



**Information and Instructional Technology Action Plan  
District-Wide Consolidated**

**2011-2012**

**Publication Date: May 31, 2011**

**FY 2011-2012 Information and Instructional Technology Action Plan  
District-Wide Consolidation**

**Table of Contents**

<b>Goal #1:</b>	<b>Student Success: Provide information and instructional technology solutions that enable student success.....</b>	<b>4</b>
	Strategy 1.1: Create a district-wide dialogue on technology and student engagement.....	4
	Strategy 1.2: Create engaging, relevant and personalized learning experiences for all learners.....	6
	Strategy 1.3: Establish and implement appropriate and consistent methods of measuring the effectiveness of technology in the teaching and learning process.....	12
	Strategy 1.4: Support the development and use of Open Educational Resources (OER) to promote innovative and creative opportunities for all learners.....	14
	Strategy 1.5: Develop and implement methods to identify student needs related to the use of technology in the curriculum and in student support areas.....	15
	Strategy 1.6: Implement technology solutions that enable faculty and administrators to track student progress and provide timely intervention to improve learning, retention and completion.....	18
	Strategy 1.7: Design, equip and support learning spaces that foster collaboration, student engagement and success.....	23
<b>Goal #2:</b>	<b>Administrative Efficiency: Provide information and instructional technology solutions that promote effective and efficient organizational decision-making, communication and operations.....</b>	<b>24</b>
	Strategy 2.1: Implement technology solutions to measure institutional performance against agreed upon goals and use assessment data for continuous improvement.....	24
	Strategy 2.2: Redesign processes and organizational structures to take advantage of technology solutions to make more efficient use of resources.....	26
	Strategy 2.3: Establish a district-wide unified communication framework that facilitates secure and convenient access to information and services for stakeholders.....	31

Strategy 2.4: Provide information technology solutions that support the current and evolving business needs of the Maricopa Community Colleges.....34

**Goal #3: Professional Development: Facilitate a culture of ongoing professional development that fosters the effective use of information and instructional technologies.....39**

Strategy 3.1: Leverage technology to create and support communities of practice that provide learning and collaboration opportunities within and across institutions.....39

Strategy 3.2: Incorporate and maintain up-to-date technology competencies within all job descriptions and hiring materials, ensuring that there are appropriate processes for assessing employee technology competencies as part of the hiring and performance evaluation processes.....40

Strategy 3.3: Establish IT job “families” and promote career paths-based IT professional development and training plans aligned with existing IT jobs and job descriptions.....41

Strategy 3.4: Provide sufficient support for residential and adjunct faculty as well as staff to effectively learn and use information and instructional technologies.....42

**Goal #4: Innovation and Collaboration: Promote a culture of innovation and collaboration within the Maricopa Community Colleges to facilitate creative uses of technology, maximize the use of shared resources, and improve efficiencies in the use of information and instructional technologies.....46**

Strategy 4.1: Establish an appropriate district-wide Information and Instructional Technology Governance structure and accompanying processes for prioritization, decision-making and resource allocation.....46

Strategy 4.2: Promote and reward innovation and collaboration.....46

Strategy 4.3: Provide ongoing communication regarding the use of information and instructional technology throughout the Maricopa Community Colleges.....48

**Goal #5: Planning and Funding: Ensure appropriate resources are available for required information and instructional technology infrastructure and operations.....51**

Strategy 5.1: Employ ongoing planning processes to responsibly allocate resources for the acquisition and use of information and instructional technology.....	51
Strategy 5.2: Develop new models for funding operational and capital spending for information and instructional technologies that are aligned with planning processes.....	53
Strategy 5.3: Develop and implement effective practices for ongoing and regular assessment of IT systems, services and projects, including incorporation of Total Cost of Ownership and Return on Investment concepts.....	54

**Goal #6: Appropriate Technology: Ensure all facets of the organization have adequate and appropriate technology to achieve the vision, mission and strategic directions of the Maricopa Community Colleges.....56**

Strategy 6.1: Develop and fund a coordinated plan that establishes baseline standards for district/college hardware and software systems.....	56
Strategy 6.2: Review, update and upgrade district-wide IT infrastructure on an ongoing and scheduled basis.....	58
Strategy 6.3: Establish an ongoing and formal process for evaluation of new technologies and analysis of their application to the Maricopa Community Colleges.....	61

**Goal #7: Information and Instructional Technology Services: Provide customer-centered information and instructional technology solutions and support.....63**

Strategy 7.1: Establish and implement processes and tools that foster and support customer-centered service delivery.....	63
Strategy 7.2: Establish and implement a consistent district-wide project management process and systems with feedback loops to gather and disseminate information about project status.....	66
Strategy 7.3: Establish a district-wide framework for identifying, planning, delivering and supporting information and instructional technology infrastructure and services.....	67

**FY 2011-2012 Information and Instructional Technology Action Plan  
District-wide Consolidation**

**Goal #1: Student Success: Provide information and instructional technology solutions that enable student success.**

<b>District-wide Strategy 1.1: Create a district-wide dialogue on technology and student engagement</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
All-Sites	Collaborate with the division of Academic and Student Affairs, the VPs of Affairs and the District Student Affairs Council to define the role of IT in achieving student engagement and success		Information Technology Leadership Council (ITLC)
CGC	<ul style="list-style-type: none"> <li>• Encourage active participation among faculty and share best practices with MCLI college representatives</li> <li>• Research common initiatives for possible grant and multi-college projects</li> </ul>	<ul style="list-style-type: none"> <li>• Increased participation</li> <li>• Increased grant activity</li> </ul>	Emerging technologies (release time faculty), Instructional Technologist, Director of IT
DO	<ul style="list-style-type: none"> <li>• Offer district-wide learning technology workshops</li> <li>• Implement a variety of programs related to technology and student engagement</li> <li>• Coordinate and launch an annual teaching and learning with technology conference</li> </ul>	Participant satisfaction surveys for MCLI events	Maricopa Center for Learning and Instruction (MCLI)
GCC	Host Teaching and Learning Conference	# of attendees at the conference	Director of IT
MCC	<ul style="list-style-type: none"> <li>• Participate in district-wide events (e.g., MCLI, EOD, Technology Day, etc)</li> <li>• Participate in district-wide technology/student</li> </ul>	<ul style="list-style-type: none"> <li>• Minutes from CTL, IT, Tech Connect, and Technology Steering</li> </ul>	<ul style="list-style-type: none"> <li>• CTL, IT, Digital Media Team, Media Services,</li> </ul>

<b>District-wide Strategy 1.1: Create a district-wide dialogue on technology and student engagement</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<p>engagement planning groups</p> <ul style="list-style-type: none"> <li>• Establish periodic interactions with the Vice Chancellor for IT and other ITS personnel</li> <li>• Work with District ITS to regularly communicate/get involved at campus level to understand academic uses of technology</li> <li>• Work with MCLI (and EOD) to provide, create, and implement projects, programs, and professional development as they relate to student engagement and technology</li> <li>• Create a college-wide dialogue on technology and student engagement by: <ul style="list-style-type: none"> <li>• Surveying faculty and student needs</li> <li>• Creating programs and workshops in multiple formats (in person, streaming, web-conferencing fully online) and at all college locations</li> <li>• Working with District ITS to regularly communicate college level activities and district level activities</li> <li>• Getting involve with college departments and committees to understand needs</li> </ul> </li> <li>• Working with all employee groups, departments and committees to provide, create and implement projects, programs and professional development as it relates to student engagement and technology</li> </ul>	<p>Committee indicating what is going on at DO IT, EOD, and MCLI</p> <ul style="list-style-type: none"> <li>• Event statistics</li> <li>• Calendar of events, survey analytics</li> <li>• Minutes from appropriate meetings</li> <li>• Attendance at functions like Senate, Chair Assoc, PSA, MAT meetings</li> <li>• Developed process for project acceptance, development, testing, etc</li> </ul>	<p>Technology Steering Committee, eLearning Committee</p> <ul style="list-style-type: none"> <li>• CTL, IT, Digital Media Team, MCC Online/ eLearning@MCC</li> </ul>

<b>District-wide Strategy 1.1: Create a district-wide dialogue on technology and student engagement</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
PC	<ul style="list-style-type: none"> <li>• Invite all colleges to “My Math Lab” training</li> <li>• Continue and expand the use of SightMAX – online services for students – live chat and real-time live monitoring software package that allows online businesses to proactively interact with website visitors</li> <li>• Implement desktop and application virtualization (Citrix Metaframe) to allow applications to be accessed remotely</li> </ul>	<ul style="list-style-type: none"> <li>• Improved faculty skill sets</li> <li>• Improved student services</li> <li>• Reduced costs and enhanced student access</li> </ul>	<ul style="list-style-type: none"> <li>• Debbie Ermon</li> <li>• Anne Dudley</li> <li>• IT</li> </ul>
PVC	Offer sessions at MCLI Technology Conference	A minimum of two (2) sessions will be offered	Dean of IT

<b>District-wide Strategy 1.2: Create engaging, relevant and personalized learning experiences for all learners.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
All-Sites	<ul style="list-style-type: none"> <li>• Become actively engaged in the dialogue regarding CRM</li> <li>• Complete the Maricopa on Facebook proof of concept</li> </ul>	<ul style="list-style-type: none"> <li>• TBD</li> </ul>	<ul style="list-style-type: none"> <li>• ITLC</li> <li>• EMC, GC, PC, RSC, GWC, MCC</li> </ul>
CGC	<ul style="list-style-type: none"> <li>• Expanded commitment for LMS support for faculty by hiring Course Production Specialist</li> <li>• Promote the use of Quality Matters best practices and create courses that follow the rubric</li> <li>• Continuous focus on offering relevant technology training (i.e. Tech Tuesdays, Help Desk)</li> </ul>	<ul style="list-style-type: none"> <li>• Increase the number of Quality Matters (QM) courses offered</li> <li>• Increase the number of faculty who are trained on QM</li> <li>• Increase the number of scheduled training events</li> </ul>	Instructional Technologist, eLearning Training (release time faculty), Emerging Technologies, Help Desk Supervisor Director IT, VP

<b>District-wide Strategy 1.2: Create engaging, relevant and personalized learning experiences for all learners.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>• Perform research to identify software products to track Service Learning experiences for students before considering development of a customized solution</li> <li>• Participate in planning and design efforts for the creation of an Environment Technology Center, a low-impact and cost-efficient living classroom that will serve as a hub for environmental education and resources for CGC students, local schools, non-profit programs, and community members.</li> <li>• Development of Student Tech Central web resource for students</li> <li>• Develop recommendations for improvements in business process, services and support for eLearning; Marketing Pre-enrollment, Support, Training</li> </ul>	<p>for faculty and staff</p> <ul style="list-style-type: none"> <li>• Improved ability to track student involvement in Service Learning</li> <li>• Expand college sustainability initiative and course offerings for students and the community</li> <li>• Improved student service</li> <li>• TBD</li> </ul>	<p>Administrative Services</p> <p>VP Academic Affairs, ITC Chair, Dean of Career Tech Ed</p>
DO	<ul style="list-style-type: none"> <li>• Implement new web resource to host information on community resources for students in Student Success Programs (DO). (e.g., Nina, Project Challenge, Wilson Scholars, MMI)</li> </ul>	Improved services to students	Academic and Student Affairs
EMC	<ul style="list-style-type: none"> <li>• Provide tools and support to help faculty develop web capabilities, such as Muscle database and histology portfolio</li> <li>• Design computer-generated scene and other appropriate systems for upcoming Performing Arts Center</li> </ul>	<ul style="list-style-type: none"> <li>• Faculty able to use these tools in classroom instruction for spring 2012</li> <li>• Potential cost savings</li> </ul>	IT
GCC	Design and build a Digital Media Lab for cross-departmental use by animation, video, photography,	Interdepartmental cooperation	Director of IT and appropriate

<b>District-wide Strategy 1.2: Create engaging, relevant and personalized learning experiences for all learners.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	graphic arts and music departments		departments
GWC	A subcommittee will develop an orientation video for Blackboard with assistance from CTL	Improved capability of faculty to work within the Blackboard environment	TLTR
MCC	<ul style="list-style-type: none"> <li>• Subscribe to campus-wide license of SoftChalk to create online interactive lessons.</li> <li>• Subscribe to campus-wide license of StudyMate to allow faculty to create self-study activities and games online.</li> <li>• Portal enhancements - all services online - ALL MAJOR SERVICES ONLINE ACTION GROUP</li> <li>• Enhancements to E-Learning infrastructure</li> <li>• Implement SMARTHINKING online tutoring for all students 24-7, provides personalized support</li> <li>• Research and procure campus standard for classroom capture</li> <li>• Increase usage of IM, Learning Objects, Wimba and Google documents for teaching and learning</li> <li>• Participate in the Maricopa on Facebook pilot</li> <li>• Implement an IM program that can be used with student Google accounts</li> <li>• Use Google documents, sites, and other Google tools to promote and enhance student collaboration online</li> </ul>	<ul style="list-style-type: none"> <li>• Survey results from usage of the software, informal feedback about software during professional development training.</li> <li>• Develop plan, timeline, budget, priorities</li> <li>• Portal usage statistics (internal stats and Google Analytics)</li> <li>• Improved infrastructure</li> <li>• Increased use of online tutoring</li> <li>• Improved learning</li> <li>• Improved group collaboration online</li> <li>• Improved student engagement</li> <li>• Improved student engagement</li> <li>• Improve student collaboration</li> </ul>	CTL, IT, E-Learning Committee, Learning Enhancement Center, Digital Media Team

<b>District-wide Strategy 1.2: Create engaging, relevant and personalized learning experiences for all learners.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>Expand the use of RAVE Wireless for academic engagement</li> <li>Work with district-wide groups to establish standards for web conferencing</li> <li>Create an environment for increased mobile teaching and learning opportunities using iPads, tablets, and other mobile devices as well as optimization of web-based technologies for mobile devices</li> </ul>	<ul style="list-style-type: none"> <li>Improved student engagement</li> <li>Improved student engagement</li> <li>Improved access and interaction</li> </ul>	
PC	<ul style="list-style-type: none"> <li>Redesign Math 082 and Math 091 for modular approach using team teaching and computer-based instruction</li> <li>Continue to award eLearning Grants to faculty for developing on-line courses</li> <li>Continue the use of Title V mini grants to increase student interest and access to STEM courses</li> </ul>	<ul style="list-style-type: none"> <li>Improved retention</li> <li>Increased number of faculty teaching online</li> <li>Increased student interest and access to STEM careers and improved completion of such courses</li> </ul>	<ul style="list-style-type: none"> <li>Math instructors</li> <li>eLearning Committee</li> <li>Title V/Faculty</li> </ul>
PVC	<ul style="list-style-type: none"> <li>If Schools on Facebook expands, volunteer to be part of the next phase</li> <li>If MyApps@Maricopa expands, participate in the next phase</li> <li>Expand online course offerings at PVCC</li> </ul>	<ul style="list-style-type: none"> <li>At least 10% of PVCC students will post in the first semester of use.</li> <li>At least 20% of students will access PVCC software from their own computer or mobile device.</li> <li>At least two more online courses will be developed.</li> </ul>	<ul style="list-style-type: none"> <li>Dean of IT</li> <li>Dean of IT</li> <li>Choices Team</li> </ul>

