

# 2019-2020 IT Master Plan Executive Summary

SINCLAIR COLLEGE | AUGUST 31, 2019

**INFORMATION  
TECHNOLOGY**

help desk

Problem  
Solution

**OPERATIONS**

**APPLICATIONS**

**SECURITY**

**SYSTEMS**



**SINCLAIR**  
COLLEGE

# Table of Contents

<b>1</b>	<b>Introduction</b>
<b>2</b>	<b>Plan Summary</b>
2	Current Year Goals and Priorities
2	Prior Year Highlights
<b>3</b>	<b>Project Highlights for 2019-2020</b>
<b>4</b>	<b>Appendix 1: Full Project List for 2019-2020</b>
<b>8</b>	<b>Appendix 2: Renewal &amp; Replacement Budget (FY20-FY24)</b>
8	Summary
8	Detailed
<b>9</b>	<b>Appendix 3: Operational Highlights</b>
9	Key Performance Measures Against Industry Benchmarks
10	Additional Service/System Usage Charts

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## Introduction



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In the following pages we hope to provide a snapshot of the work that the Information Technology department does to support the goals and strategies of the college. In it you will find a list of the projects we will undertake in the next year as well as information about the past year's projects. The report also provides information about the operational tasks that are performed by the department's staff in order to maintain the complicated infrastructure that is used every day by faculty, staff, and students.

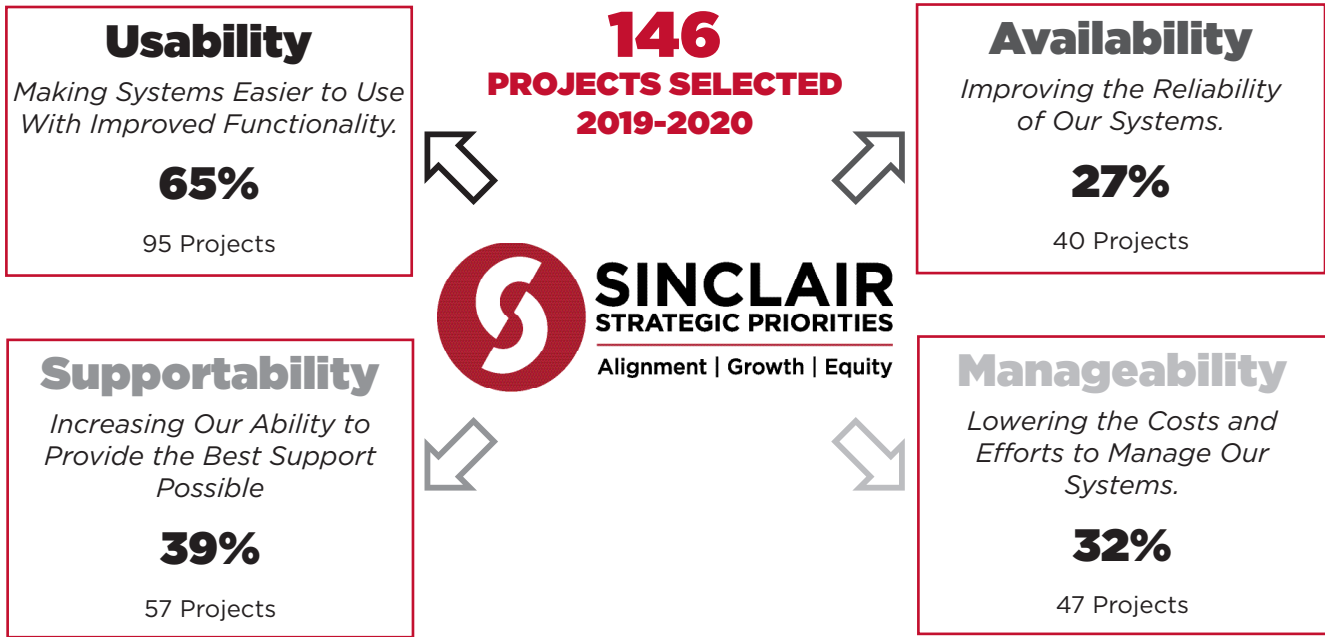
This document is the culmination of a yearlong process that makes use of quarterly meetings with all major departments to identify their needs for support from the IT department. This process ensures that the work of the Information Technology department is in line with the priorities of the college and that there is a shared vision of what those priorities are and how they link to the college's mission.

