

FY 2022



# 3-YEAR INFORMATION TECHNOLOGY PLAN

EXECUTIVE SUMMARY

PRESENTED BY: SCOTT ELLIOTT  
EXECUTIVE DIRECTOR OF INTEGRATED TECHNOLOGY  
JOHN A. LOGAN COLLEGE

## 3-YEAR INFORMATION TECHNOLOGY PLAN

Information Technology grows at a rapid rate and is pervasive throughout our campus community. In order to provide vision for this community and establish a framework for achieving this vision, the Information Technology department at John A. Logan College is providing this 3-Year IT Plan as a living document. This document will be updated on at least an annual basis after gathering input from the Integrated Technology Committee, which consists of users from across campus.

The Executive Director of Integrated Technology, who reports to the Vice President for Business Services and CFO, leads the Information Technology Department. The department manages a walk-in helpdesk and provides support for office computers, classroom computers, audio / visual equipment, datacenters, network infrastructure, enterprise resource planning systems, phone systems, and technology support for events. A combination of internal staff, contractors, and student workers provide the human capital to support these services.

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### PLAN OVERVIEW

To help organize initiatives, the plan is divided into six functional areas: Organization, Instruction, Network, Hardware, Data, and Software. These areas may have multiple initiatives that will change based on approval and completion.

Each initiative must be defined and presented to the Integrated Technology (ITC) for approval. Upon approval, the initiative will be prioritized by the ITC against John A. Logan College's strategic plan, mission statement and goals as well as the Information Technology mission statement and guiding principles. Each proposed initiative must have a sponsor responsible for defining the initiative, obtaining budgetary estimates, presenting the proposed initiative to the ITC and if approved, reporting on the initiative. The sponsor is also responsible for keeping the initiative document updated and making the recommendation to the ITC that the initiative be moved to the completed status.

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## INFORMATION TECHNOLOGY MISSION STATEMENT

The Information Technology Department of John A. Logan College provides strategic, reliable, and integrated technology to support and facilitate student learning. We strive to provide the appropriate balance of high quality, cost-effective technology and technology support to the John A. Logan College community.

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## INFORMATION TECHNOLOGY GUIDING PRINCIPLES

These guiding principles support our service delivery, and act as a compass for IT staff:

- **Customer Focused** – Focus on customer service above all other priorities. Customer feedback will be used to measure our success in this area.
- **Reliable** – Make every effort to be rock solid in terms of uptime, service, training and communication.
- **Innovative** – Think beyond perceived constraints. Find ways to improve efficiencies through process automation and offer new services that focus on customer needs.
- **Value Driven** – Leverage technology to seek cost effective solutions that bring value as well as a quality.
- **Continuously Improving** – Make training and learning a high priority. Training is an integral standard in the field of technology implementation and support.

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## JOHN A. LOGAN COLLEGE MISSION STATEMENT

"We are a diverse learning and teaching community committed to improving individual life and society through high-quality, accessible educational programs and engaged learning opportunities."

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## JOHN A. LOGAN COLLEGE GOALS

- To foster an environment where diverse individuals, groups, and views are valued.
- To provide programs and services for lifelong learning that create and enhance opportunities for achieving career and personal goals in a changing society.
- To serve with integrity and accountability as a model of institutional excellence.
- To offer affordable programs and services enhanced by technology in an accessible and safe learning and working environment.
- To be a center for intellectual, economic, cultural, and recreational resources for individuals and communities.

## INITIATIVE HISTORY

### CURRENT INITIATIVES

Initiative	Project	Target FY	Est. Budget	Priority	Status
Organizational-0004	Create Formal Systems Continuity Procedures	FY 22	TBD		DR in place, SCP in progress
Instructional-0001	Articulate Smart Classroom Design Standards	FY 22	None		In Progress
Instructional-0002	Implement Smart Classroom Management Process	FY 22	\$50,000		In Progress
Network-0002	Implement a BYOD Policy	FY 21	None		
Network-0009	Evaluate and Implement a VoIP Telephone System	FY 22	\$500,000		In Progress
Hardware-0003	Develop a Formal Hardware Acquisition Process	FY 17	Needs documented		
Software-0003	Complete Software Inventory and Life Cycle	FY 22			
Software-0004	Implement a Software Acquisition Process	FY 17	Needs Documented		
Data-0002	Implement a Dashboard and Reporting Solution	FY 22	\$12,500 initial, \$2,500 per 50 users		Approved, Dec. 2021, In Progress
Software-0006	Implement Innosoft Fusion Software at Logan Fitness	FY23	Initial cost: \$9,950 for Fusion; \$10,000 implementation Annual commit: \$12,740 + \$1,000		Approved, March 2022
Software-0007	Electronic Document Completion and e-signature for Financial Aid	FY22	\$3000 this year		Approved March 2022, In Progress

## ANNUAL INITIATIVES

Initiative	Project	Replacement Cycle	Annual budget
Hardware-0002	Inventory Replacement & Life Cycle Plan	4 Years	\$200,000

## FY 22 COMPLETED INITIATIVES

Initiative	Project	Completed
Organizational-0005	Implement Jenzabar One	FY 22
Instructional-0003	Investigate New Instructional Technologies	FY 22
Hardware-0001	Improvements to Virtual Server Environment	FY 21
Network-0011	Fiber Backbone	FY 21
Network-0006	Data Cable Refresh	FY 21
Network-0004	Server Upgrades	FY 21
Organizational-0002	Create Formal Disaster Recovery Plan	FY 21
Instructional-0004	Investigate the Use of Video Conferencing College-Wide	FY 21
Organizational-0003	Complete Jenzabar CX/JX Deployment	FY 20
Hardware-0004	Device Charging Stations	FY 19
Organizational-0001	Develop Best Practice Support Model	FY 19
Software-0002	Maximize Jenzabar CX/JX	FY 18
Network-0008	Dual Internet Connections	FY 18
Network-0007	Improve College Firewall	FY 18
Software-0001	Identity Management Upgrades	FY 17
Network-0010	Create Formal Information Security Plan	FY 17
Network-0005	Remediate Network Security	FY 17
Network-0003	IT Infrastructure Inventory & Lifecycle Plan	FY 17
Network-0002	Improve Data Center Conditions	FY 17
Network-0001	Implement Enterprise Storage Solution	FY 17
Software-0005	Server/Service Monitoring	
Instructional-0005	Relocation of Student Access Computer Lab	FY 21
Instructional-0006	Renovation of Instructional Computer Labs	FY 18

## DEPRECATED INITIATIVES

Initiative	Project	Deprecated	Comments
Data-0001	Implement a User-Friendly Ad Hoc Reporting System (Jenzabar)	FY 22	Reworked into Data-0002



## EXECUTIVE SUMMARY REVISIONS

<b>Revision Type</b>	<b>Comments</b>	<b>Approved</b>
Update	Current Initiatives updated	March 2022
Update	Major revision of initiative numbering and categorization based on current, annual, deprecated, and depleted.	January 2022
Update	Major revision of executive summary and layout of the document. Initiatives split into separate documents.	February 2020
Update		April 2018
Update		November 2017
Update		May 2017
Update		November 2016
Creation		March 2016