<b>District-wide Strategy 1.2: Create engaging, relevant and personalized learning experiences for all learners.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>Expand hybrid course offerings at PVCC</li> </ul>	<ul style="list-style-type: none"> <li>At least two more hybrid courses will be developed.</li> </ul>	<ul style="list-style-type: none"> <li>Choices Team</li> </ul>
RSC	<ul style="list-style-type: none"> <li>Updating of the Electronic Student File system (ESF) to version 3 in 2011-2012. This entirely web based application was initially developed in 1999 to support tracking of student advisement</li> <li>Updating the Learning Management System (LMS), RioLearn, to version 8 in 2011-2012</li> <li>Ongoing update of the Customer Relationship Management system (CRM) to focus on student specific initiatives</li> <li>Support for RioLounge, a private social networking system that integrates with RioLearn and allows Rio students to post personal and college related messages, collaborate and communicate about their educational experience</li> <li>Continue to provide support for Rio's Chat system</li> <li>Ensure that RSC provides quality 24/7 instructional and technical support for all learners through: <ul style="list-style-type: none"> <li>Continuous improvement of the Technology Helpdesk to assist students faculty and staff with their technical questions</li> <li>Continuous improvement of the Instructional Helpdesk to assist students with academic-related questions and to assist with the support between faculty and students</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>10% annual increase in ESF usage by students</li> <li>TBD by end of 2011</li> <li>TBD by end of 2011</li> <li>Increase student usage of the system by 5% annually</li> <li>TBD by end of 2011</li> <li>TBD by end of 2011</li> </ul>	<ul style="list-style-type: none"> <li>Rachelle Clarke</li> <li>Dana Reid, Michael Cottam, Angela Ambrosia</li> <li>Rachelle Clarke</li> <li>Rachelle Clarke</li> <li>Long Le</li> <li>Melvyn Price</li> <li>Earnestine Harrison</li> </ul>

<b>District-wide Strategy 1.2: Create engaging, relevant and personalized learning experiences for all learners.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>Extend contract with current outsourced call center support company (Perceptis) to cover both helpdesks after hours creating a comprehensive help desk support system 24x7x356</li> <li>Provide a mechanism for student feedback for improvement of services by:               <ul style="list-style-type: none"> <li>Continuing to provide web-base mechanisms for students to leave feedback about the website or LMS system</li> <li>Continuing support for Explorance Blue, an online survey system, to conduct course evaluations for all online courses allowing students to leave feedback in relation to all aspects of their courses</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>TBD by end of 2011</li> </ul>	<ul style="list-style-type: none"> <li>Melvyn Price</li> <li>Kevin Bilder</li> <li>Genevieve Winters</li> </ul>
SCC	<ul style="list-style-type: none"> <li>Expand the use of WordPress ISP</li> <li>Expand the use of mySCC</li> <li>Implement RedRover – active student channel within the digital signage system</li> <li>Continue to support R25</li> <li>Expand the use of digital signage</li> <li>Continue to participate in Maricopa on Facebook project (Inigral)</li> </ul>	<ul style="list-style-type: none"> <li>Increased communication and collaboration between learners</li> <li>Increased awareness of student-involved activities</li> <li>Improved communication</li> <li>Pilot results</li> </ul>	<ul style="list-style-type: none"> <li>James Quintero</li> <li>Dustin Fennell</li> <li>Matt Diglio</li> <li>Patti McNeil</li> <li>Grant Gagnon</li> <li>Ron Shilling</li> </ul>
SMC	Implement desktop and application virtualization (Citrix)	Reduced costs	IT

<b>District-wide Strategy 1.3: Establish and implement appropriate and consistent methods of measuring the effectiveness of technology in the teaching and learning process</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
CGC	<ul style="list-style-type: none"> <li>• Continue program review (5 year cycle) focusing on continuous improvement assessment for academic programs and support</li> <li>• Foster an approach for integrated planning to align strategic planning with budgeting that incorporates an assessment model for measuring the impact/effectiveness of technology in the teaching and learning process</li> </ul>	<ul style="list-style-type: none"> <li>• Specific metrics are developed for each academic and support service</li> <li>• Improve the allocation of resources in alignment with college needs</li> </ul>	Dean of Arts & Science
DO	Continue to develop, modify and maintain various types of assessments that measure participant learning	Improve types and quality of services to students and employees	MCLI
GCC	Revamp Testing Center to consolidate testing across the college	Testing consolidated on campus	Director of College Technology
MCC	<ul style="list-style-type: none"> <li>• Establish a process for assessing learning applications and prioritizing service delivery approaches</li> <li>• Implement Quality Matters</li> <li>• Align MCC E-Learning plan with Sloan pillars for</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of action plan</li> <li>• Improved student learning outcomes and retention</li> <li>• Improvement in e-</li> </ul>	<ul style="list-style-type: none"> <li>• Tech Connect, CTL, HLC Team, IT, Scholarship of Teaching and Learning Committee</li> </ul>

<b>District-wide Strategy 1.3: Establish and implement appropriate and consistent methods of measuring the effectiveness of technology in the teaching and learning process</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>elearning framework</li> <li>• Participate in ECAR surveys to inform e-Learning program</li> <li>• Move to HLC Pathways Accreditation process</li> <li>• Assess classroom technology in the context of the total learning environment</li> </ul>	<ul style="list-style-type: none"> <li>Learning courses</li> <li>• Improvement in e-Learning courses</li> <li>• Implementation of assessment platform</li> <li>• Completion of assessment with 6 experimental classrooms</li> </ul>	<ul style="list-style-type: none"> <li>• Learning Spaces Task Force</li> </ul>
PC	<ul style="list-style-type: none"> <li>• Improve retention in online courses</li> <li>• Improve course completion rates</li> <li>• Expand and integrate Turning Point audience response system into instructional environment</li> <li>• Continue the use of Title V mini grants to increase student interest and access to STEM courses</li> </ul>	<ul style="list-style-type: none"> <li>• Percentage of students re-enrolling in online course will increase to 70%</li> <li>• Percentage of student enrollments in credit, college level courses that were completed with A, B, C, or P grades will increase to 70%</li> <li>• Increased student engagement</li> <li>• Increased student interest and access to STEM careers and improved completion of such courses</li> </ul>	<ul style="list-style-type: none"> <li>• Planning, Research and Institutional Effectiveness (PRIE)</li> <li>• PRIE dept.</li> <li>• Faculty</li> <li>• Title V/Faculty</li> </ul>
PVC	Identify and assess instructional technology tools that	At least 30% of students	Dean of IT and

<b>District-wide Strategy 1.3: Establish and implement appropriate and consistent methods of measuring the effectiveness of technology in the teaching and learning process</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	are used for student engagement (such as Learning Management System, Paradise Athletic Web System, iGoal, clickers, WebAssign, My__Lab)	surveyed will indicate the tools were helpful. Retention rates will be at least 2% higher in classes using one or more of these tools.	others
SMC	Develop process through which SMC can research and evaluate best practices and discuss, identify and propose SMC approach to adoption of new technologies for classroom use	Improved use of resources and improved/more cost-effective use of technology in the classroom	CTC Co-chairs

<b>District-wide Strategy 1.4: Support the development and use of Open Educational Resources (OER) to promote innovative and creative opportunities for all learners.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
CGC	<ul style="list-style-type: none"> <li>• Research best practices for utilizing public (open source) materials and eliminating potential copyright exposure</li> <li>• Develop general guidelines for faculty interested in open source resources</li> <li>• Promote known sites such as MERLOT and identify faculty early adopters</li> </ul>	Increased number of faculty producing and using OER	TBD
DO	Collaborate with various individuals in Maricopa who incorporate Open Educational Resources in their classes	Increasing awareness of OER initiatives in MCCC	MCLI
MCC	Create faculty fellowships in the CTL to focus on OER development	Interested faculty pioneers create first OERs	CTL, eLearning Committee

<b>District-wide Strategy 1.4: Support the development and use of Open Educational Resources (OER) to promote innovative and creative opportunities for all learners.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
PC	<ul style="list-style-type: none"> <li>Evaluate electronic text and image-based publications in digital form produced on, published by, and readable on computers or other digital devices.</li> <li>Implement Drupal as new website content management system</li> <li>Develop improved resources for online students</li> </ul>	<ul style="list-style-type: none"> <li>Increase use of etextbooks in online learning</li> <li>New PC web pages implemented</li> <li>Improved resources available</li> </ul>	<ul style="list-style-type: none"> <li>CTLT, Academic Alliance Group</li> <li>IR Dept.</li> <li>Title V, academic faculty, service faculty and staff</li> </ul>
PVC	<ul style="list-style-type: none"> <li>Provide infrastructure and staff support for hosting Open Educational Resources (OER)</li> <li>Promote OER development and seek funding sources</li> <li>Assist faculty in locating OERs and integrating them into courses</li> </ul>	<ul style="list-style-type: none"> <li>OERs are easily accessible to users</li> <li>Present at workshops and establish sustainable funding source</li> <li>At least two courses will use OERs in lieu of expensive textbooks</li> </ul>	<ul style="list-style-type: none"> <li>Director, College Technology</li> <li>President's Leadership Team</li> <li>Instructional Designer, Librarians</li> </ul>
SCC	Expand the use of WordPress ISP -Faculty/Dept	Bottom up - faculty and student developed resources	James Quintero
SMC	Help faculty learn to use applications like the Google suite of apps to so that students can fully develop innovative and creative projects	Improved ability for faculty to leverage tools like the Google suite	TLC staff

**District-wide Strategy 1.5: Develop and implement methods to identify student needs related to the use of technology in the curriculum and in student support areas.**

Site	Proposed Actions	Measurable Outcome	Responsible Party
CGC	<ul style="list-style-type: none"> <li>• Integrated planning to assess technology needs within various committees and groups such as Instructional Technology, Program Review</li> <li>• Critical evaluation of accessibility issues in coordination with Student Services (DRS) office</li>   <li>• Participate in the ECAR Survey</li> <li>• Attend key national conferences that would present information on known trends across colleges and universities</li> <li>• Consult with Student Services managers and Front Door Task Force members to assess technology solutions to improve services to students. The following are current examples in the feasibility stage of adoption: <ul style="list-style-type: none"> <li>• AdvisorTrac software to track student interaction, demographics, service requests in Advisement, Financial Aid, DR Services, &amp; Career Counseling</li> <li>• Extending presence and instant messaging capabilities for Contact Center staff</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Improve the utilization and improve efficiency of resources</li> <li>• Improve the consistency of DRS services across the college</li> <li>• Improve awareness and service delivery for students, aligned with national trends</li> <li>• Improved service levels for students</li> </ul>	ITC Chair, Div/Dept Managers, Student Services Mgr.
DO	Disseminate district-wide and college-wide surveys assessing the student use of learning technology (e.g., ECAR) and analyze and distribute results	Better understanding of student-related technology needs	MCLI
EMC	Respond to ongoing request from Academic, Occupational, and Student Affairs to ensure responsiveness to student needs	Customer satisfaction	IT
GCC	Repurpose portions of HTC2 to become the Center for Teaching, Learning and Engagement including merger of the Academic Solution Center and the Learning	Student Participation Faculty Participation	Director of College Technology, College Director of

<b>District-wide Strategy 1.5: Develop and implement methods to identify student needs related to the use of technology in the curriculum and in student support areas.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	Assistance Center to develop a 1-stop Student Assistance Center		Employee Development
GWC	<ul style="list-style-type: none"> <li>• Develop and implement a survey tool to obtain information from faculty regarding student technology-related needs</li> <li>• Solicit input from learning center staff regarding student technology-related needs and expectations</li> <li>• Conduct research on national norms to determine how GWCC compares with peer institutions</li> </ul>	Complete research in order to develop new plan to better serve/meet diverse student needs regarding technology	Learning Center Director and staff
MCC	<ul style="list-style-type: none"> <li>• Implement Web Help Desk to Track and support student issues and needs related to technology</li> <li>• Participate in ECAR Survey to inform elearning program</li> <li>• Participate in CCSSE as benchmark to assess effectiveness of learning spaces</li> <li>• Implement ELI Learning Spaces Discovery Tool to assess classroom technology in the context of the total learning environment</li> </ul>	<ul style="list-style-type: none"> <li>• Improved support, greater support hours, improved data collection and Knowledge Base creation</li> <li>• Improvement in e-Learning courses</li> <li>• Improvement in learning space effectiveness</li> <li>• Improvement in learning space effectiveness</li> </ul>	IT, CTL, Institutional Research, CTL, Scholarship of Teaching and Learning Committee
PC	Expand the Academic Success Awareness Program (ASAP - Title V)	Improved student success; increased student engagement	• ASAP Work Group
PVC	<ul style="list-style-type: none"> <li>• Administer Educause Center for Applied research (ECAR) survey</li> </ul>	<ul style="list-style-type: none"> <li>• Get responses from at least 20% of students surveyed</li> </ul>	• Director of Research & Planning

<b>District-wide Strategy 1.5: Develop and implement methods to identify student needs related to the use of technology in the curriculum and in student support areas.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>• Conduct Computer Commons Survey</li> </ul>	<ul style="list-style-type: none"> <li>• At least 100 students will provide feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Director of Computer Commons</li> </ul>
RSC	<ul style="list-style-type: none"> <li>• Support for web page that allows student to check their technology to validate it is capable of functioning with college systems.</li> <li>• Ongoing support from the Technology Helpdesk for all aspects of student and faculty technology support.</li> </ul>	<ul style="list-style-type: none"> <li>• All online students use this system to validate their configuration</li> <li>• Under 30 second answer time and achieve 80% first contact resolution</li> </ul>	<ul style="list-style-type: none"> <li>• Matthew Milliron</li> <li>• Melvyn Price</li> </ul>
SCC	Implement IdeaSite from IdeaScale or SalesForce	Participation in creation of ideas; technology and process changes based upon the input of students and employees	Matt Diglio
SMC	<ul style="list-style-type: none"> <li>• Use eLearning survey to help students self-select into or avoid eLearning classes as appropriate</li> <li>• Develop process through which SMC can research and evaluate best practices, and discuss, identify and propose SMC approach to adoption of new technologies for classroom use</li> </ul>	<ul style="list-style-type: none"> <li>• Improve student learning outcomes</li> <li>• Improved use of resources and improved/more cost-effective use of technology in the classroom</li> </ul>	<ul style="list-style-type: none"> <li>• TLC staff</li> <li>• CTC Co-chairs</li> </ul>