For the 2020 Fiscal Year we have identified 146 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>

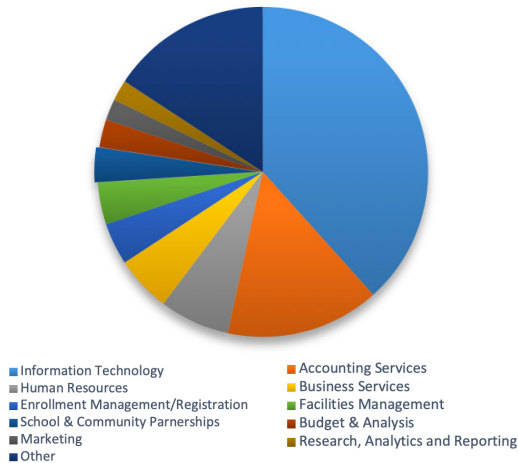
## Prior Year Highlights

Projects
<b>106</b> Master Plan Projects Completed
<b>7</b> Master Plan Projects to be Completed by EOY
<b>10</b> Master Plan Projects Canceled
<b>9</b> Additional Projects Completed

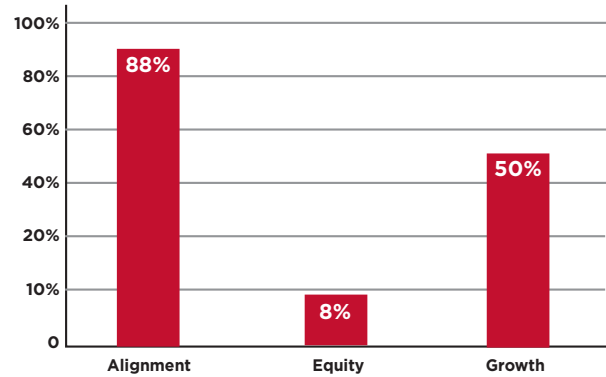
Operations
<b>99.99%</b> Systems Availability
<b>68.59%</b> Help Desk Calls Resolved at Time of Call
<b>3.79%</b> Help Desk Calls Abandoned by Caller
<b>26,526</b> Number of Help Desk Requests for Service

