING TECHNOLOGIES**

23-318	Biology Lab Renovation - 3013	Implementation	Facilities Management
23-319	Convert CVCC Classroom	Implementation	Facilities Management
23-323	Monitors and Solstice Pod I	Implementation	Facilities Management
23-328	Relocate Instructor Station	Implementation	Facilities Management
23-329	HD Projector System	Implementation	Facilities Management
23-330	Create Shared Space	Implementation	Facilities Management
23-416	Mobile Vet Clinic	Implementation	Life & Health Sciences

**IMPROVEMENT OF DIGITAL PROCESSES**

23-295	Archives Database	Implementation	Library
23-332	Unimarket PO System	Implementation	Business Services
23-335	Research R1 Retention Automation	Research	Business Services
23-336	POS CONNECT Tool	Research	Business Services
23-339	HR Information System	Implementation	Human Resources
23-342	Operating Budget Development	Research	Budget & Analysis
23-343	Budget Manager Hierarchy	Implementation	Budget & Analysis
23-344	Position Management	Implementation	Budget & Analysis
23-345	Bursar Document Imaging	Implementation	Accounting Services
23-346	Tartan Card Balances	Research	Accounting Services
23-347	CCP Billing & Reporting	Research	Accounting Services
23-348	De-Reg Process Update	Implementation	Accounting Services
23-354	Payroll Integrations	Implementation	Accounting Services
23-394	Master Course Copy Process	Research	eLearning
23-401	Inventory System	Research	Information Technology
23-443	Centerville Tartan Cards	Implementation	Regional Centers

**IMPROVEMENTS FOR EMPLOYEES**

23-340	Flexible Work Arrangement Form	Implementation	Human Resources
23-406	R&R - Windows Laptops	Implementation	Information Technology
23-415	M365 Storage Improvements	Implementation	Information Technology
23-436	Automate Employment Processes	Implementation	Human Resources

**INCREASE COMPETENCY BASED EDUCATION**

23-305	Apprentice/Intern Tracking System	Research	Work-Based Learning
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**INCREASE THE COLLEGE COMPLETION RATE**

23-304	Advantage Orientation	Implementation	Registration and Student Records
23-389	ePortfolio-Type Integrated Resource	Research	Information Technology
23-419	Mobile Application Enhancements	Research	Registration and Student Records
23-437	Emergency Grant Approval	Implementation	Student Affairs

**INCREASE THE COLLEGE GOING RATE**

23-291	Tech Prep Portal Phase II	Implementation	School Partnerships
23-299	WWW Organization	Implementation	Marketing
23-363	Personal email for APPRQ Students	Research	Financial Aid & Scholarships
23-368	Smart Search on WWW	Implementation	Marketing
23-369	WWW - Explore Tool	Research	Marketing
23-378	Rolling CBE Registrations	Implementation	eLearning
23-381	Franklin University Pathway Portal	Implementation	University Partnership
23-417	Parent Plus Loan	Research	Financial Aid & Scholarships