<b>District-wide Strategy 1.6: Implement technology solutions that enable faculty and administrators to track student progress and provide timely intervention to improve learning, retention and completion.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
All-Sites	Become actively involved in the dialogue regarding		ITLC

<b>District-wide Strategy 1.6: Implement technology solutions that enable faculty and administrators to track student progress and provide timely intervention to improve learning, retention and completion.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	CRM		
CGC	<ul style="list-style-type: none"> <li>• Creation of a process and technology-enabled Early Alert System for early identification, assessment, and intervention of students who may benefit from academic intervention and support services. Included in this system is a grade check reporting component that enables faculty to submit grade check reports for counselors and coaches who monitor student athletes.</li> <li>• Investigate internet service Smarter Measure as a means for self assessment evaluation with a goal for improving the success rate for online learners</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce the number of students who drop out of class</li> <li>• Reduce the number of students who are ineligible to participate in sports due to grade issues.</li> <li>• Higher success rate for online learners</li> </ul>	<ul style="list-style-type: none"> <li>• Student Services Mgr, VP Student Affairs, Athletic Director, Jeff Mason, Athletic Specialist</li> <li>• TBD pending support for staff resources dedicated to Online Learning Support</li> </ul>
DO	<ul style="list-style-type: none"> <li>• Pilot of Completion Candidate project using Degree Audit/SIS reporting functionality</li> <li>• Implement early alert functionality for students in Student Success Programs (DO) (Nina, Project Challenge, Wilson Scholars, MMI)</li> <li>• Implementation of 21CM Student Success through ITS initiatives: identification/ communication/monitoring/ reporting, including: <ul style="list-style-type: none"> <li>• Identification of new students who are degree or transfer seeking who may be in student success</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Improved reporting and tracking of potential student completers</li> <li>• Improved tracking of information and data on students in Student Success Programs (DO)</li> <li>• Improved support of student success initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Center for Curriculum &amp; Transfer (CCTA)</li> <li>• Student Affairs</li> <li>• Institutional Research (IR)/Student Affairs</li> </ul>

<b>District-wide Strategy 1.6: Implement technology solutions that enable faculty and administrators to track student progress and provide timely intervention to improve learning, retention and completion.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<p>cohorts to guide them through the student success processes</p> <ul style="list-style-type: none"> <li>• Communication to staff and students regarding required experiences</li> <li>• Establish processes to monitor and update student status</li> <li>• Establish processes to identify students who have met cohort definitions in support of reporting</li> <li>• Establish processes to modify semester-based cohorts for reporting purpose</li> <li>• Continue involvement with CRM as defined by CEC</li> <li>• Develop and execute a plan for LMS system resulting from RFP process</li> </ul>	<ul style="list-style-type: none"> <li>• TBD</li> <li>• Improved satisfaction with LMS system</li> </ul>	<ul style="list-style-type: none"> <li>• ITS/Creswell</li> <li>• ITS/Creswell</li> </ul>
EMC	Investigate potential Starfish replacement	Replacement system available when Starfish funding expires	IT
GCC	<ul style="list-style-type: none"> <li>• Develop SharePoint application for At Risk Student Tracking</li> <li>• Develop SharePoint application for Program Level Assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Improved student tracking</li> <li>• Increased faculty participation</li> </ul>	<ul style="list-style-type: none"> <li>• Director of College Application Services</li> <li>• Director of College Application Services</li> </ul>
GWC	Develop queries to the Early Alert system already in place to determine if students were contacted and	Improved student retention	• Institutional Effectiveness, Title

<b>District-wide Strategy 1.6: Implement technology solutions that enable faculty and administrators to track student progress and provide timely intervention to improve learning, retention and completion.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	received timely intervention		V programmer
MCC	<ul style="list-style-type: none"> <li>• Support the EARS Project - Customized MCC Early Alert and Retention System</li> <li>• Implementation, maintenance, data gathering from SmarterMeasure readiness assessment for online and hybrid students</li> <li>• Research, Pilot and/or Implement the QuestionMark Perception Assessment tool to allow for a wider variety of assessments on campus with results available at a higher level (outside the classroom) - online outcomes assessment, online end-of-course surveys, high stakes assessments, secured assessments, etc.</li> <li>• Usage of the LMS on a wider scale so that more students in more classes have immediate access 24-7 to online grades and progress</li> <li>• Research and investigate the use of Electronic Portfolios</li> <li>• Continue the campus-wide subscription to TurnItIn.com to support students in improving writing skills, citation, and paraphrasing and to prevent plagiarism</li> <li>• Continue the campus-wide subscription to Respondus software to allow for the easy creation of assessments for the LMS and for in-person classes.</li> <li>• Implement PAWS – from PV, progress tracking of student success in student athletes</li> </ul>	<ul style="list-style-type: none"> <li>• Increased retention</li> <li>• Half of online faculty engaged</li> <li>• Pilot assessment platform in Math and English Developmental Education courses</li> <li>• Increased access to online grades and progress</li> <li>• Pilot program implemented</li> <li>• Add two departments to Turnitin program</li> <li>• 10 more faculty participating</li> <li>• Improved athlete retention</li> </ul>	Student Affairs, CTL, HLC Team, IT, English Department, Math Department, Athletics Department, e-Learning Action Group

<b>District-wide Strategy 1.6: Implement technology solutions that enable faculty and administrators to track student progress and provide timely intervention to improve learning, retention and completion.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>• Develop HLC Pathways Learner Analytics program</li> <li>• Develop a comprehensive student orientation for online and hybrid courses, gather data on effectiveness of the orientation and customize and update to improve student success</li> </ul>	<ul style="list-style-type: none"> <li>• Improve learner analytics capability</li> <li>• Improved performance and retention in online and hybrid courses</li> </ul>	
PC	<ul style="list-style-type: none"> <li>• Implement the Enrollment Management Plan</li> <li>• Implement the College Assessment Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Year End Report – action items completed</li> <li>• Year End Report – assessment action items completed on student learning</li> </ul>	<ul style="list-style-type: none"> <li>• Enrollment Management Comm.</li> <li>• Assessment Comm.</li> </ul>
PVC	<ul style="list-style-type: none"> <li>• Expand PAWS (early alert system for athletes)</li> <li>• Consider expanded use of GEA (General Education Assessment)</li> </ul>	<ul style="list-style-type: none"> <li>• At least two other colleges and one additional department will begin using PAWS</li> <li>• A decision will be made about how the GEA application will be used</li> </ul>	<ul style="list-style-type: none"> <li>• Director, College Technology</li> <li>• VPAA</li> </ul>
RSC	<ul style="list-style-type: none"> <li>• Pilot and deploy a predictive modeling system within RioLearn to help determine a student’s potential success in a course, and integrate with CRM to perform pro-active notifications to students, faculty and staff when specific issues are identified</li> <li>• Continue support for the Student Activity Log in RioLearn which allows faculty to quickly review all</li> </ul>	<ul style="list-style-type: none"> <li>• TBD by end of 2011</li> <li>• TBD by end of 2011</li> </ul>	<ul style="list-style-type: none"> <li>• Genevieve Winters &amp; Long Le</li> <li>• Long Le</li> </ul>

<b>District-wide Strategy 1.6: Implement technology solutions that enable faculty and administrators to track student progress and provide timely intervention to improve learning, retention and completion.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	activity performed by an online student, helping them to determine how often and in what areas the student works through the online environment <ul style="list-style-type: none"> <li>• Continue support for alerts within RioLearn that notify students, faculty and staff of student progress through the system</li> </ul>	<ul style="list-style-type: none"> <li>• TBD by end of 2011</li> </ul>	<ul style="list-style-type: none"> <li>• Long Le</li> </ul>
SCC	<ul style="list-style-type: none"> <li>• Expand the use of iMathAS</li> <li>• Expand the use of Hobson Retain</li> </ul>		<ul style="list-style-type: none"> <li>• James Quintero</li> <li>• Dustin Fennell</li> </ul>

<b>District-wide Strategy 1.7: Design, equip and support learning spaces that foster collaboration, student engagement and success</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
EMC	<ul style="list-style-type: none"> <li>• Outfit new Career Services Center with appropriate technology</li> <li>• Outfit Buckeye Center with requested technology</li> <li>• Plan technology capabilities and setup for Estrella Hall addition</li> </ul>	<ul style="list-style-type: none"> <li>• Career Services ready to operate on schedule</li> <li>• Buckeye Center ready to operate Fall 2011</li> <li>• Estrella Hall addition ready to operate first semester following completion</li> </ul>	IT

<b>District-wide Strategy 1.7: Design, equip and support learning spaces that foster collaboration, student engagement and success</b>			
MCC	<ul style="list-style-type: none"> <li>• Complete the Experimental Classroom Project</li> <li>• Formalize process for evaluating classrooms</li> </ul>		CTL, Building Committee, Learning Spaces Team
RSC	Provide ongoing support for Rio locations throughout Maricopa County	TBD by end of 2011	Melvyn Price
SMC	<ul style="list-style-type: none"> <li>• Complete South Mountain Community Library Project</li> <li>• Complete Learning Resource Center Remodel Project</li> <li>• Complete SMCC Data Center &amp; Adjacent Office Remodeling Project</li> <li>• Undertake two possible Offsite Center Remodeling Projects: Ahwatukee and Laveen</li> </ul>	<ul style="list-style-type: none"> <li>• Grand Opening of SMCL scheduled for Sep 2011</li> <li>• Completion Dec 2011</li> <li>• Completion June 2012</li> <li>• Timelines based on funds availability</li> </ul>	<ul style="list-style-type: none"> <li>• Manager Tech Support</li> <li>• Manager Tech Support</li> <li>• Senior Network Administrator</li> <li>• TBD</li> </ul>

**Goal #2: Administrative Efficiency: Provide information and instructional technology solutions that promote effective and efficient organizational decision-making, communication and operations.**

<b>District-wide Strategy 2.1: Implement technology solutions to measure institutional performance against agreed upon goals and use assessment data for continuous improvement.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
CGC	<ul style="list-style-type: none"> <li>• Creation of a customized SharePoint site to publish and monitor progress for strategic goals and key performance indicators</li> <li>• Help Desk software and adoptions of ITSM principals to measure and monitor performance statistics for serving faculty and staff</li> <li>• Assess the results of national survey tools (i.e., CCSSE, Noel Levitz, SENSE, ECAR) to drive college initiatives to improve services for students</li> </ul>	<ul style="list-style-type: none"> <li>• Improve communication and awareness for strategic planning goals</li> <li>• Improvement in Incident lifecycle, 1<sup>st</sup> call resolution, etc</li> <li>• Improved services for students aligned with national benchmark surveys</li> </ul>	Institutional Research Office, Help Desk Supervisor, IT Director
DO	<ul style="list-style-type: none"> <li>• Develop a Business Intelligence Strategy to address data-driven decision making</li> <li>• Upgrade Enterprise Reporting System (BOEXI) to stay current with latest version from vendor</li> </ul>	<ul style="list-style-type: none"> <li>• Documented strategy to be considered for funding and implementation</li> <li>• Continue to receive vendor support and upgrades</li> </ul>	<ul style="list-style-type: none"> <li>• ITS/Corzo</li> <li>• ITS/Corzo</li> </ul>
EMC	Implement requested improvements to SAAC EZ and Team EZ assessment programs to help faculty document course and program assessment results	These programs operate as requested by Assessment Coordinators	IT
MCC	<ul style="list-style-type: none"> <li>• Development of a new Help Center and usage of improved helpdesk software (WebHelp)</li> <li>• Develop descriptive &amp; predictive analytics for student success</li> <li>• Continue the Service Excellence initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Web helpdesk used by all tier 1 and tier 2 agents</li> <li>• Statistics</li> <li>• SLA analysis</li> </ul>	IT, Media, CTL

<b>District-wide Strategy 2.1: Implement technology solutions to measure institutional performance against agreed upon goals and use assessment data for continuous improvement.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>• Develop Web-based real-time analytics &amp; visualization dashboard</li> <li>• Improve student processes in the admissions, advisement, placement, cashiers, registration areas to increase the possibility of success including:               <ul style="list-style-type: none"> <li>• Ensuring that students are clearly notified regarding the class format (e.g. online, hybrid, face-to-face, correspondence) when registering</li> <li>• Ensuring that students are clearly notified of class locations when they have registered for courses at more than one location</li> <li>• Enabling students to self-admit, register and pay for classes completely online</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Dashboard usage</li> <li>• Improved student service</li> </ul>	
PC	<ul style="list-style-type: none"> <li>• Continue to participate in Noel Levitz annual survey</li> <li>• Continue to participate in NCCBP (National Community College Benchmark Project)</li> <li>• Continue to participate in CCSSE (Community College Survey of Student Engagement)</li> </ul>	<ul style="list-style-type: none"> <li>• Improved student engagement</li> <li>• Improved student engagement</li> <li>• Improved student engagement</li> </ul>	<ul style="list-style-type: none"> <li>• PRIE</li> <li>• PRIE</li> <li>• PRIE</li> </ul>
PVC	Enhance General Education Assessment (GEA) and iGoal.	Develop course assessment or out of class assessment piece as part of in class assessment with GEA. iGoal will have 10% more users	Director, College Technology, Academic Assessment Team Chairs
RSC	<ul style="list-style-type: none"> <li>• Implement Performance Point into the college's portal system to support the development of college and strategic KPIs. A set of Data Cubes and data</li> </ul>	<ul style="list-style-type: none"> <li>• TBD by end of 2011</li> </ul>	Edward Kelty

<b>District-wide Strategy 2.1: Implement technology solutions to measure institutional performance against agreed upon goals and use assessment data for continuous improvement.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	warehouse has been under development for the past year to support better development of college wide performance measures		
SCC	<ul style="list-style-type: none"> <li>• Complete Educause Core Data survey</li> <li>• Complete Campus Computing Project survey</li> <li>• Continue to expand the use and functionality of RISv2 for reporting capabilities not currently available in BOEXI</li> </ul>		<ul style="list-style-type: none"> <li>• Dustin Fennell</li> <li>• Dustin Fennell</li> <li>• Ronald Zhang</li> </ul>