# Project Highlights for 2019-2020

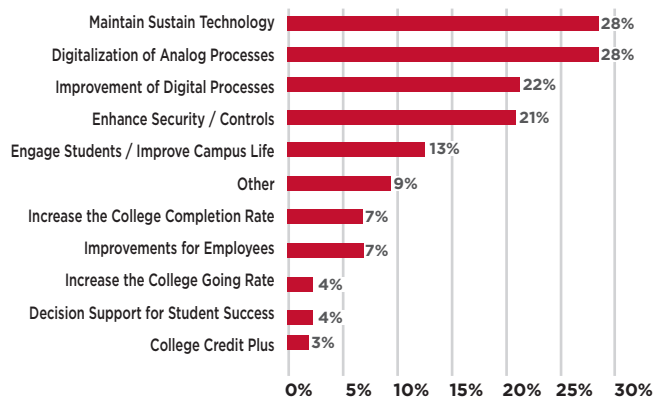
### Projects by College Department



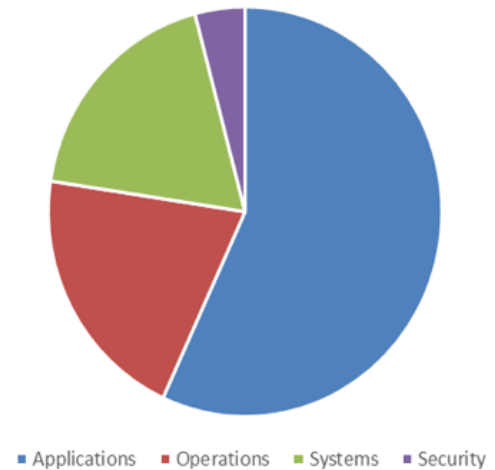
### College Strategic Initiatives



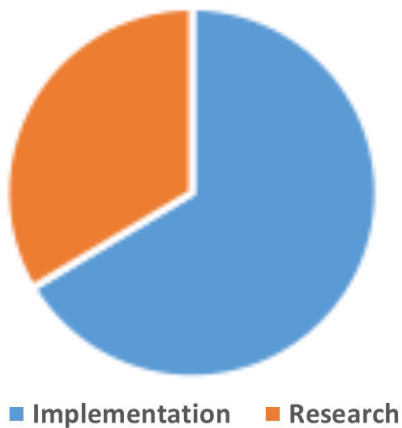
### College Strategic Initiative



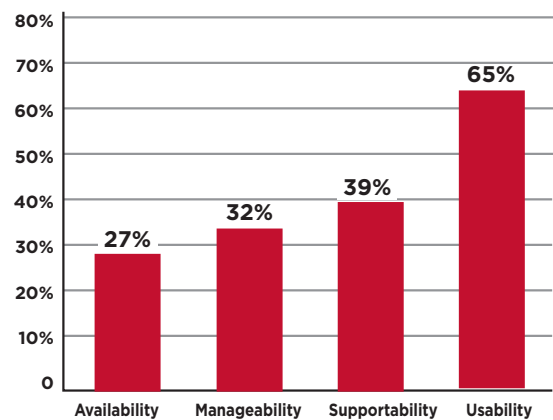
### Projects by IT Function



### Projects by Type



### Projects by IT Purpose



## APPENDIX 1

**Full Project List for 2019-2020****COLLEGE CREDIT PLUS**

20-32	CCP Billing Improvements	Research	School & Community Partnerships/ARCs
20-44	High School Administrator Portal	Implementation	Tech Prep
20-130	Online Orientation Rewrite	Implementation	Enrollment Management/Registration

**COMPLIANCE**

20-15	Nixle Replacement	Research	Marketing
20-79	D2L Course Archive Process	Implementation	Associate/Assistant Provosts
20-107	E-Verify/I-9 Documentation Integration	Research	Human Resources

**DECISION SUPPORT FOR STUDENT SUCCESS**

20-8	Program Evaluation in Portal	Implementation	Research, Analytics and Reporting
20-10	Reporting for At-Risk Students	Implementation	Academic Advising
20-20	Consolidated View of Student Record	Implementation	Enrollment Management/Registration
20-36	CRM / Colleague Sync Process	Research	School & Community Partnerships

**DIGITALIZATION OF ANALOG PROCESSES**

20-2	Annual Update for Academic Programs	Implementation	Associate/Assistant Provosts
20-5	Benefits Enrollment Data Transfer	Implementation	Human Resources
20-23	Concur Travel System	Implementation	Accounting Services
20-24	Tech Prep Automatic Enroll in eLearn	Research	School & Community Partnerships
20-31	Expand Message Control Center	Research	School & Community Partnerships
20-35	“Watch” List Notification Process	Research	Student Affairs
20-47	Contract Workflow Research	Research	Business Services
20-48	RFID Inventory Expansion	Research	Business Services
20-66	Multimedia Upgrade, 17-140	Implementation	Information Technology
20-74	Foreign Student Enrollment	Research	International Education
20-114	Electronic Version of HR Action Form	Implementation	Human Resources
20-115	Improve Event Mgt for Regional Centers	Implementation	Enrollment Management/Registration
20-117	Investigate PowerApps for Workflow	Research	Information Technology
20-132	Populate AV Capture Accounts from D2L	Implementation	Life & Health Sciences
20-136	Colleague Import of Race/Ethnicity Data	Implementation	Research, Analytics and Reporting
20-143	Automate Journal Entry	Research	Accounting Services
20-144	Transition from Checks to ACH Payables	Research	Accounting Services
20-146	Automate Check Request Process	Research	Accounting Services
20-147	Document Imaging for Bursar	Research	Accounting Services
20-151	Grant Hours Certification	Research	Accounting Services
20-152	Automate SSA/SSPA Approval	Research	Accounting Services
20-153	Expense Transfer App	Research	Accounting Services

**DIGITALIZATION OF ANALOG PROCESSES (cont.)**

20-158	Automate AG Payment Posting	Implementation	Accounting Services
20-163	Automate Operating Budget Process	Research	Budget & Analysis
20-164	Automate Capital Budget Process	Research	Budget & Analysis
20-165	Position Management	Research	Budget & Analysis
20-167	HVAC Management	Implementation	Facilities Management
20-179	Self-Service for Former Employees	Implementation	Accounting Services