**MAINTAIN / SUSTAIN TECHNOLOGY INVESTMENT**

23-165	Access Control Improvements	Implementation	Facilities Management
23-293	Google 4 Analytics Properties	Implementation	Information Technology
23-302	Mobile App Replacement	Research	Information Technology
23-308	R&R - Backup Infrastructure	Implementation	Information Technology
23-309	R&R - Great Hall Video Distribution	Implementation	Information Technology
23-310	R&R - Network Infrastructure	Implementation	Information Technology
23-311	R&R - Phone System	Implementation	Information Technology
23-312	R&R - Firewalls	Implementation	Information Technology
23-313	R&R - Multimedia Rooms	Implementation	Information Technology
23-314	R&R - Wireless Microphone Systems	Implementation	Information Technology
23-315	R&R - Televisions and Monitors	Implementation	Information Technology
23-317	Replace Access Control	Implementation	Facilities Management
23-320	Building Automation Upgrades	Implementation	Facilities Management
23-321	Security Camera Systems	Implementation	Facilities Management
23-322	Move eLearning Production Studio	Implementation	eLearning
23-325	Replace Irrigation Hardware	Implementation	Facilities Management
23-331	Bookstore POS System	Research	Business Services
23-337	Course Planning Guide	Implementation	Associate/Assistant Provosts
23-379	Update Jenkins	Implementation	Information Technology
23-380	Update JAMS	Implementation	RAR
23-396	Upgrade Achieve	Implementation	Information Technology
23-402	R&R - Windows Desktops	Implementation	Information Technology
23-403	R&R - PC Monitors	Implementation	Information Technology
23-404	R&R - Mac Laptops	Implementation	Information Technology
23-405	R&R - Mac Desktops	Implementation	Information Technology
23-407	R&R - Plotters	Implementation	Information Technology
23-408	R&R - Printers	Implementation	Information Technology
23-409	R&R - Satellite Copiers	Implementation	Information Technology
23-410	R&R - Network Servers	Implementation	Information Technology
23-411	R&R - Closet UPS's	Implementation	Information Technology
23-412	R&R - Storage	Implementation	Information Technology
23-413	Develop IaaS Expertise	Implementation	Information Technology
23-434	Server Configuration Management	Implementation	Information Technology
23-435	SAS System Hardware Upgrade	Implementation	RAR
23-445	Dental Radiology Intraoral Sensor	Implementation	Life & Health Sciences
23-447	Plan for Windows 11	Research	Information Technology
23-448	Windows Cloud Virtual Desktops	Research	Information Technology
23-453	Building 7 Electrical Upgrade	Implementation	Facilities Management

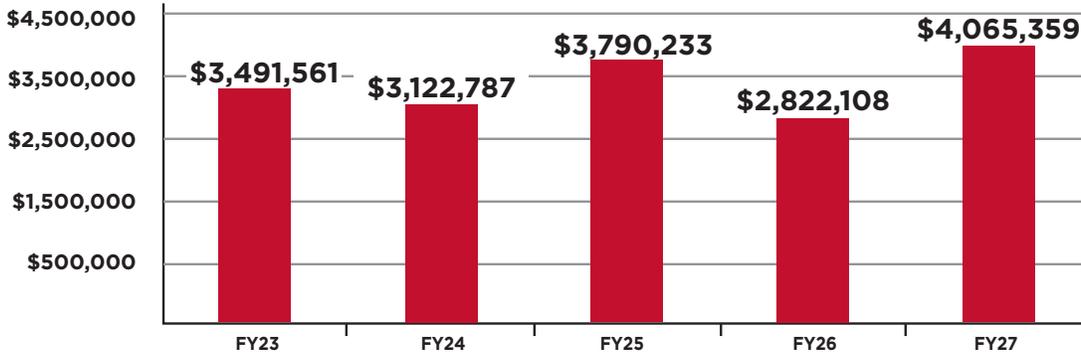
**SEAMLESS TRANSITION FOR LONG-TERM SUCCESS**

23-382	Portable Digital Credentials	Research	Registration and Student Records
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**UNMANNED AERIAL SYSTEMS**

23-432	UAS Program Expansion	Implementation	UAS
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## APPENDIX 2