<b>District-wide Strategy 2.2: Redesign processes and organizational structures to take advantage of technology solutions to make more efficient use of resources.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
All-Sites	<ul style="list-style-type: none"> <li>• Review the delivery of Network Services across the district against the new process for identifying new service delivery models</li> <li>• Review the delivery of Help Desk Services across the district against the new process for identifying new service delivery models</li> </ul>		ITLC  ITLC
CGC	<ul style="list-style-type: none"> <li>• Consolidate distributed ACD groups into a centralized Contact Center to improve collaboration of support resources to create a positive Front Door experience for students</li> <li>• Conduct process analysis review of core IT business</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce the call abandoned percentage and measure the number of calls that are served without having to route to specific department specialists.</li> <li>• Improved consistency and</li> </ul>	<ul style="list-style-type: none"> <li>• Coord Student Recruitment, IT Director, Director Enrollment Svcs,</li> <li>• IT Director,</li> </ul>

<b>District-wide Strategy 2.2: Redesign processes and organizational structures to take advantage of technology solutions to make more efficient use of resources.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<p>processes with the purpose of identifying and implementing process improvement changes to reduce error, improve efficiencies, and focus on quality service delivery</p> <ul style="list-style-type: none"> <li>• Adopt ITIL best practices for improving IT service delivery and foster organizational change which will identify new roles/responsibilities for IT staff</li> </ul>	<p>efficiency in service delivery and elimination of rework</p>	<p>Instructional Technologist, Help Desk Supervisor</p>
DO	<ul style="list-style-type: none"> <li>• Implementation of enhanced MCCC/ASU Alliance program support – MyASU, data sharing, reporting</li> <li>• Develop and enforce guidelines to better ensure proper management of consultants</li> <li>• Ongoing review and revision of IT procedures in alignment with new governance structure</li> <li>• Upgrade CFS to R12</li> <li>• Implement 3 new modules in CFS (iSupplier, iExpense, Treasury) for automated vendor relationship, travel reimbursement and tracking &amp; monitoring of investments</li> <li>• Implement new version of Tax module (split out in R12) to automate tax calculations, 1099 reporting, etc</li> <li>• Implement Grants Module in CFS to automate monitoring of grant expenses, time &amp; effort</li> </ul>	<ul style="list-style-type: none"> <li>• Increased student persistence and graduation rate</li> <li>• Optimized use of consultant time and resources</li> <li>• TBD</li> <li>• Streamlined procedures and reduced customization</li> <li>• Improved functionality</li> <li>• Improved functionality</li> <li>• Improved grant monitoring capability</li> </ul>	<ul style="list-style-type: none"> <li>• ITS/CCT</li> <li>• ITS/Leadership Team</li> <li>• ITS/Kahkedjian &amp; Leadership Team</li> <li>• Bus Serv/ITS</li> <li>• Bus Serv/ITS</li> <li>• Bus Serv/ITS</li> <li>• Bus Serv/ITS</li> </ul>

<b>District-wide Strategy 2.2: Redesign processes and organizational structures to take advantage of technology solutions to make more efficient use of resources.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>reporting, increased Federal compliance, etc.</li> <li>• Upgrade HRMS to simplify accounting interfaces</li> <li>• Implement Position Control in HRMS to automate tracking of vacancy savings, increase accuracy and timelines</li> </ul>	<ul style="list-style-type: none"> <li>• Improved functionality</li> <li>• Improved functionality</li> </ul>	<ul style="list-style-type: none"> <li>• HR/Bus Serv/ITS</li> <li>• HR/Bus Serv/ITS</li> </ul>
EMC	Plan for use of S25 to assist in generating efficient and effective class schedules	Improved efficiency in scheduling	IT/AIT
GCC	<ul style="list-style-type: none"> <li>• Revamp capital request process</li> <li>• Develop processes for use by help desk employees based on Help Desk Institute standards</li> <li>• Revamp Computer replacement plan</li> </ul>	<ul style="list-style-type: none"> <li>• Project-oriented funding for more effective use of resources</li> <li>• # Employees Trained</li> <li>• More effective use of resources</li> </ul>	<ul style="list-style-type: none"> <li>• Director of IT and PEC</li> <li>• IT Directors</li> <li>• Manager, Technical Support Services</li> </ul>
GWC	<ul style="list-style-type: none"> <li>• Complete desktop virtualization project to include all software that can accommodate virtualization</li> <li>• Standardization of process to acquire campus software with process to purchase campus software in place by Fall 2011</li> </ul>	Improved access and cost savings	<ul style="list-style-type: none"> <li>• Director of Information Technology</li> <li>• TLTR committee</li> </ul>
MCC	<ul style="list-style-type: none"> <li>• Redesign processes around digital media</li> <li>• Establish a team to evaluate and address how desktops are imaged to improve flexibility for</li> </ul>	<ul style="list-style-type: none"> <li>• Digital team meets regularly</li> <li>• Improved imaging process</li> </ul>	IT, CTL, Media Services

<b>District-wide Strategy 2.2: Redesign processes and organizational structures to take advantage of technology solutions to make more efficient use of resources.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>students faculty and staff</li> <li>Automation of IT server management</li> <li>Development of a new Help Center and usage of improved helpdesk software (WebHelp)</li> </ul>	<ul style="list-style-type: none"> <li>Dashboards</li> <li>Number of error tickets related to server management</li> </ul>	
PC	<ul style="list-style-type: none"> <li>Build a ubiquitous wireless system on PC main campus, downtown campus and Osborn property, managed by the IT department remotely</li> <li>Complete the remodel of the Hannelly Center (One stop shop) and integrate technology appropriately to improve services to students</li> <li>Continue to support SASS (Student Athletic Scholastic Success) – designed to enhance Student Athlete Success in the classroom</li> <li>Implement Rightfax to send and received faxes from the desktop</li> <li>Set up copiers to enable print, scan, and fax features</li> <li>Continue to support and expand eZine (online class schedule)</li> <li>Implement Cofax document imaging solution</li> <li>Implement Virtual Queue Management to replace physical lines with virtual mobile lines, and offer better customer service with our mobile paging solutions</li> <li>Expand the Academic Success Awareness Program (Title V)</li> </ul>	<ul style="list-style-type: none"> <li>100% coverage and increased access to resources for students, guests, etc</li> <li>Project Completion</li> <li>Student Athlete Success</li> <li>Reduced costs</li> <li>Improved sustainability</li> <li>Reduced costs</li> <li>Reduced costs</li> <li>Improved services to students</li> <li>Student success; increased engagement</li> </ul>	<ul style="list-style-type: none"> <li>IT Dept, CTC</li> <li>VPAS, Operation</li> <li>Athletics Dept.</li> <li>IT Dept.</li> <li>IT Dept.</li> <li>IR Dept.</li> <li>IT Dept.</li> <li>IT Dept.</li> <li>ASAP Work Group</li> </ul>

<b>District-wide Strategy 2.2: Redesign processes and organizational structures to take advantage of technology solutions to make more efficient use of resources.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>Develop and implement a Sustainability Plan (e.g. power consumption mgmt.)</li> </ul>	<ul style="list-style-type: none"> <li>Reduced costs, more efficient utility usage</li> </ul>	<ul style="list-style-type: none"> <li>VPAS</li> </ul>
PVC	<ul style="list-style-type: none"> <li>Assist District ITS in implementing IT tools to proactively discover and communicate network and Enterprise Application (e.g. Blackboard) issues</li> <li>Help select and implement new MCCC help desk software</li> </ul>	<ul style="list-style-type: none"> <li>IT tools will be put in place. ITS will proactively notify colleges for more than 50% of the issues in FY12.</li> <li>New help desk software will be in use by the end of FY12.</li> </ul>	<ul style="list-style-type: none"> <li>Director, College Technology</li> <li>Director, College Technology</li> </ul>
RSC	Continue to support the “Operational Excellence” (OpX) team whose primary purpose is to assist departments in improving or streamlining processes. Many of the improvements implemented have their core based on some form of technology.	TBD by end of 2011	Jim Tierney
SCC	<ul style="list-style-type: none"> <li>Creation of SCC R25 Scheduler User group</li> <li>Provide access to R25 training online and video formats.</li> <li>Replace page counters attached to copy machines and integrate with access and print management system (Equitrac)</li> <li>Expand the use of document Imaging</li> </ul>	<ul style="list-style-type: none"> <li>TBD</li> <li>TBD</li> <li>Access to various reports and information regarding the usage of copiers on campus. Cost effective way to print by using copiers as printers.</li> <li>Easier and quicker access from any location to</li> </ul>	<ul style="list-style-type: none"> <li>Patti McNeill</li> <li>Patti McNeill</li> <li>Vargha Mohebbi</li> <li>James Quintero</li> </ul>

<b>District-wide Strategy 2.2: Redesign processes and organizational structures to take advantage of technology solutions to make more efficient use of resources.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>• Continue to expand the use and functionality of RISv2</li> <li>• Implement A&amp;R Call Center</li> <li>• Expand the use of Drupal modules</li> <li>• Expand the use of Online Schedule</li> <li>• Resource 25 Integration to make public campus events visible to the public</li> </ul>	<p>electronic documents, less paper and related resources required.</p> <ul style="list-style-type: none"> <li>• Increased ease of use and reduce costs associated with printing schedules</li> </ul>	<ul style="list-style-type: none"> <li>• Ronald Zhang &amp; Mardy Wilson</li> <li>• Grant Gagnon</li> <li>• Dale Van Zile</li> <li>• Nick McLamb</li> <li>• Nick McLamb</li> </ul>
SMC	<ul style="list-style-type: none"> <li>• Complete requirements analysis, research, best practice search, and develop business case for Metered Mail Improvement Project at SMCC with potential of applying across MCCCC</li> <li>• Complete requirements analysis, research, best practice search, and develop business case for Long Distance Chargeback Project at SMCC with potential of applying across MCCCC</li> </ul>	<ul style="list-style-type: none"> <li>• Potential cost reduction</li> <li>• Potential cost reduction</li> </ul>	<ul style="list-style-type: none"> <li>• Software Services Manager</li> <li>• Software Services Manager</li> </ul>

<b>District-wide Strategy 2.3: Establish a district-wide unified communication framework that facilitates secure and convenient access to information and services for stakeholders.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
All-Sites	<ul style="list-style-type: none"> <li>• Confirm the strategy for identity management and implement appropriately</li> <li>• Actively participate in the district-wide Email and</li> </ul>		<ul style="list-style-type: none"> <li>• ITLC</li> <li>• ITLC</li> </ul>

<b>District-wide Strategy 2.3: Establish a district-wide unified communication framework that facilitates secure and convenient access to information and services for stakeholders.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	Calendar Project		
CGC	<ul style="list-style-type: none"> <li>• Implement CIMS to standardize access and account provisioning for student/employees utilizing MEID</li> <li>• Plan for the implementation of Google mail/calendar and assess the technical implications for unified communication capabilities</li> <li>• Enhance digital signage solution to a broader campus community and investigate integration with existing emergency notification solution</li> <li>• Research and expand capabilities for web conferencing, leveraging the existing IP infrastructure</li> <li>• Establish Intranet site for improved methods of web publishing, team collaboration and document sharing</li> </ul>	<ul style="list-style-type: none"> <li>• Improved collaboration and communication using standardized and integrated tools for employees</li> <li>• Increased number of departments leveraging the tools for increased collaboration</li> </ul>	<ul style="list-style-type: none"> <li>• Director of IT</li> <li>• Director Media Services, IT Director</li> </ul>
DO	<ul style="list-style-type: none"> <li>• Implement communication tool/web resources to centralize and provide access to Dual Enrollment information from various levels (District/College)</li> <li>• Continue with PCI compliance testing and remediation</li> <li>• Deploy Identity Management System across all colleges</li> <li>• Implement an e-mail archiving solution (Postini)</li> </ul>	<ul style="list-style-type: none"> <li>• Improved access to information</li> <li>• Greater compliance with PCI requirements</li> <li>• Improved student experience</li> <li>• Improved eDiscovery capabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Student Affairs</li> <li>• Bus Serv/Carl Ward</li> <li>• ITS/Corzo in collaboration with ITLC</li> <li>• ITS/Corzo</li> </ul>

<b>District-wide Strategy 2.3: Establish a district-wide unified communication framework that facilitates secure and convenient access to information and services for stakeholders.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>Select and implement district-wide standard email/shared calendar system</li> </ul>	<ul style="list-style-type: none"> <li>Reduced costs and improved user experience</li> </ul>	<ul style="list-style-type: none"> <li>ITS/Corzo in collaboration with ITLC</li> </ul>
EMC	<ul style="list-style-type: none"> <li>Finish implementation of VoIP at EMCC</li> <li>Extend instant messaging among colleges / establish trust relationships</li> </ul>	<ul style="list-style-type: none"> <li>Remainder of digital and analog handsets replaced and NEC switch removed in FY 2011-12</li> <li>Trust relationship established with at least one other college</li> </ul>	IT / additional colleges
GCC	<ul style="list-style-type: none"> <li>Complete the pilot of Alertus for use of signage as part of Emergency Notification process</li> <li>Build the infrastructure to allow online digital video transmissions</li> <li>Implement digital signage technology</li> </ul>	<ul style="list-style-type: none"> <li>Improved emergency notification capabilities</li> <li>Increased availability of video for students/faculty</li> <li>Improved communication</li> </ul>	<ul style="list-style-type: none"> <li>Network Mgr</li> <li>Manager, College Media</li> <li>Manager, College Media</li> </ul>
MCC	<ul style="list-style-type: none"> <li>Work with district-wide groups to establish standards for web conferencing</li> <li>Expand the use of RAVE Wireless for academic engagement</li> <li>Evaluate high-end video conferencing for campus-to-campus communication and instruction as possible solution to low enrollment courses</li> </ul>	<ul style="list-style-type: none"> <li>Automatic creation of synchronous virtual spaces</li> <li>Students engage by text messages</li> <li>TBD</li> </ul>	IT, Media Services, Academic Affairs
PC	<ul style="list-style-type: none"> <li>Develop and implement a platform for the use of instant messaging for staff</li> <li>Implement VOIP Phones (CISCO replacement of</li> </ul>	<ul style="list-style-type: none"> <li>TBD</li> <li>System replacement</li> </ul>	<ul style="list-style-type: none"> <li>IT</li> <li>IT</li> </ul>

<b>District-wide Strategy 2.3: Establish a district-wide unified communication framework that facilitates secure and convenient access to information and services for stakeholders.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	legacy NEC system	complete	
PVC	<ul style="list-style-type: none"> <li>• Complete the implementation of the College Identity Management System CIMS</li> <li>• Consolidate college-wide emails into one email per day (Daily Buzz/Growl)</li> </ul>	<ul style="list-style-type: none"> <li>• All students and employees will log into the PVCC network using MEID</li> <li>• Daily Buzz/Growl will be in place at PVCC by the Fall of 2011</li> </ul>	<ul style="list-style-type: none"> <li>• Director, College Technology</li> <li>• Dean of IT Director, College Technology</li> </ul>
RSC	<ul style="list-style-type: none"> <li>• Ongoing support for a public wireless system to support all students, faculty and staff of Maricopa who visit our facilities.</li> </ul>	99.97% uptime	Sean Kennedy