**ENGAGE STUDENTS / IMPROVE CAMPUS LIFE**

20-17	Perf Monitoring and Improvements	Implementation	Marketing
20-19	Accessible Information Mgt (AIM)	Implementation	Student Affairs
20-39	Library PC Queueing System	Implementation	Library
20-41	Verizon In-Building Antenna Expansion	Research	Information Technology
20-54	eCampus Virtual Bookstore	Implementation	Business Services
20-58	Facilities Mgt Move to Building 19	Implementation	Facilities Management
20-59	Centerville Blue Safety Lights	Implementation	Facilities Management
20-68	Print Management Improvements	Implementation	Information Technology
20-78	E-911 Location/Directory Linkages	Implementation	Information Technology
20-162	Cameras for Student Center Parking Lot	Implementation	Business Services
20-168	Improve Student Email	Implementation	Information Technology

**ENHANCE SECURITY / CONTROLS**

20-12	Application Infrastructure Monitoring	Implementation	Information Technology
20-18	Secure Document Upload for Guest Users	Implementation	Enrollment Management/Registration
20-33	Approval Process for LTI Requests	Research	Information Technology
20-42	Application Security Manager	Implementation	Information Technology
20-53	Data Breach Notification Review	Research	Information Technology
20-56	3rd Party Patch Management	Research	Information Technology
20-72	BCP/DR Updates and Changes	Implementation	Information Technology
20-83	Windows PC Security Review	Research	Information Technology
20-85	Manage PC BIOS Versions and Settings	Implementation	Information Technology
20-86	Create Process to Manage PC Drivers	Implementation	Information Technology
20-87	Secure Mac Devices with Certificates	Implementation	Information Technology
20-91	Jenkins Process Improvement	Implementation	Information Technology
20-92	Improve Privileged Account Security	Implementation	Information Technology
20-116	eLearn Course Developer IT Support	Implementation	eLearning
20-123	Security Information & Event Mgt	Implementation	Information Technology
20-124	API Security Improvements	Research	Information Technology
20-125	System/Network Penetration Test	Research	Information Technology
20-126	Update Security Program Dashboard	Implementation	Information Technology
20-127	Advanced Threat Protection for Email	Implementation	Information Technology
20-182	Removal of SSN from Inactive Accounts	Implementation	Information Technology
20-183	Enboard Identity Suite	Implementation	Information Technology

**IMPROVE COURSE SUCCESS**

20-64	EMS Ambulance Simulator Cameras	Implementation	Information Technology
20-134	Eaker Street Multimedia Equipment	Implementation	Science, Math & Engineering
20-166	Monitoring of Computer Usage	Research	Information Technology

**IMPROVEMENT OF DIGITAL PROCESSES**

20-4	Health Sciences Student Management	Implementation	Life & Health Sciences
20-28	Enhance Campus Directory	Implementation	Human Resources
20-29	Loading of Enrollments into D2L	Research	eLearning
20-43	Research Help Desk System Alternatives	Research	Information Technology
20-46	Procurement/e-Commerce Solution	Research	Business Services
20-55	Key Management Software Replacement	Research	Facilities Management
20-73	Grants Management Database	Research	Grants Development/Advancement
20-81	Clarion Website	Implementation	Student Enrichment Programs
20-89	Product Management Improvements	Implementation	Information Technology
20-106	Budget Transfer Application	Implementation	Budget & Analysis
20-112	Online Benefits Enrollment Management	Implementation	Human Resources
20-113	Job Description Database	Implementation	Human Resources
20-118	Document Management System Upgrade	Implementation	Financial Aid
20-139	Transition of Payment Card Processor	Implementation	Accounting Services
20-140	Credit Card Payment Gateway	Implementation	Accounting Services
20-142	Cash Receipt Process Changes	Implementation	Accounting Services
20-149	Automate Adjunct Pay Process	Research	Accounting Services
20-155	Foundation Accounting and Reporting	Research	Accounting Services
20-159	Payroll Check Printer	Implementation	Accounting Services
20-160	Custom Reports in Informer	Implementation	Accounting Services
20-161	Align Systems Access by Position	Implementation	Accounting Services
20-180	Colleague WebAdvisor Sunset	Implementation	Information Technology