**Renewal & Replacement Budget (FY23-FY27)****Summary****Detailed**

Item	Total Investment	Annual Funding	FY23	FY24	FY25	FY26	FY27
Windows desktop replacement	\$3,133,916	\$477,015	\$762,420	\$477,015	\$477,015	\$477,015	\$477,015
Workstation computers	\$273,600	\$116,167	\$0	\$57,375	\$480,250	\$2,125	\$40,375
PC Monitors	\$937,296	\$134,590	\$10,000	\$134,590	\$134,590	\$134,590	\$134,590
Macs - laptops	\$223,600	\$36,342	\$12,250	\$36,342	\$36,342	\$36,342	\$36,342
Macs - desktops	\$852,000	\$188,920	\$12,250	\$188,920	\$188,920	\$188,920	\$188,920
Windows laptops w/dock	\$728,452	\$542,651	\$169,642	\$321,857	\$321,857	\$321,857	\$321,857
Plotters	\$60,000	\$8,571	\$22,140	\$24,000	\$8,571	\$8,571	\$8,571
Printers	\$425,000	\$32,429	\$6,000	\$32,429	\$32,429	\$32,429	\$32,429
Satellite copiers	\$979,000	\$143,000	\$5,650	\$143,000	\$143,000	\$143,000	\$143,000
Network Servers	\$1,650,000	\$348,300	\$11,000	\$348,300	\$348,300	\$348,300	\$348,300
Closet UPS's	\$244,800	\$48,960	\$172,000	\$48,960	\$48,960	\$48,960	\$48,960
Network Infrastructure	\$3,700,000	\$528,571	\$46,240	\$300,000	\$700,000	\$100,000	\$600,000
Wireless Network Infrastructure	\$683,000	\$136,600	\$400,000	\$200,000	\$100,000	\$100,000	\$183,000
UNIX Servers	\$261,000	\$52,200	\$0	\$0	\$0	\$0	\$261,000
Storage	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Hyper-converged systems	\$340,000	\$68,000	\$350,000	\$340,000	\$0	\$0	\$0
Backup infrastructure	\$510,000	\$102,000	\$60,000	\$0	\$0	\$410,000	\$0
Phone switch	\$1,020,000	\$145,714	\$50,000	\$145,000	\$145,000	\$145,000	\$145,000
Load Balancers	\$300,000	\$50,000	\$0	\$0	\$300,000	\$0	\$0
Library System	\$35,000	\$7,000	\$0	\$0	\$0	\$0	\$35,000
Firewall	\$250,000	\$50,000	\$250,000	\$0	\$0	\$0	\$10,000
Multimedia classroom/mtg room	\$3,600,000	\$300,000	\$250,000	\$300,000	\$300,000	\$300,000	\$300,000
Bldg 14 forum	\$375,000	\$41,667	\$0	\$0	\$0	\$0	\$375,000
Bldg 8 stage multimedia	\$125,000	\$15,625	\$0	\$0	\$0	\$0	\$125,000
Great Hall multimedia	\$63,000	\$6,300	\$63,000	\$0	\$0	\$0	\$0
Phone UPS	\$40,000	\$40,000	\$40,000	\$0	\$0	\$0	\$0
Cable TV System	\$250,000	\$25,000	\$0	\$0	\$0	\$0	\$100,000
Wireless Microphone System	\$100,000	\$11,111	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000
Charity Earley multimedia	\$126,000	\$12,600	\$0	\$0	\$0	\$0	\$126,000
Televisions and Monitors	\$150,000	\$21,429	\$15,000	\$15,000	\$15,000	\$15,000	\$15,000
<b>Total</b>	<b>\$21,435,664</b>	<b>\$3,690,762</b>	<b>\$3,491,561</b>	<b>\$3,122,787</b>	<b>\$3,790,233</b>	<b>\$2,822,108</b>	<b>\$4,065,359</b>