<b>District-wide Strategy 2.4: Provide information technology solutions that support the current and evolving business needs of the Maricopa Community Colleges.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
All-Sites	Develop and implement district-wide infrastructure in support of desktop and application virtualization in accordance with agreed upon strategy and standards		ITLC
DO	<ul style="list-style-type: none"> <li>• Implement new functionality for payments (Touchnet) and Collections</li> <li>• Review recommendation from the 21<sup>st</sup> Century Maricopa portal team, evaluate alternative approaches and recommend solution</li> </ul>	<ul style="list-style-type: none"> <li>• Improved student service by providing more selectivity in how payments are made</li> <li>• Improved student experience and increased number of services offered</li> </ul>	<ul style="list-style-type: none"> <li>• ITS/Creswell</li> <li>• ITS/Marten in collaboration with ITLC</li> </ul>

**District-wide Strategy 2.4: Provide information technology solutions that support the current and evolving business needs of the Maricopa Community Colleges.**

Site	Proposed Actions	Measurable Outcome	Responsible Party
	<ul style="list-style-type: none"> <li>• Replace application monitoring system</li> <li>• Develop plan for upgrade of the batch scheduling system</li> <li>• Develop new strategy for SIS archiving</li> <li>• Conduct annual disaster recovery testing</li> <li>• Expansion of Veritas backup system</li> <li>• Complete Financial Aid system modifications to address support issues</li> <li>• HRMS upgrade to expand functionality including additional self-service options and enhanced features to support decision-making and employee and organizational development</li> <li>• Implement new reporting tool (BOEXI)</li> <li>• Modify SIS functionality and processes to better capture student intent data</li> <li>• Integrate HR, Financial and Student information</li> </ul>	<p>through the portal</p> <ul style="list-style-type: none"> <li>• Reduced detection time of system failures increasing availability of service</li> <li>• Maintain current high levels of successful batch processes</li> <li>• Reduced infrastructure costs</li> <li>• Elimination of disaster recovery-related audit findings</li> <li>• 99.9% success rate backing up data and maintaining 30 day recovery capability</li> <li>• TBD</li> <li>• Increased functionality</li> <li>• Useable, live reporting system</li> <li>• Improved student tracking capability</li> <li>• Enhanced reporting to</li> </ul>	<ul style="list-style-type: none"> <li>• ITS/Marten</li> <li>• ITS/Marten</li> <li>• ITS/Corzo</li> <li>• ITS/Marten</li> <li>• ITS/Marten</li> <li>• ITS/Creswell</li> <li>• HR/ITS</li> <li>• David Rekas, Carl Ward</li> <li>• ITS/CCTA</li> <li>• ITS/IR</li> </ul>

<b>District-wide Strategy 2.4: Provide information technology solutions that support the current and evolving business needs of the Maricopa Community Colleges.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<p>system wide</p> <ul style="list-style-type: none"> <li>• Integrate skill center data into the institutional research data warehouse</li> <li>• Improve BOEXI reporting for end users</li> </ul>	<p>allow for more complete data analysis and assistance in answering business questions</p> <ul style="list-style-type: none"> <li>• Enhanced reporting to allow for more complete data analysis and assistance in answering business questions</li> <li>• ACE-enhanced and accurate student data by term</li> </ul>	<ul style="list-style-type: none"> <li>• ITS/IR</li> <li>• Student Affairs-ACE</li> </ul>
EMC	Outfit EMCC rack in AirPark with backup and replication equipment	Replication and backup of server data to AirPark operational Fall 2011	IT
GCC	<ul style="list-style-type: none"> <li>• Continue to implement ITIL best practices by development of a Service Catalog and implementing Problem Management</li> <li>• Implement remote assistance technology to assist users electronically</li> <li>• Select and implement Service Desk Software</li> <li>• Develop an application to efficiently manage software licenses</li> </ul>	<ul style="list-style-type: none"> <li>• Improved IT processes</li> <li>• Improved customer satisfaction</li> <li>• Improved IT service</li> <li>• More efficient use of resources</li> </ul>	<ul style="list-style-type: none"> <li>• Director, College Technology, Network Manager</li> <li>• Director, College Technology</li> <li>• Director, College Technology</li> <li>• Director, College Technology</li> </ul>
MCC	<ul style="list-style-type: none"> <li>• Establish a process for providing input of current needs and priorities to district (Central identity management system, Email, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• ELearning feeds into CTL and IT processes</li> </ul>	IT, CTL, Media, Digital Media Team, Student Affairs

<b>District-wide Strategy 2.4: Provide information technology solutions that support the current and evolving business needs of the Maricopa Community Colleges.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>• Establish process and procedures for supporting innovation</li> <li>• Continue to support QLess for line management</li> <li>• Expand the use of streaming video solutions</li> <li>• Expand the use of digital signage for department-based content as well as emergency notification</li> </ul>	<ul style="list-style-type: none"> <li>• Agility - time to market</li> <li>• Line statistics - students serviced</li> <li>• TBD</li> <li>• Wayfinding numbers</li> </ul>	
PC	<ul style="list-style-type: none"> <li>• Expand the use of Lecture Capture using Panopto software</li> <li>• Implement Video on Demand (VOD) system for delivery of pre-recorded digital material</li> <li>• Establish an eMedia Room as a resource for faculty to record, edit, develop, or review digital content</li> </ul>	<ul style="list-style-type: none"> <li>• Improved access for students</li> <li>• Reduced cost of classroom-based hardware and more efficient use of library resources</li> <li>• Increased number of faculty using resources</li> </ul>	<ul style="list-style-type: none"> <li>• CTLT, IT</li> <li>• IT, Dept.</li> <li>• CTLT, IT</li> </ul>
PVC	<ul style="list-style-type: none"> <li>• PVCC will work with other MCCCC colleges and District Office to coordinate operating system and software version upgrades</li> <li>• Finish implementation of VoIP system</li> <li>• Redesign PVCC web site using Drupal</li> </ul>	<ul style="list-style-type: none"> <li>• PVCC will have the same version of software as nearby colleges for more applications than we do now</li> <li>• Finish installing phones and implementing call center enhancements by end of FY12</li> <li>• End users will find information faster and key</li> </ul>	<ul style="list-style-type: none"> <li>• Manager of Technical Support, Director of Computer Commons</li> <li>• Senior Network Administrator</li> <li>• Director, College Technology</li> </ul>

<b>District-wide Strategy 2.4: Provide information technology solutions that support the current and evolving business needs of the Maricopa Community Colleges.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>• Promote the expanded use of R25</li> <li>• Redesign PVCC Automated Planning and Budgeting (APB) system</li> <li>• Redesign IT inventory database</li> <li>• Migrate to Microsoft Office 2010 for Windows and Office 2011 for Macintosh</li> </ul>	sites will have more hits than they do now <ul style="list-style-type: none"> <li>• R25 use will increase</li> <li>• APB will be easier to navigate and have greater functionality</li> <li>• IT equipment information is accurate and easy to access</li> <li>• Migration will be complete by the end of FY12</li> </ul>	<ul style="list-style-type: none"> <li>• PLT</li> <li>• Director, College Technology</li> <li>• Director, College Technology</li> <li>• IT Management</li> </ul>
RSC	<ul style="list-style-type: none"> <li>• Continued support for district-wide systems including:               <ul style="list-style-type: none"> <li>• Helpdesk System</li> <li>• District SharePoint</li> <li>• Video Conferencing systems</li> <li>• Ask a Librarian/Text</li> </ul> </li> </ul>	TBD by end of 2011	<ul style="list-style-type: none"> <li>• Long Le</li> <li>• Matt Budwill</li> <li>• Matthew Milliron</li> <li>• Hazel Davis</li> </ul>
SCC	<ul style="list-style-type: none"> <li>• Expand the use of AppSense to improve logon times, reduce AD overhead and provide seamless transitions between Windows OSes</li> <li>• Implement 25LIVE (upgrade to R25 @ District level)</li> <li>• Expand the functionality of mySCC</li> <li>• Participate in the Inventory Process Task Force / Biennial Inventory</li> </ul>	<ul style="list-style-type: none"> <li>• Improved usage statistics</li> <li>• TBD</li> <li>• TBD</li> <li>• Improve the efficiency of campus Capital asset tracking (&gt;\$5K) and the Capital Asset Accounting reporting process</li> </ul>	<ul style="list-style-type: none"> <li>• Matt Diglio</li> <li>• Patti McNeill</li> <li>• Dustin Fennell</li> <li>• Erika Trede</li> </ul>

<b>District-wide Strategy 2.4: Provide information technology solutions that support the current and evolving business needs of the Maricopa Community Colleges.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
SMC	Use Syn-Apps and Cisco CM to integrate Emergency Notification System with Honeywell Notifier (fire alarm) Digital Voice – Phase I	Increased effectiveness of emergency notification system on campus	Cisco Network Engineer

**Goal #3: Professional Development: Facilitate a culture of ongoing professional development that fosters the effective use of information and instructional technologies.**

<b>District-wide Strategy 3.1: Leverage technology to create and support communities of practice that provide learning and collaboration opportunities within and across institutions.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
All-Sites	Create communities of practice (COP) for key IT service areas and promote participation in the COPs with IT staff throughout the district	Number of individuals participating in COPs by end of spring semester 2012	ITLC
CGC	Coordination of faculty/staff development activities with District resources	TBD	Various key stakeholders, HRS, TLC, College Safety, etc
GCC	Expand staff professional development opportunities	# of Staff Participating, Certificates Earned (ITIL, HDI, CISSP and others)	Directors
PC	Promote and stimulate engagement through Title V – Learning Communities - cross-employee group, cross-departmental learning communities focused on innovations that bring the best to our students	Increased collaboration among the learning communities	Title V
RSC	Continue to host and support the District wide SharePoint system which allows for numerous options for the creation of communities of practice	TBD by end of 2011	Sean Kennedy
SCC	<ul style="list-style-type: none"> <li>• Implement Enterprise Social Networking</li> <li>• Expand R25 online training</li> <li>• Expand the SCC KB (knowledge base) (may change to a different solution - Sales Force?)</li> </ul>	<ul style="list-style-type: none"> <li>• TBD</li> <li>• R25 users accessing training online</li> <li>• TBD</li> </ul>	<ul style="list-style-type: none"> <li>• Matt Diglio</li> <li>• Patti McNeill</li> <li>• Curtis Kipp &amp; Matt Diglio</li> </ul>

**District-wide Strategy 3.2: Incorporate and maintain up-to-date technology competencies within all job descriptions and hiring materials, ensuring that there are appropriate processes for assessing employee technology competencies as part of the hiring and performance evaluation processes.**

<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
All-Sites	Create and deliver IT track for the Teaching and Learning Conference in May	<ul style="list-style-type: none"> <li>• Minimum of 9 IT-related presentations in the IT track</li> <li>• Minimum of 5 IT Leader/faculty presentations</li> </ul>	ITLC
CGC	Modify faculty postings to include desired experience using Learning Management Systems	Increase baseline competencies for faculty using eLearning	eLearning Task Force, VP Academic Affairs, ITC Chair, Dean Career Tech Ed
PC	Cross train all student services employees (to include 40 hours technical training) to provide assistance to students from the first contact through payment of classes, and all services required in-between	Improved student services	VPSS
PVC	Create and deliver IT track sessions for the MCLI Teaching and Learning IT Conference in May	<ul style="list-style-type: none"> <li>• At least one IT session will be offered by PVCC IT staff</li> </ul>	<ul style="list-style-type: none"> <li>• Dean of IT</li> </ul>
SCC	<ul style="list-style-type: none"> <li>• Develop the strategic plan, prioritize modules and deliver initial set of modules for Web-based, interactive assessment modules on minimum skill sets (e.g., OS, productivity software) by Fall 2011</li> <li>• Use Interface Training Assessment to develop individualized training plans for IT staff</li> </ul>	<ul style="list-style-type: none"> <li>• Technicians scheduled for training</li> <li>• Live skill set document Up-To-Date</li> </ul>	<ul style="list-style-type: none"> <li>• Ron Schilling</li> <li>• Grant Gagnon &amp; Curtis Kipp</li> </ul>

<b>District-wide Strategy 3.2: Incorporate and maintain up-to-date technology competencies within all job descriptions and hiring materials, ensuring that there are appropriate processes for assessing employee technology competencies as part of the hiring and performance evaluation processes.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>• Continue team development activities</li> </ul>	<ul style="list-style-type: none"> <li>• Broader service coverage</li> </ul>	<ul style="list-style-type: none"> <li>• Dustin Fennell</li> </ul>

<b>District-wide Strategy 3.3: Establish IT job “families” and promote career paths-based IT professional development and training plans aligned with existing IT jobs and job descriptions.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
All-Sites	<ul style="list-style-type: none"> <li>• Identify top 3-4 areas of training needed consistently across the district and develop a plan for provision of identified training including funding plan</li> <li>• Create ½ day workshop regarding “what it means to be an IT leader in Maricopa” for the Teaching and Learning Conference in May</li> <li>• Partner, as needed, with HR to define IT job families</li> </ul>		<ul style="list-style-type: none"> <li>• ITLC</li> <li>• ITLC</li> <li>• ITLC</li> </ul>
DO	Encourage the creation of professional development plans for ITS employees to help develop and retain a quality diverse workforce	Every employee will have been encouraged by his/her supervisor to create a professional development plan	ITS/Leadership Team
RSC	Continue to support and promote the “Potential Career Path” diagram to assist IT staff in the understanding of their potential future career paths within the organization. This document also outlines the basic expectations of the employee so they understand the requirements to potentially achieve that growth	TBD by end of 2011	Edward Kelty

<b>District-wide Strategy 3.3: Establish IT job “families” and promote career paths-based IT professional development and training plans aligned with existing IT jobs and job descriptions.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	(training, certification, experience and education).		