**IMPROVEMENTS FOR EMPLOYEES**

20-108	Healthworks Wellness Tracker	Research	Human Resources
20-109	Automate Tuition Waiver Process	Research	Human Resources
20-110	Employee Onboarding Portal	Implementation	Human Resources
20-129	People Admin Single Sign On	Research	Human Resources
20-135	Convert CVCC Classroom	Implementation	Courseview Campus Center
20-145	Accounting Policy Framework/Manual	Research	Accounting Services
20-148	Automate Overtime Process	Research	Accounting Services

**INCREASE COMPETENCY BASED EDUCATION**

20-38	Vet Tech/Humane Society Partnership	Research	Facilities Management
20-65	Aviation Dept Move to Dayton Airport	Implementation	Science, Math & Engineering
20-133	Dayton Airport Classroom	Implementation	Science, Math & Engineering



**INCREASE THE COLLEGE COMPLETION RATE**

20-21	Artificial Intelligence for Portal	Research	Information Technology
20-25	Tech Prep CRM Evaluation	Research	School & Community Partnerships
20-119	Document Management for ISSC	Implementation	Financial Aid
20-120	Omni Channel Research	Research	Information Technology
20-128	SSP Enhancements	Implementation	Student Affairs
20-141	Dereg Census Data Process	Implementation	Accounting Services
20-157	Student Payment Plans	Implementation	Accounting Services

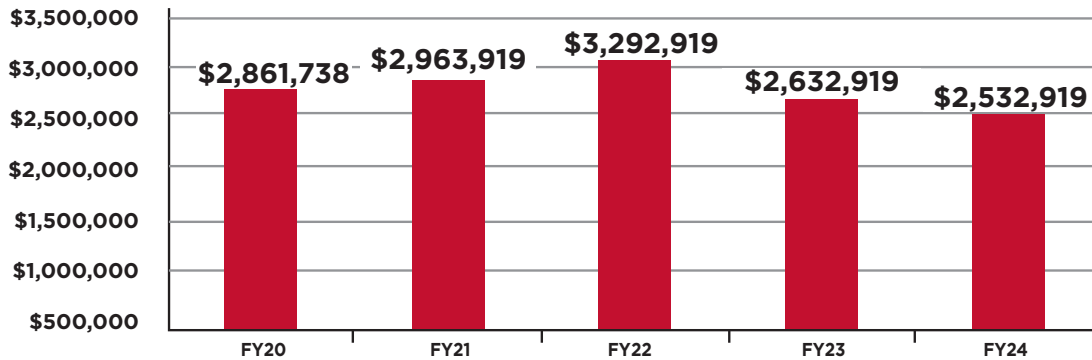
**INCREASE THE COLLEGE GOING RATE**

20-16	Addition of Bachelor Degrees on WWW	Implementation	Marketing
20-40	Sinclair/Hope Center Partnership	Research	Facilities Management
20-75	Study Abroad Application	Implementation	International Education
20-181	Radius CRM Assessment	Implementation	Enrollment Management/Registration

**MAINTAIN / SUSTAIN TECHNOLOGY INVESTMENT**

20-51	POS Migration Project	Implementation	Business Services
20-57	Replace Data Center Network Switches	Implementation	Information Technology
20-60	Conference Center Multimedia Eqpmt	Implementation	Information Technology
20-61	Multimedia Upgrade, 12-131	Implementation	Information Technology
20-63	Multimedia Upgrade, 4-011	Implementation	Information Technology
20-67	Police Radio & Telephone Systems	Implementation	Public Safety
20-69	Update Backup Solution	Implementation	Information Technology
20-70	Implement New Version of OpenView	Implementation	Information Technology
20-71	Improve System Availability Process	Research	Information Technology
20-80	Replace Building 12 UPS	Implementation	Information Technology
20-84	Investigate Upgrading RAR SQL Servers	Research	Research, Analytics and Reporting
20-88	Microsoft Office 365 Management	Implementation	Information Technology
20-93	Replace Data Center AC Unit	Implementation	Information Technology
20-94	R&R - Data Storage	Implementation	Information Technology
20-95	R&R - UPS Units	Implementation	Information Technology
20-96	R&R - Servers	Implementation	Information Technology
20-97	R&R - Copiers	Implementation	Information Technology
20-98	R&R - Network Printers	Implementation	Information Technology
20-99	R&R - Plotters	Implementation	Information Technology
20-100	R&R - Windows Laptops	Implementation	Information Technology
20-101	R&R - Apple Desktops/Laptops	Implementation	Information Technology
20-102	R&R - Computer Monitors	Implementation	Information Technology
20-103	R&R - Desktop PC's	Implementation	Information Technology
20-105	Attendance Tracker for PAC	Implementation	Business Services
20-122	Colleague Infrastructure Alternatives	Research	Information Technology
20-131	Blackboard Sunset	Implementation	Information Technology
20-137	Network Infrastructure Refresh	Implementation	Information Technology
20-138	IDWorks Standalone System	Implementation	Business Services