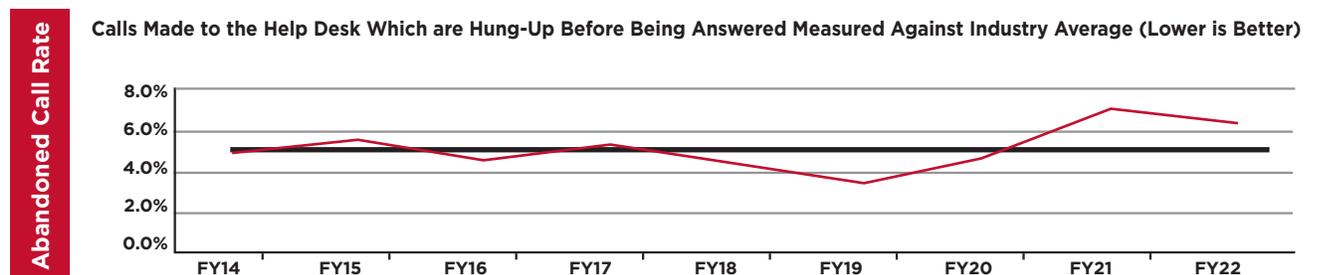
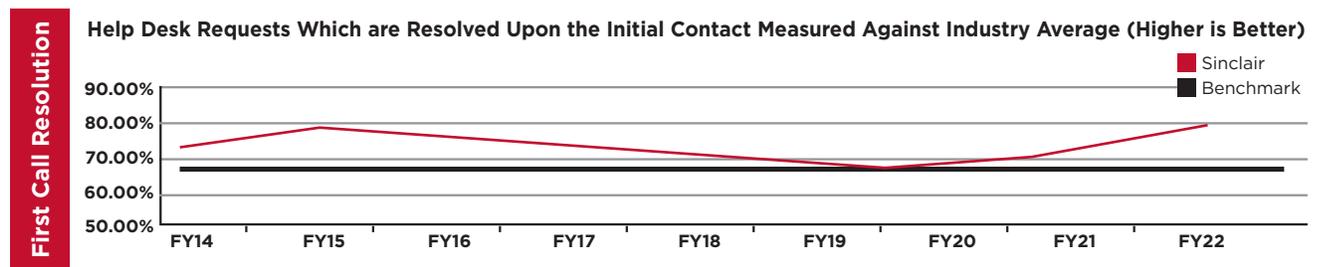
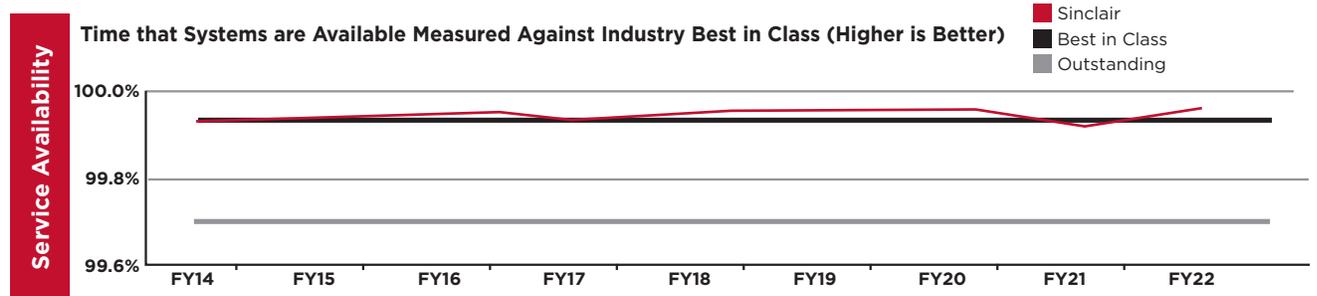
APPENDIX 3

# Operational Highlights

<p><b>Students/Staff Served</b></p> <p><b>Students</b>                  31,475 Enrolled in FY22                  92,142 Email Accounts</p> <p><b>Locations/Classrooms</b>                  8 Locations                  343 Multimedia Classrooms                  168 Computer Classrooms                  22 Remote Locations/44 Classrooms</p> <p><b>Staff</b>                  1,405 FTEs                  3,848 Accounts</p>	<p><b>Technologies Managed</b></p> <p><b>Servers &amp; Storage</b>                  445 Servers                  380 Terabytes of Storage</p> <p><b>Desktops &amp; Applications</b>                  6,692 Desktops &amp; Laptops                  327 Applications/124 Virtual</p> <p><b>Network, Phones, Printers</b>                  18,470 Network Ports                  2,305 Phones                  813 Wireless Access Points                  1,750 MB of Internet Bandwidth</p>	<p><b>IT Staff Highlights</b></p> <p><b>57</b>                  Full-time Employees</p> <p><b>16</b>                  Part-Time Employees</p> <p><b>4</b>                  Student Employees</p> <p><b>77</b>                  Full-Time Equivalents</p>
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## Key Performance Measures Against Industry Benchmarks