<b>District-wide Strategy 3.4: Provide sufficient support for residential and adjunct faculty as well as staff to effectively learn and use information and instructional technologies.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
CGC	<ul style="list-style-type: none"> <li>• Increase staff dedicated to eLearning and Instructional Technology support</li> <li>• Promote creative use of easy-to-use web-enabled tools to improve teaching and learning without dependency on IT staff</li> <li>• Coordinate with various stakeholders who provide training and structure a program with HRS</li> <li>• Establish a “genius bar” Help Desk to promote convenient drop-in access to technical assistance</li> <li>• Improve off-campus technical support for faculty and staff by creating a technology road show presence for internal Technology Support Providers</li> </ul>	<ul style="list-style-type: none"> <li>• Improved service levels for faculty</li> <li>• TBD</li> <li>• TBD</li> <li>• Number of people participating</li> <li>• Increase the number of staff who attend training sessions and seek technical assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Instructional Technologist</li> <li>• Emerging Technologies (release time faculty)</li> <li>• Coordinator of Human Resources, Staff Development Coordinator</li> <li>• Help Desk Supervisor, IT Director</li> <li>• Help Desk Supervisor, IT Director, Instructional</li> </ul>

<b>District-wide Strategy 3.4: Provide sufficient support for residential and adjunct faculty as well as staff to effectively learn and use information and instructional technologies.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>• Develop and improve intranet site called Tech Central 2 as the consolidated self-help web site for faculty and staff</li> </ul>	<ul style="list-style-type: none"> <li>• Increased number of contributors who publish technical materials promoting self-service</li> </ul>	Technologist, Director Media Services, Director Instructional Labs <ul style="list-style-type: none"> <li>• Instructional Technologist, Help Desk Supervisor</li> </ul>
DO	<ul style="list-style-type: none"> <li>• Facilitate and coordinate programs, initiatives, workshops and events related to faculty development and use of information and instructional technology</li> <li>• Encourage staff participation in professional and community organizations</li> </ul>	<ul style="list-style-type: none"> <li>• Improve faculty skills in the use of information and instructional technologies</li> <li>• Improved skill sets and engagement of staff beyond Maricopa IT</li> </ul>	<ul style="list-style-type: none"> <li>• MCLI</li> <li>• ITS/Leadership Team</li> </ul>
EMC	<ul style="list-style-type: none"> <li>• Assist CTL in supporting tech training sessions they provide</li> <li>• Provide familiarization sessions to faculty and staff at their desks as needed</li> </ul>	<ul style="list-style-type: none"> <li>• CTL successfully presents tech training courses as measured by post-training surveys</li> <li>• Enable faculty/staff to be more efficient in their use of technology as it is installed</li> </ul>	<ul style="list-style-type: none"> <li>• IT/CTL</li> <li>• IT</li> </ul>
GWC	<ul style="list-style-type: none"> <li>• Presentations for faculty and staff on appropriate use of instructional technology to improve teaching and</li> </ul>	Improve appropriate use of technology to help students	<ul style="list-style-type: none"> <li>• CTL</li> </ul>

<b>District-wide Strategy 3.4: Provide sufficient support for residential and adjunct faculty as well as staff to effectively learn and use information and instructional technologies.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	learning <ul style="list-style-type: none"> <li>• Provide faculty in-service opportunities to improve their use of instructional technologies, alerting them to new technologies available</li> <li>• Conduct short training sessions on instructional technologies</li> </ul>	and improve learning	<ul style="list-style-type: none"> <li>• Director of Information Technology</li> <li>• TLTR committee</li> </ul>
MCC	<ul style="list-style-type: none"> <li>• Continue support of the Cafe Credit program for Adjunct Faculty (funding for attending workshops that focus on improvements in teaching and learning)</li> <li>• Implementation of a new Help Center for faculty, staff, and students centrally located</li> <li>• Development and Pilot Gold Star Program (Quality Matters) to encourage the training, mentoring of faculty during the course re-development process to match the Quality Matters rubric</li> <li>• Professional Development activities online, in-person, hybrid, and streaming to multiple campuses</li> <li>• Professional Development Summer Institutes to allow faculty/staff to take part during non-peak part of the year</li> <li>• Virtualization of software to allow faculty/staff greater access to instructional and information technologies (Citrix implementation)</li> <li>• Hire a technology trainer in the CTL to support MCC training needs</li> <li>• Support the use of Google Sites</li> </ul>	<ul style="list-style-type: none"> <li>• Event statistics</li> <li>• New helpdesk software data and feedback</li> <li>• Number of Quality Matters approved or Gold Star courses</li> <li>• Number and variety of event offerings</li> <li>• Increased faculty/staff skill sets</li> <li>• Improved access</li> <li>• Increased training for all employees</li> </ul>	IT, CTL, Media, MCC Online

<b>District-wide Strategy 3.4: Provide sufficient support for residential and adjunct faculty as well as staff to effectively learn and use information and instructional technologies.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>Support the use of blogs and wikis</li> </ul>	<ul style="list-style-type: none"> <li>Increased campus uses of cloud-based resources</li> <li>Improved ability to share documents</li> </ul>	
PC	Cross train all student services employees (to include 40 hours technical training) to provide assistance to students from the first contact through payment of classes, and all services required in-between.	Improved student services	VPSS
PVC	Continue to offer workshops and communicate other MCCCDC opportunities. Videotape workshops and update training web site	Training web site will be updated and at least two workshops will be videotaped by the end of FY12; budget for adjunct faculty training will be established in FY12	Technology Trainer, Dean of IT
RSC	<p>Continue to provide support for faculty and staff designed to increase their ability to learn and use technology, including:</p> <ul style="list-style-type: none"> <li>Ongoing training for IT staff at Interface Technical Training</li> <li>All Faculty meetings and workshops, held twice a year</li> <li>20-40 IT Training sessions and Brown Bags annually</li> <li>Adjunct Faculty Development Workshops</li> <li>Technology tips and training updates in the weekly President's Bulletin</li> </ul>	TBD by end of 2011	<ul style="list-style-type: none"> <li>Edward Kelty</li> <li>Faculty President</li> <li>Jim Tierney</li> <li>Faculty President</li> <li>Mark Baldwin</li> </ul>

**District-wide Strategy 3.4: Provide sufficient support for residential and adjunct faculty as well as staff to effectively learn and use information and instructional technologies.**

<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
SCC	<ul style="list-style-type: none"> <li>• Expand R25 Support</li> <li>• Develop plan, prioritize modules and deliver initial set of Web-based, interactive tutorials on key systems by Fall 2011</li> <li>• Expand functionality and use of SCC KB (knowledge base)</li> </ul>	<ul style="list-style-type: none"> <li>• Increased knowledge and skills of users accessing R25 system</li> <li>• Expanded knowledge of technical issues and documented instructions</li> </ul>	<ul style="list-style-type: none"> <li>• Patti McNeill</li> <li>• Ron Schilling</li> <li>• Curtis Kipp and Matt Diglio</li> </ul>

**Goal #4: Innovation and Collaboration: Promote a culture of innovation and collaboration within the Maricopa Community Colleges to facilitate creative uses of technology, maximize the use of shared resources, and improve efficiencies in the use of information and instructional technologies.**

<b>District-wide Strategy 4.1: Establish an appropriate district-wide Information and Instructional Technology Governance structure and accompanying processes for prioritization, decision-making and resource allocation.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
All-Sites	Actively support the new Governance process through the work of the IT Leadership Council and Alliance Groups		ITLC and Alliance Groups
DO	Implement an IT Governance model and leverage structure for more collaborative decision-making	Improved accountability for decision-making	ITS/Kahkedjian
PVC	Support new IT Governance model by bringing forward instructional technology proposals	Bring instructional technology proposals through the new IT Governance structure	Dean of IT

<b>District-wide Strategy 4.2: Promote and reward innovation and collaboration.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
CGC	Foster the spirit of innovation and taking calculated risks, through research, funding and support of the evaluation of new/emerging technology pilots	TBD	Instructional Technologist
DO	<ul style="list-style-type: none"> <li>• Strengthen relationship with other state-wide higher education CIOs</li> <li>• Submit completed and successful projects for</li> </ul>	<ul style="list-style-type: none"> <li>• Increased communication and identification of collaboration opportunities</li> <li>• Increased innovation and</li> </ul>	<ul style="list-style-type: none"> <li>• ITS/Kahkedjian</li> <li>• ITS/Bus</li> </ul>

<b>District-wide Strategy 4.2: Promote and reward innovation and collaboration.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<p>Innovation of the Year consideration</p> <ul style="list-style-type: none"> <li>• Submit completed and successful projects for One Maricopa recognition</li> </ul>	<p>collaboration</p> <ul style="list-style-type: none"> <li>• Increased innovation and collaboration</li> </ul>	<p>Serv/Student &amp; Academic Affairs</p> <ul style="list-style-type: none"> <li>• ITS/Bus Serv/Student &amp; Academic Affairs</li> </ul>
MCC	<ul style="list-style-type: none"> <li>• Establish CTL Fellowship to improve faculty involvement with CTL</li> <li>• Reestablish the EDP (Educational Development) Grants</li> <li>• Support the newly developed MCC innovative technology process (i.e., innovation teams)</li> </ul>	<ul style="list-style-type: none"> <li>• Increased faculty involvement with CTL</li> <li>• Project and Grant successes that can be shared across the college and/or district</li> <li>• Improved team approach to solutions</li> </ul>	CTL
PC	<ul style="list-style-type: none"> <li>• Continue to award eLearning Grants to assist faculty with developing distance learning courses</li> <li>• Continue the use of Title V mini grants to increase student interest and access to STEM courses</li> <li>• Continue to promote and support Innovator of the year awards at the college level to recognize significant innovations that have had a positive impact on the education of students</li> <li>• Award Mini-grants to encourage innovation and development of projects that will directly benefit classroom instruction at PC</li> </ul>	<ul style="list-style-type: none"> <li>• Increased number of faculty teaching online</li> <li>• Increased student interest and access to STEM careers and improved completion of such courses</li> <li>• Number of awards granted</li> <li>• Number of grants awarded</li> </ul>	<ul style="list-style-type: none"> <li>• eLearning Committee</li> <li>• Title V</li> <li>• Title V</li> <li>• Title V</li> </ul>
PVC	<ul style="list-style-type: none"> <li>• Explore creative ways to reward individuals for</li> </ul>	<ul style="list-style-type: none"> <li>• At least two PVCC IT</li> </ul>	<ul style="list-style-type: none"> <li>• Dean of IT</li> </ul>

<b>District-wide Strategy 4.2: Promote and reward innovation and collaboration.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<p>developments and sharing</p> <ul style="list-style-type: none"> <li>• Ensure adequate resources (e.g. additional staffing &amp; equipment) are provided to support the expansion (throughout PVCC and MCCCCD) of innovations supporting student success</li> </ul>	<p>employees will receive recognition and/or rewards for sharing an innovation throughout MCCCCD</p> <ul style="list-style-type: none"> <li>• Additional staff (FT or Temp) or other resources will be provided for innovations</li> </ul>	<ul style="list-style-type: none"> <li>• Dean of IT</li> </ul>
RSC	Maintain funding and support for the employee Rewards and Recognition program in which innovation and teamwork are major foci	TBD by end of 2011	Rio Executive Team President & VPs
SCC	<ul style="list-style-type: none"> <li>• Implement Enterprise Social Networking</li> <li>• Continue to support the Employee Recognition Program</li> <li>• Continue to fund Technology Innovation &amp; Improvement Program Grant</li> </ul>	<ul style="list-style-type: none"> <li>• TBD</li> <li>• Quarterly employee recognition events</li> <li>• Fund \$50k in innovation grants</li> </ul>	<ul style="list-style-type: none"> <li>• Matt Diglio</li> <li>• Patti McNeill &amp; Ronald Zhang</li> <li>• Dustin Fennell</li> </ul>

<b>District-wide Strategy 4.3: Provide ongoing communication regarding the use of information and instructional technology throughout the Maricopa Community Colleges.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
CGC	Use of the Instructional Technology Committee as a clearing house for sharing and promoting information and instructional technology	Increased awareness among faculty and staff for best practices usage of information and instructional technology	ITC Chair, Emerging Technology (release time faculty)

<b>District-wide Strategy 4.3: Provide ongoing communication regarding the use of information and instructional technology throughout the Maricopa Community Colleges.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
DO	<ul style="list-style-type: none"> <li>• Develop and disseminate e-newsletter each semester</li> <li>• Develop and execute a communication/marketing plan for the Office of the Vice Chancellor for Information Technology</li> <li>• As appropriate, partner with colleges on the submission of presentation proposals to major state, regional and national conferences such as HEUG, Blackboard, EDUCAUSE, League for Innovations, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved communication</li> <li>• Improved communication</li> <li>• Increased number of presentations</li> </ul>	<ul style="list-style-type: none"> <li>• MCLI Instructional Technologist, Web Developer and Instructional Designer</li> <li>• ITS/Kahkedjian and Jones</li> <li>• ITS/Leadership Team</li> </ul>
EMC	<ul style="list-style-type: none"> <li>• Communicate technology issues from District ITS to EMCC as needed</li> </ul>	EMCC at large aware of all relevant technology issues	IT
MCC	<ul style="list-style-type: none"> <li>• Continue the work of the TechConnect (joint tech team comprised of members of CTL and IT) to improve discourse between IT and CTL</li> <li>• Use of Intranet communication</li> </ul>	<ul style="list-style-type: none"> <li>• Project completion analytics</li> <li>• Improved access to internal documentation</li> </ul>	IT, CTL
PC	<ul style="list-style-type: none"> <li>• Continue to support the use of the PC wiki that allows web pages to be created and edited by anyone</li> <li>• Continue to support the use of Base Camp, a web-based project management and collaboration tool</li> <li>• Promote and stimulate engagement in Professional</li> </ul>	<ul style="list-style-type: none"> <li>• Increased communication among college stakeholders</li> <li>• Increased communication among college stakeholders</li> <li>• Learning Communities</li> </ul>	<ul style="list-style-type: none"> <li>• CTLT</li> <li>• College Comm.</li> <li>• Title V</li> </ul>

<b>District-wide Strategy 4.3: Provide ongoing communication regarding the use of information and instructional technology throughout the Maricopa Community Colleges.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	Learning Communities (cross-employee group, cross-departmental learning communities focused on innovations that bring the best to our students)	activities	
PVC	College Blog and Daily Buzz	<ul style="list-style-type: none"> <li>At least two IT usage posts published each semester</li> </ul>	<ul style="list-style-type: none"> <li>Dean of IT</li> </ul>
RSC	<ul style="list-style-type: none"> <li>Continue to publish a monthly IS Department Newsletter to assist in communicating major initiatives to the organization</li> <li>Continue to host and provide support for the District-wide SharePoint site that collects and houses information about all colleges' technology initiatives and includes a district-wide knowledge base</li> </ul>	TBD by end of 2011	<ul style="list-style-type: none"> <li>Edward Kelty</li> <li>Sean Kennedy</li> </ul>
SCC	<ul style="list-style-type: none"> <li>Continue to produce IT Newsletters, Videos, Presentations (IT Marketing &amp; PR)</li> <li>Develop TechTools showcase site and provide follow-up sessions/support</li> </ul>	<ul style="list-style-type: none"> <li>Publish Fall and Spring IT Newsletters</li> <li>Publish promotional videos and printed materials</li> </ul>	<ul style="list-style-type: none"> <li>Dustin Fennell</li> <li>Ron Schilling &amp; Barbara Bentz</li> </ul>
SMC	Gather input to define technology project goals, timeline, funding and rough graphical design for next generation SMCC web site	Improved traffic to website, increased usability of web site and increased enrollment	Co-leaders: Director of PR & Marketing; Manager, Software Services; Manager, Web Site