## APPENDIX 2

**Renewal & Replacement Budget (FY20-FY24)****Summary****Detailed**

Item	Total Investment	Annual Funding	FY20	FY21	FY22	FY23	FY24
Windows desktop replacement	\$3,433,376	\$572,229	\$404,320	\$572,229	\$572,229	\$572,229	\$572,229
PC Monitors	\$905,556	\$90,556	\$20,010	\$90,556	\$90,556	\$90,556	\$90,556
Macs	\$777,000	\$129,500	\$106,896	\$129,500	\$129,500	\$129,500	\$129,500
Notebook computers	\$1,120,896	\$224,179	\$140,112	\$224,179	\$224,179	\$224,179	\$224,179
Plotters	\$78,000	\$11,143	\$6,000	\$11,143	\$11,143	\$11,143	\$11,143
Printers	\$406,000	\$58,000	\$92,800	\$58,000	\$58,000	\$58,000	\$58,000
Satellite copiers	\$1,001,000	\$143,000	\$143,000	\$143,000	\$143,000	\$143,000	\$143,000
Network Servers	\$1,680,000	\$336,000	\$120,000	\$336,000	\$336,000	\$336,000	\$336,000
Closet UPS's	\$266,560	\$53,312	\$33,600	\$53,312	\$53,312	\$53,312	\$53,312
Network Infrastructure	\$4,088,000	\$584,000	\$600,000	\$550,000	\$550,000	\$550,000	\$550,000
Wireless Network Infrastructure	\$350,000	\$70,000	\$0	\$75,000	\$125,000	\$0	\$0
UNIX Servers	\$261,000	\$52,200	\$0	\$261,000	\$0	\$0	\$0
Storage	\$1,370,000	\$274,000	\$770,000	\$0	\$600,000	\$0	\$0
Phone switch	\$1,020,000	\$145,714	\$100,000	\$145,000	\$145,000	\$145,000	\$145,000
Load Balancers	\$200,000	\$40,000	\$100,000	\$0	\$0	\$100,000	\$0
Library System	\$35,000	\$7,000	\$0	\$0	\$35,000	\$0	\$0
Firewall	\$207,500	\$51,875	\$0	\$95,000	\$0	\$0	\$0
Multimedia classroom/mtg room	\$3,600,000	\$360,000	\$200,000	\$200,000	\$200,000	\$200,000	\$200,000
Bldg 14 forum	\$375,000	\$41,667	\$0	\$0	\$0	\$0	\$0
Bldg 8 stage multimedia	\$125,000	\$15,625	\$0	\$0	\$0	\$0	\$0
Cable TV System	\$250,000	\$25,000	\$0	\$0	\$0	\$0	\$0
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	\$0
Televisions and Monitors	\$150,000	\$21,429	\$15,000	\$10,000	\$10,000	\$10,000	\$10,000
<b>Total</b>	<b>\$21,925,888</b>	<b>\$3,330,140</b>	<b>\$2,861,738</b>	<b>\$2,963,919</b>	<b>\$3,292,919</b>	<b>\$2,632,919</b>	<b>\$2,532,919</b>