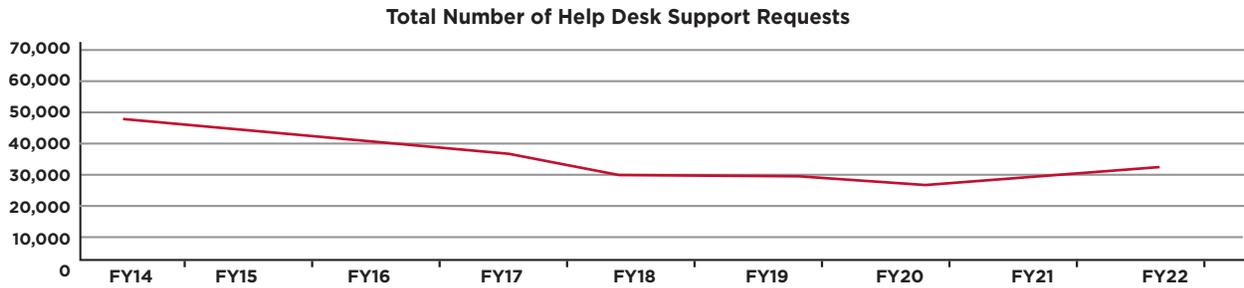
Industry benchmark data provided by *Gartner*, the world's leading IT research and advisory company.



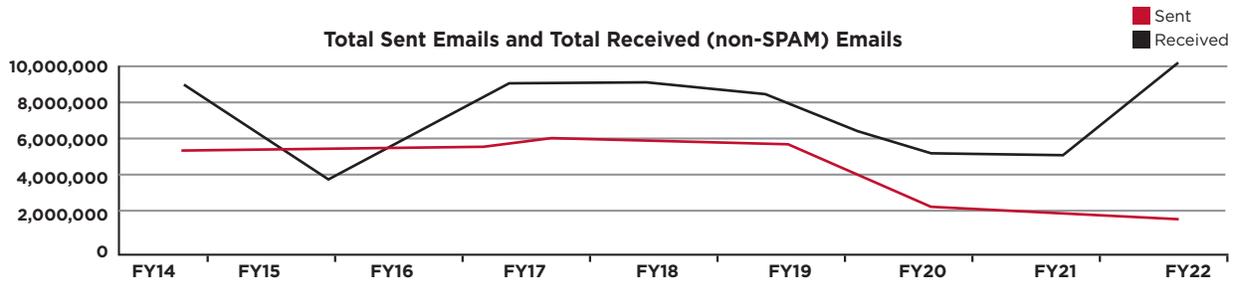
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## Additional Service/System Usage Charts

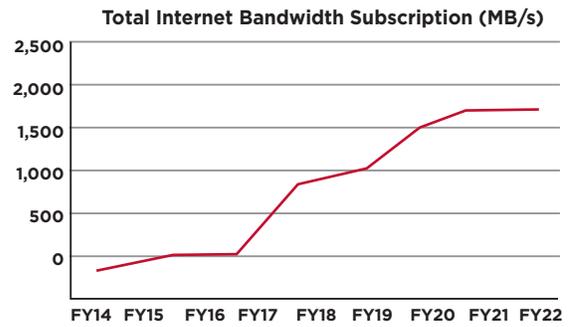
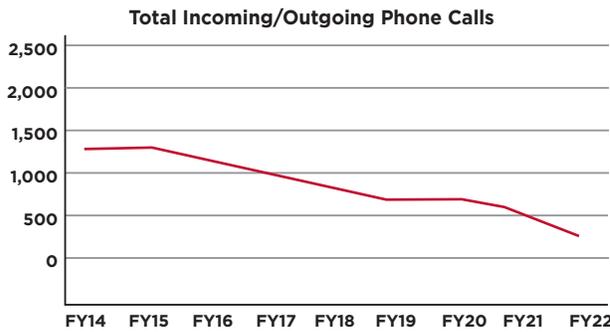
Help Desk Volume



Emails Processed



Voice/Data Transition



Mobile Growth