**Goal #5: Planning and Funding: Ensure appropriate resources are available for require information and instructional technology infrastructure and operations.**

<b>District-wide Strategy 5.1: Employ ongoing planning processes to responsibly allocate resources for the acquisition and use of information and instructional technology.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
All-Sites	<ul style="list-style-type: none"> <li>Actively participate in review/update of the Information and Instructional Technology Strategic Plan in Fall 2011</li> <li>Annually participate in the EDUCAUSE Core Data Survey</li> <li>Annually participate in the Campus Computing Project</li> </ul>		ITLC and Alliance Groups  ITLC  ITLC
CGC	Continuously improve the annual new/replacement Instructional Technology capital cycle; assess div/dept needs for technology and process through an evaluation process which prioritizes and recommends the allocation of capital funds	Reduce the number of outdated pieces of equipment used on campus	ITC Chair, IT Director
DO	Develop and maintain ITS operational plans by area	More efficient use of resources	ITS/Leadership Team and area directors
EMC	<ul style="list-style-type: none"> <li>Develop IT Tech Spending Plan each year coordinated with Budget Development Steering Team approved priorities and infrastructure needs, including sustainability goals (such as desired EPEAT product levels) in purchasing plans</li> <li>Pilot program using refurbished laptops</li> <li>Pilot program using recycled toner</li> </ul>	<ul style="list-style-type: none"> <li>Continuously improve use and transparency of technology funding</li> <li>Pros/cons of using refurbished laptops and recycled toner to save costs</li> </ul>	IT

<b>District-wide Strategy 5.1: Employ ongoing planning processes to responsibly allocate resources for the acquisition and use of information and instructional technology.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
MCC	<ul style="list-style-type: none"> <li>Continue the TechConnect team (joint tech team comprised of members of CTL and IT)</li> <li>Establish and support E-Learning Committee Action Groups focused on key issues and priorities</li> <li>Continue the Technology Steering Committee</li> </ul>	<ul style="list-style-type: none"> <li>Continuous improvement in processes</li> <li>Improved analytics</li> <li>Improved college-wide governance</li> </ul>	<ul style="list-style-type: none"> <li>IT, CTL, Media, MCC Online</li> <li>Technology Steering Team</li> </ul>
PC	<ul style="list-style-type: none"> <li>Continue to execute against the college technology plan and revise and update for next 5 year period</li> <li>Revise the college eLearning plan</li> <li>Award Mini-grant process to encourage innovation and development of projects that will directly benefit classroom instruction at Phoenix College</li> </ul>	<ul style="list-style-type: none"> <li>Action items completed</li> <li>Action items completed</li> <li>Number of grants awarded</li> </ul>	<ul style="list-style-type: none"> <li>CTC</li> <li>eLearning Comm.</li> <li>Title V</li> </ul>
RSC	<ul style="list-style-type: none"> <li>Maintain the standard annual recycling plan that has been in place since 1994 to routinely replace employee and student computers, servers, printers and other technology</li> <li>Continue to support the work of the semi-annual programming prioritization committee consisting of non-IT staff that prioritizes all major programming projects for the institution</li> </ul>	TBD by end of 2011	<ul style="list-style-type: none"> <li>IS Leadership Team (Kelty, Kennedy, Price, Milliron)</li> <li>Edward Kelty</li> </ul>
SCC	<ul style="list-style-type: none"> <li>Leverage virtual technologies to reduce Total Cost of Ownership (TCO)</li> <li>Technical Improvement and Innovation Project Grants Established an operational fund for technology renewal</li> <li>Leverage Free &amp; Open Source Products (i.e. Drupal, Google Apps)</li> </ul>	<ul style="list-style-type: none"> <li>Reduced TCO</li> <li>Fund \$50k in innovation Grants</li> <li>Reduced TCO</li> </ul>	<ul style="list-style-type: none"> <li>Dustin Fennell</li> <li>Dustin Fennell</li> <li>Dustin Fennell</li> </ul>

<b>District-wide Strategy 5.1: Employ ongoing planning processes to responsibly allocate resources for the acquisition and use of information and instructional technology.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
SMC	<ul style="list-style-type: none"> <li>Integrate SMCC Tech Master Plan with College Strategic Planning</li> </ul>	Completed planning effort	Director of IT

<b>District-wide Strategy 5.2: Develop new models for funding operational and capital spending for information and instructional technologies that are aligned with planning processes.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
All-Sites	Collaborate with Business Services, VPs of AS and others to develop new funding strategies related to operational and capital support for technology		ITLC
CGC	Continuous improvement for the planning for instructional technologies aligned with capital budget cycle	Improve the efficient use of college resources	ITC Chair, VP Admin Services, Strategic Planning Council
DO	Develop a financially sustainable funding model for IT projects through 2016	<ul style="list-style-type: none"> <li>More efficient use of resources</li> <li>Reduced dependency on capital funding</li> </ul>	ITS/Clark
GCC	Increase cell tower revenue by attracting new vendors	Anticipated increase in income \$60K/year	Director of IT
MCC	Develop a plan for funding technology after the bond	TBD	Technology Steering Team
PC	Complete development of the college-wide strategic plan to align with district strategies and incorporate technology-related goals and strategies	Strategic Plan implemented	Strategic Plan Comm.
SCC	Continue to fund Technical Improvement and Innovation Project Grants	Fund \$50k in technology grants each year	Dustin Fennell

<b>District-wide Strategy 5.3: Develop and implement effective practices for ongoing and regular assessment of IT systems, services and projects, including incorporation of Total Cost of Ownership and Return on Investment concepts.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
All Sites	Collaborate with Business Services and VPs AS to develop agreed upon approach for documenting TCO and ROI		ITLC
CGC	Annual obsolescence assessment and projections for new IT investments that consider all costs associated with purchase and ongoing operational support	TBD	IT Director, ITC Chair, VP Admin Services, Strategic Planning Council
DO	<ul style="list-style-type: none"> <li>• Develop a strategy to retire old/outdated/inefficient systems and identify low cost/high result technologies</li> <li>• Ongoing review of hardware/software maintenance contracts</li> <li>• Develop and implement new IT procurement procedures and processes in alignment with new IT governance structure</li> </ul>	<ul style="list-style-type: none"> <li>• Reduction of systems and associated cost savings</li> <li>• Potential cost reduction</li> <li>• Potential cost savings/cost avoidance</li> </ul>	<ul style="list-style-type: none"> <li>• ITS/Marten</li> <li>• ITS/Clark in collaboration with ITS area directors and ITLC</li> <li>• ITS/Clark &amp; Business Services</li> </ul>
GWC	Reinstatement of the capital request process for the college for all capital purchases within the college	Improved ability to evaluate and prioritize capital equipment requests	• VP, Administrative Services, College Budget Manager
MCC	• Develop and execute plan for ITIL implementation	• Improved use of best	IT, CTL, Media, MCC

**District-wide Strategy 5.3: Develop and implement effective practices for ongoing and regular assessment of IT systems, services and projects, including incorporation of Total Cost of Ownership and Return on Investment concepts.**

Site	Proposed Actions	Measurable Outcome	Responsible Party
	<ul style="list-style-type: none"> <li>• Develop Service Level Agreements where appropriate</li> <li>• Active partnerships amongst service organizations (IT, Media, CTL, etc)</li> <li>• Develop software development methodology &amp; guidelines (code, design, security, etc)</li> </ul>	<p>practices</p> <ul style="list-style-type: none"> <li>• Improved analytics at local level</li> <li>• Better utilization of personnel and processes</li> <li>• Detailed project lifecycles and development methodology</li> </ul>	Online
PVC	Identify Total Cost of Ownership (TCO) and Return on Investment (ROI) for technology purchases	Improve TCO and ROI	Dean of IT, Director, College Technology
RSC	Maintain the Rio Salado project management process that incorporates the development of a business case in the envisioning phase of each project	75% of all projects managed by the PMO come in on time and on budget	Jim Tierney
SCC	Conduct end user satisfaction survey	Improved performance year over year	Dustin Fennell
SMC	Help faculty and staff at college to understand the principles of ROI as it pertains to information and instructional technology. Done via workshops and open communication with CTS	Faculty and staff will understand why each technology and service is supported.	TLC Staff

**Goal #6: Appropriate Technology: Ensure all facets of the organization have adequate and appropriate technology to achieve the vision, mission and strategic directions of the Maricopa Community Colleges.**

<b>District-wide Strategy 6.1: Develop and fund a coordinated plan that establishes baseline standards for district/college hardware and software systems.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
CGC	Annual obsolescence assessment and projections for new IT investments with special consideration of when it makes sense to standardize across Maricopa	More consistent baseline technologies across Maricopa	IT Director, ITC Chair, VP Admin Services, Strategic Planning Council
DO	<ul style="list-style-type: none"> <li>• Develop and execute a district-wide strategy for ongoing use of server virtualization technology to promote cost effectiveness</li> <li>• Evaluate the deployment of R25 in a virtualized environment</li> <li>• Develop and execute a district-wide security plan</li> <li>• Embed security, privacy principles, ADA accessibility, and project management practices in all projects</li> <li>• Deploy enterprise security/logging capabilities to secure our technology infrastructure</li> <li>• Install Intrusion Prevention System (IPS) and implement for use in the DSSC data center</li> </ul>	<ul style="list-style-type: none"> <li>• Increased server virtualization rates resulting in cost avoidance/reduction</li> <li>• Increased access to and stability of R25 system</li> <li>• Increased awareness of security compliance and improved audit findings related to security</li> <li>• TBD</li> <li>• Decreased time to resolve incidents and improved recovery time</li> <li>• Reduced number of intrusions into systems,</li> </ul>	<ul style="list-style-type: none"> <li>• ITS/Marten</li> <li>• ITS/Marten in collaboration with Facilities Scheduling Alliance</li> <li>• ITS/Monsour</li> <li>• ITS/Leadership Team</li> <li>• ITS/Marten</li> <li>• ITS/Gang</li> </ul>

<b>District-wide Strategy 6.1: Develop and fund a coordinated plan that establishes baseline standards for district/college hardware and software systems.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>• Create new, secure web hosting strategy consistent with industry trends</li> <li>• Develop and execute a plan to successfully address current audit findings in 2011</li> </ul>	<ul style="list-style-type: none"> <li>• reduced number of compromised systems, and improved time in identifying compromised systems</li> <li>• Decreased exposure to Internet threats and increased stability/increased availability</li> <li>• Reduction in negative audit findings and improved ability to respond to audit findings</li> </ul>	<ul style="list-style-type: none"> <li>• ITS/Marten</li> <li>• ITS/Monsour in coordination with each ITS area director</li> </ul>
GCC	Evaluate desktop virtualization through Citrix		Manager, Technical Support Services
MCC	<ul style="list-style-type: none"> <li>• Enhance MCC's desktop replacement and purchasing standards</li> <li>• Develop classroom media and technology standards to allow for more coordinated purchasing and funding</li> <li>• Continue the Technology Steering Committee to review large hardware / software purchases and proposals</li> </ul>	<ul style="list-style-type: none"> <li>• Cost savings</li> <li>• Cost savings</li> <li>• Technology Steering Committee meeting minutes and decisions.</li> </ul>	IT, Media, Technology Steering Committee
PC	<ul style="list-style-type: none"> <li>• Implement desktop and application virtualization (Citrix)</li> <li>• Develop college-level disaster recovery plan</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced costs and improved access</li> <li>• Plan completed</li> </ul>	<ul style="list-style-type: none"> <li>• IT</li> <li>• IT</li> </ul>

<b>District-wide Strategy 6.1: Develop and fund a coordinated plan that establishes baseline standards for district/college hardware and software systems.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
PVC	Use MCCCDCD benchmark data from 21CM team and nationwide surveys and trends to establish standards	All hardware/software meets or exceeds standards	Dean of IT
RSC	Maintain the standard annual recycling plan that has been in place since 1994 to routinely replace employee and student computers, servers, printers and other technology	TBD by end of 2011	IS Leadership Team (Kelty, Kennedy, Price, Milliron)
SCC	Expand functionality and use of mySCC	TBD	Dustin Fennell

<b>District-wide Strategy 6.2: Review, update and upgrade district-wide IT infrastructure on an ongoing and scheduled basis.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
CGC	Annual obsolescence assessment and projections for new IT investments that consider all costs associated with purchase and ongoing operational support.	More consistent baseline technologies across Maricopa	IT Director, ITC Chair, VP Admin Services, Strategic Planning Council
DO	<ul style="list-style-type: none"> <li>• Upgrade SIS application to version 9.0</li> <li>• Upgrade HRMS application to version 9.1</li> <li>• Upgrade CFS application</li> </ul>	<ul style="list-style-type: none"> <li>• TBD</li> <li>• TBD</li> <li>• Reduced number of system outages, zero security breaches due to known software issues, reduced number of customizations and increased automation for end users</li> </ul>	<ul style="list-style-type: none"> <li>• ITS/Creswell</li> <li>• ITS/Creswell</li> <li>• ITS/Gang</li> </ul>

<b>District-wide Strategy 6.2: Review, update and upgrade district-wide IT infrastructure on an ongoing and scheduled basis.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>• Complete CFS Grants upgrade project</li> <li>• Develop and implement a plan for the next phase of the Airpark facility and IT infrastructure</li> <li>• Conduct quarterly reviews of college WAN capacity with minimum of annual upgrades</li> <li>• Ongoing maintenance and support of library systems</li> <li>• Develop a plan for college and district office core data center switch upgrades</li> <li>• Upgrade VPN at district office data center</li> </ul>	<ul style="list-style-type: none"> <li>• Improved functionality through increased automation</li> <li>• Acceptance of plan by ITS customer community</li> <li>• Average WAN utilization for the aggregate of both college WAN segments @ 80% of capacity or lower during instructional hours and 100% utilization time lasting no longer than 30 minutes within any 2 hour time period</li> <li>• TBD</li> <li>• Reduced number of network outages, zero security breaches caused by known software issues, and increased functionality provided by 10GB Ethernet</li> <li>• Increased availability, security and supportability for the District Office data center</li> </ul>	<ul style="list-style-type: none"> <li>• ITS/Gang</li> <li>• ITS/Marten</li> <li>• ITS/Gang</li> <li>• ITS/Creswell</li> <li>• ITS/Gang</li> <li>• ITS/Gang</li> </ul>