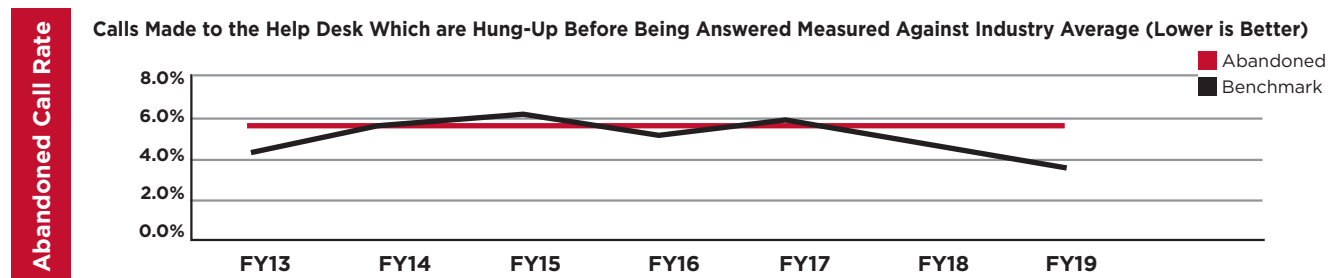
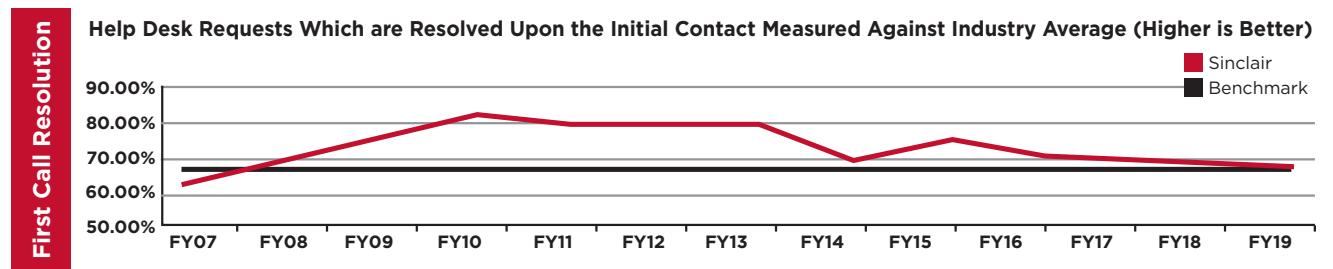
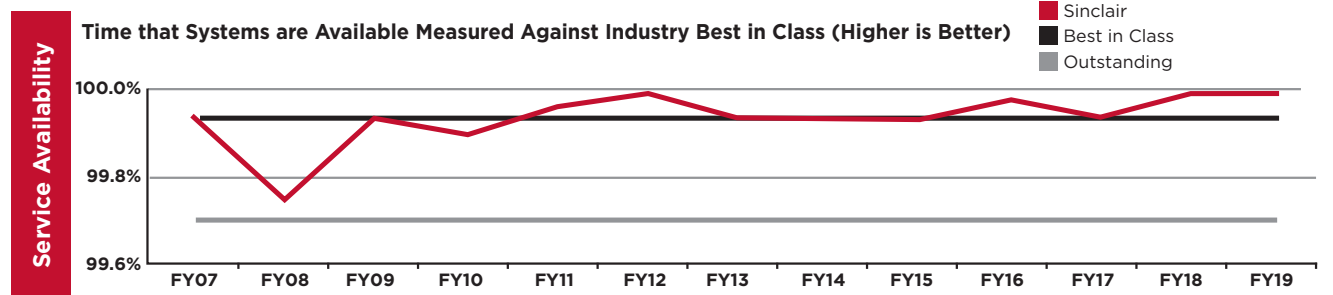
APPENDIX 3

# Operational Highlights

<p><b>Students/Staff Served</b></p> <p><b>Students</b> 29,958 Enrolled in FY19 413,205 Email Accounts</p> <p><b>Locations/Classrooms</b> 5 Locations 414 Multimedia Classrooms 203 Computer Classrooms 19 Remote Locations/23 Classrooms</p> <p><b>Staff</b> 1,635 FTEs 8,580 Accounts</p>	<p><b>Technologies Managed</b></p> <p><b>Servers &amp; Storage</b> 624 Servers 305 Terabytes of Storage</p> <p><b>Desktops &amp; Applications</b> 6,735 Desktops &amp; Laptops 311 Applications/182 Virtual</p> <p><b>Network, Phones, Printers</b> 15,760 Network Ports 2,343 Phones 950 MB of Internet Bandwidth 39.5 Million Web Page Views per Year</p>	<p><b>IT Staff Highlights</b></p> <p><b>56</b> Full-time Employees</p> <p><b>20</b> Part-Time Employees</p> <p><b>13</b> Student Employees</p> <p><b>72.5</b> Full-Time Equivalents</p>
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## Key Performance Measures Against Industry Benchmarks