<b>District-wide Strategy 6.2: Review, update and upgrade district-wide IT infrastructure on an ongoing and scheduled basis.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>• Develop a replacement strategy for the Octel voicemail systems based on ITLC discussions regarding unified communication</li> <li>• Ongoing infrastructure server replacement</li> <li>• Replacement of hardware/software associated with MCCCCD decision support system</li> <li>• Upgrade of SIS relational database system</li> </ul>	<ul style="list-style-type: none"> <li>• Increased stability, supportability and functionality along with guaranteed support</li> <li>• Maintain current high levels of infrastructure availability</li> <li>• TBD</li> <li>• Reduced costs and ability to receive vendor support through ERP upgrades</li> </ul>	<ul style="list-style-type: none"> <li>• ITS/Gang in collaboration with ITLC</li> <li>• ITS/Marten</li> <li>• ITS/Corzo</li> <li>• ITS/Corzo</li> </ul>
EMC	Review EMCC technology infrastructure annually and review/update as needed	Infrastructure meets the current and projected needs of students, faculty, and staff	IT
PVC	<ul style="list-style-type: none"> <li>• Assist ITS as needed in setting up redundant Wide Area Network (WAN) and Internet Connection</li> <li>• Work with ITS to set up disaster recovery equipment at Airpark data center</li> </ul>	<ul style="list-style-type: none"> <li>• Redundant WAN and Internet connection will be in place by the end of 2011</li> <li>• DR equipment will be in place by the end of 2011</li> </ul>	<ul style="list-style-type: none"> <li>• Director, College Technology</li> <li>• Director, College Technology</li> </ul>
RSC	Continue to upgrade the core network infrastructure to meet or exceed current District ITS infrastructure standards for integration and data security as part of the college annual recycle planning process	TBD by end of 2011	Sean Kennedy
SCC	<ul style="list-style-type: none"> <li>• Implement 25LIVE</li> <li>• Continue to execute against the Technology Renewal Plan</li> </ul>	<ul style="list-style-type: none"> <li>• TBD</li> <li>• TBD</li> </ul>	<ul style="list-style-type: none"> <li>• Patti McNeill</li> <li>• Dustin Fennell</li> </ul>

<b>District-wide Strategy 6.2: Review, update and upgrade district-wide IT infrastructure on an ongoing and scheduled basis.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
SMC	<ul style="list-style-type: none"> <li>• Implement six production virtual servers as part of Virtual Server Project</li> <li>• Implement Phase I of the SAN &amp; Backup System Upgrade Project</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced costs</li> <li>• Improved ability to backup and restore data</li> </ul>	<ul style="list-style-type: none"> <li>• Manager Systems &amp; Servers</li> <li>• Manager Systems &amp; Servers</li> </ul>

<b>District-wide Strategy 6.3: Establish an ongoing and formal process for evaluation of new technologies and analysis of their application to the Maricopa Community Colleges.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
All-Sites	Research and review new technology solutions		ITLC and Alliance Groups
CGC	<ul style="list-style-type: none"> <li>• Use of the Instructional Technology Committee as a clearing house for sharing and promoting information and instructional technology</li> <li>• Coordination of faculty/staff development activities with District resources</li> <li>• Foster the spirit of innovation and taking calculated risks through research, funding and support of new/emerging technology pilots</li> </ul>	<ul style="list-style-type: none"> <li>• Increased awareness among faculty and staff for best practices usage of information and instructional technology</li> <li>• TBD</li> <li>• TBD</li> </ul>	<ul style="list-style-type: none"> <li>• ITC Chair, Emerging Technology (release time faculty)</li> <li>• Various key stakeholders, HRS, TLC, College Safety, etc</li> <li>• Instructional Technologist</li> </ul>
GWC	<ul style="list-style-type: none"> <li>• Review and update the Technology Request Form and have it ready for college wide use beginning Fall 2011</li> </ul>	Improved ability to evaluate and prioritize requests	<ul style="list-style-type: none"> <li>• TLTR</li> <li>• VP Academic Affairs</li> </ul>

<b>District-wide Strategy 6.3: Establish an ongoing and formal process for evaluation of new technologies and analysis of their application to the Maricopa Community Colleges.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>Select review committee for all technology requests</li> </ul>		<ul style="list-style-type: none"> <li>VP Admin Services</li> </ul>
MCC	<ul style="list-style-type: none"> <li>Develop college-specific hype cycles for improving the process of implementing new technologies</li> <li>Support the newly developed MCC innovative technology process (i.e., innovation teams)</li> </ul>	<ul style="list-style-type: none"> <li>Improved agility in technology roadmap</li> <li>Improved team approach to solutions</li> </ul>	TechConnect
RSC	<ul style="list-style-type: none"> <li>Continue to support the “Innovation/New Technology Review Process” established in 2006, allowing any employee of the institution to suggest potential new technology solutions</li> <li>Continue to support the work of the semi-annual programming prioritization committee consisting of non-IT staff that prioritizes all major programming projects for the institution</li> <li>Continue to provide a dedicated resource to assist in the research and review of new potential technologies</li> </ul>	TBD by end of 2011	<ul style="list-style-type: none"> <li>Edward Kelty</li> <li>Edward Kelty</li> <li>Matthew Milliron</li> </ul>
SCC	Continue to fund the Technical Improvement and Innovation Project Grants	Fund \$50k in technology grants each year	Dustin Fennell
SMC	<ul style="list-style-type: none"> <li>Complete the iPad Pilot Evaluation Project, Phase 2 (faculty, executive and staff use) and create College Technology Committee iPad recommendations</li> <li>Use 21CM Learning Applications Tool to evaluate small projects to determine if the College will benefit from broader/wider implementation</li> </ul>	<ul style="list-style-type: none"> <li>TBD</li> <li>TBD</li> </ul>	<ul style="list-style-type: none"> <li>Manager, Tech Support</li> <li>TLC Staff</li> </ul>

**Goal #7: Information and Instructional Technology Services: Provide customer-centered information and instructional technology solutions and support.**

<b>District-wide Strategy 7.1: Establish and implement processes and tools that foster and support customer-centered service delivery.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
CGC	<ul style="list-style-type: none"> <li>• Adoption of ITSM principles and assess ITIL best practices that are applicable for our IT environment</li> <li>• Establish ITIL awareness training for technical staff beginning Fall 2010</li> </ul>	Improve metrics for customer response (i.e. reduced incident lifecycle) and monitor Help Desk trends that measure customer satisfaction	Help Desk Supervisor, IT Director
DO	Develop and implement Service Level Agreements (SLA) for a minimum of five (5) district-wide enterprise services	Improved customer service and end user satisfaction	ITS/Leadership Team
EMC	<ul style="list-style-type: none"> <li>• Review Help Desk processes on an ongoing basis and modify as needed</li> <li>• Conduct a campus survey regarding end user satisfaction with help desk services</li> </ul>	Help Desk feedback from customers is 99% positive; responses evaluated and appropriate feedback incorporated in procedures	IT
GCC	Migrate GCC login to MEID	Use of MEID for Authentication and Authorization	Director of College Application Services
GWC	Develop a college-wide communication process with feed-back loops to the departments, divisions, and individuals to be piloted with 2 divisions during Spring 2012	Improved communication	<ul style="list-style-type: none"> <li>• TLTR</li> <li>• Director Information Technology</li> </ul>

<b>District-wide Strategy 7.1: Establish and implement processes and tools that foster and support customer-centered service delivery.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
MCC	<ul style="list-style-type: none"> <li>• Implementation of new helpdesk software to allow for better data collection, feedback, communication, knowledgebase creation, and reporting (WebHelp)</li> <li>• Implementation of a new Help Center for faculty, staff, and students centrally located</li> <li>• Align services between media and IT</li> <li>• Align services between IT and MCC Online</li> </ul>	<ul style="list-style-type: none"> <li>• Surveys from the new helpdesk software and data from tickets entered into the new helpdesk software.</li> <li>• Improved services</li> <li>• Improved services</li> <li>• Improved services</li> </ul>	IT, CTL, Media, MCC Online
PC	<ul style="list-style-type: none"> <li>• Continue and expand the use of SightMAX – online services for students – live chat and real-time live monitoring software package that allows online businesses to proactively interact with website visitors</li> <li>• Implement Virtual Queue Management to replace physical lines with virtual mobile lines, and offer better customer service with our mobile paging solutions</li> <li>• Cross train all student services employees (to include 40 hours technical training) to provide assistance to students from the first contact through payment of classes, and all services required in-between</li> </ul>	<ul style="list-style-type: none"> <li>• Improved student services</li> <li>• Improved services to students</li> <li>• Improved services to students</li> </ul>	<ul style="list-style-type: none"> <li>• VPSS</li> <li>• IT Department</li> <li>• VPSS</li> </ul>
PVC	Implement new Help Desk system	Implement new Help Desk system by the end of FY12.	Director, College Technology
RSC	<ul style="list-style-type: none"> <li>• Review and determine which sections of the ITIL service model should be implemented</li> </ul>	TBD by end of 2011	<ul style="list-style-type: none"> <li>• Sean Kennedy</li> </ul>

<b>District-wide Strategy 7.1: Establish and implement processes and tools that foster and support customer-centered service delivery.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	<ul style="list-style-type: none"> <li>• Continue to include focus on fostering customer service as part of the Rio New Employee Origination process</li> <li>• Continue to provide end users with capability to provide feedback on service received</li> <li>• Continue to maintain and routinely update the Student Services Knowledge Base in SharePoint for all front line staff to assist them in answering student questions</li> <li>• Continue to maintain the SharePoint site that is used to coordinate efforts between Rio's Technical and Instructional Helpdesk and the afterhours 24x7 support company, Perceptis</li> </ul>		<ul style="list-style-type: none"> <li>• Sharon Koberna</li> <li>• Long Le</li> <li>• Trung Tang</li> <li>• Melvyn Price</li> </ul>
SCC	<ul style="list-style-type: none"> <li>• Continue to expand VOIP and a Business focused Unified Communications system</li> <li>• Expand the use and functionality of mySCC</li> <li>• Continue to conduct and support team development activities</li> </ul>	<ul style="list-style-type: none"> <li>• Remote learners receiving LIKE services to on premise learners</li> <li>• Customers choosing the support method that makes them successful</li> <li>• Increased shared knowledge and customer-centered service</li> </ul>	<ul style="list-style-type: none"> <li>• Grant Gagnon</li> <li>• Dustin Fennell</li> <li>• Dustin Fennell</li> </ul>

<b>District-wide Strategy 7.2: Establish and implement a consistent district-wide project management process and systems with feedback loops to gather and disseminate information about project status.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
All-Sites	<ul style="list-style-type: none"> <li>• Develop a district-wide strategy for project management and adopt appropriate tools for IT-related project management</li> <li>• Develop and conduct awareness-building campaign to educate others regarding ITIL and its benefits</li> <li>• Identify 1-2 common processes and implement ITIL district-wide for those processes</li> </ul>		<ul style="list-style-type: none"> <li>• ITLC</li> <li>• ITLC</li> <li>• ITLC</li> </ul>
DO	<ul style="list-style-type: none"> <li>• Control scope, time and cost by incorporating good project management practices and project oversight in IT projects</li> <li>• Active participation in project management processes and PMO feedback loop</li> </ul>	<ul style="list-style-type: none"> <li>• Increased number of projects that end on-time/on-budge/within scope</li> <li>• Implementation of assigned project(s) deliverables as defined and within time/budget in collaboration with ITS</li> </ul>	<ul style="list-style-type: none"> <li>• ITS/Leadership Team</li> <li>• CCTA</li> </ul>
MCC	Formalize project management as a job family within campus IT.	TBD	IT
PC	<ul style="list-style-type: none"> <li>• Continue to support the use of Base Camp, a web-based project management and collaboration tool</li> <li>• Research the potential use of SharePoint</li> </ul>	<ul style="list-style-type: none"> <li>• Improved communication among college stakeholders</li> <li>• Improved communication</li> </ul>	<ul style="list-style-type: none"> <li>• College Committees</li> <li>• Individual Committees or Groups</li> </ul>
PVC	Adopt and use standard tools and processes for IT-	Improved project	Dean of IT

<b>District-wide Strategy 7.2: Establish and implement a consistent district-wide project management process and systems with feedback loops to gather and disseminate information about project status.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	related project management	management	
RSC	<ul style="list-style-type: none"> <li>Continue to maintain and support the Rio Salado project management process, historically called the Rio Solutions Framework</li> <li>Provide dedicated project managers to facilitate activities and ensure open and clear communication for approved projects</li> <li>Continue to support and routinely update the internal employee facing website that lists all projects, their current status, and detailed information for anyone who would like to read it</li> </ul>	75% of all projects managed by the PMO will come in on time and on budget	<ul style="list-style-type: none"> <li>Jim Tierney</li> <li>Jim Tierney</li> <li>Jim Tierney</li> </ul>
SCC	<ul style="list-style-type: none"> <li>Continue leadership role with up-to-date project information and tasking</li> <li>Campus adoption that support administrative level decision-making and inter-campus sharing</li> <li>Development of business-related dashboard</li> </ul>	<ul style="list-style-type: none"> <li>Improve teamwork</li> <li>Improve teamwork</li> <li>Improved teamwork</li> </ul>	<ul style="list-style-type: none"> <li>Grant Gagnon</li> <li>Grant Gagnon</li> <li>Grant Gagnon</li> </ul>
SMC	Promote project management skills across the IT organization	Improved project management	Director of IT

<b>District-wide Strategy 7.3: Establish a district-wide framework for identifying, planning, delivering and supporting information and instructional technology infrastructure and services.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
MCC	<ul style="list-style-type: none"> <li>Establish a campus-wide framework and develop process for sharing information regarding</li> </ul>	Framework is established and process developed and	IT, CTL, Media, MCC Online, Digital Media

<b>District-wide Strategy 7.3: Establish a district-wide framework for identifying, planning, delivering and supporting information and instructional technology infrastructure and services.</b>			
<b>Site</b>	<b>Proposed Actions</b>	<b>Measurable Outcome</b>	<b>Responsible Party</b>
	infrastructure and services for wider adoption and discussion at the district level <ul style="list-style-type: none"> <li>• Establish a clear and consistent process from start to finish for identifying learning application needs</li> </ul>	successfully implemented.	Team
PVC	Assist in developing and conducting awareness-building campaign to educate others regarding Information Technology Infrastructure Library ITIL and its benefits	<ul style="list-style-type: none"> <li>• Help incorporate one or more sessions on ITIL in the IT track for the Teaching and Learning conference in May</li> </ul>	<ul style="list-style-type: none"> <li>• Dean of IT</li> </ul>
SCC	<ul style="list-style-type: none"> <li>• Hold monthly meetings of STAC &amp; iSTAC (strategic technology advisory committee &amp; instructional STAC)</li> <li>• Align the college technology plan with the district-wide technology plan</li> </ul>	<ul style="list-style-type: none"> <li>• Direct input into SCC and District-wide technology plans</li> </ul>	<ul style="list-style-type: none"> <li>• Dustin Fennell</li> <li>• Dustin Fennell</li> </ul>