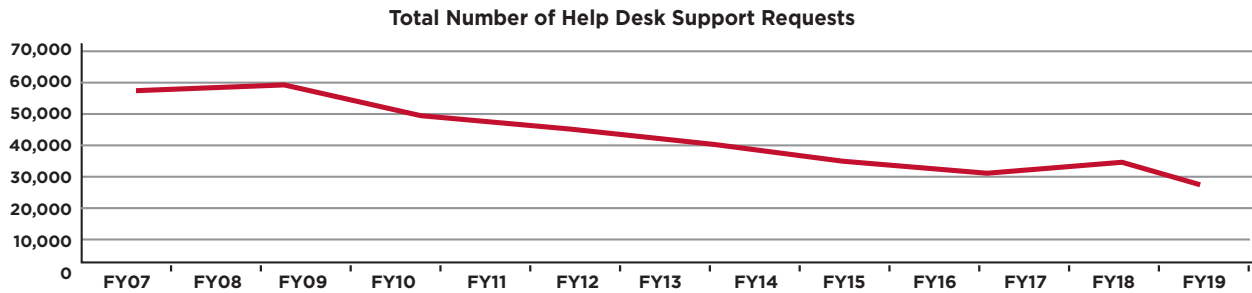
Industry benchmark data provided by *Gartner*, the world's leading IT research and advisory company.



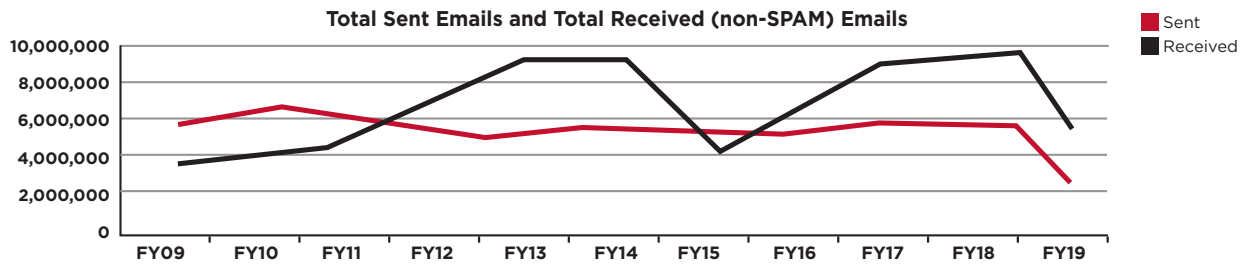
Industry benchmark data provided by *Gartner*, the world's leading IT research and advisory company.

## Additional Service/System Usage Charts

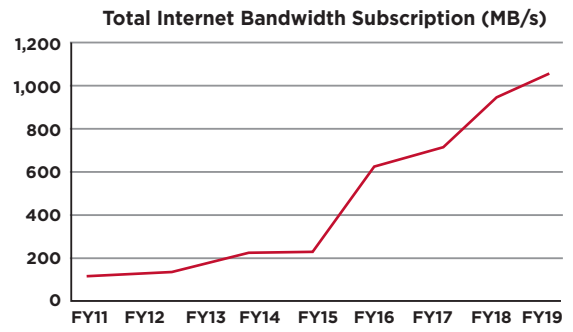
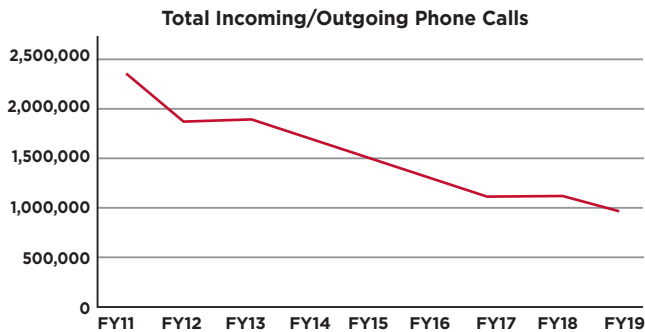
Help Desk Volume



Emails Processed



Voice/Data Transition



Mobile Growth

