Information Technology Strategic Plan

September 1, 2018 - August 31, 2021

Prepared by:
Paul Katchmar
Executive Director of Information Technology
and sanctioned by the Information Technology Council
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Introduction

This Information Technology Strategic Plan demonstrates Mohawk Valley Community College’s commitment to long-term planning within a wide range of technologies. The plan stipulates four connected levels of priorities:

- Strategic: Completion expected on the order of years.
- Operational: Completion expected on the order of months.
- Tactical: Completion expected on the order of weeks.
- Ad Hoc: Completion expected on the order of weeks or months.

**Strategic Priorities** are broad in nature and serve as the general framework for the development of yearly Operational Priorities. A small percentage of these priorities will change from year to year since completion is not expected in a one-year cycle. Assessments of these priorities are measured according to the success and/or completion of subordinate Operational Priorities.

**Operational Priorities** support the requirements of the Strategic Priorities. Project proposals where achievement failure would negatively affect a stated process, or are required to support higher strategic initiatives of the college shall be considered Operational Priorities. Initiatives for required governmental and/or contractual mandates shall also be stipulated as Operational Priorities.

These priorities change yearly and completion is expected within the first year of a three-year planning cycle. Year-one Operational Priorities are only stipulated if funding and/or resources are allocated and reserved. Completion of Operational Priorities are the leading measures influencing adherence to the Strategic Priorities.

Operational Priorities for the second and third years are for planning purposes and are contingent upon future resource allocations. Second and third year priorities could tend to be less specific, as they may deal with emerging technologies where technical or logistical details are still formulating.
Tactical Priorities may not exist during the strategic planning stages and formulation of this document. Development and completion of these priorities fall within the bi-weekly planning and labor iterations of the Information Technology Department. Completion of tactical priorities are the primary success indicators for meeting the objectives of Operational Priorities.

Ad Hoc Operational Priorities are additions to year-one priorities within this plan (after its adoption and publishing) that demonstrate the attributes of an Operational Priority. They are added at the discretion of the Information Technology Council and/or the Executive Director of Information Technology.
Mohawk Valley Community College
Charter Guidelines for Information Technology Council

Purpose Statement:
The purpose of the Information Technology Council is to develop, on a yearly basis, a three (3) year rolling Information Technology Plan at the College.

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<th>Membership</th>
<th>(Three (3) Academic Years)</th>
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<td>1.</td>
<td>Paul Katchmar, InfoTech, Chairman</td>
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<td>Colleen Cornmire, InfoTech, Admin</td>
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<td>Sergey Myalik, InfoTech, Help Desk</td>
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<td>Jason Yager, InfoTech, Network</td>
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<td>Nancy Wallace, President (5/21)</td>
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<td>Jim Lynch, VPLAA (5/20)</td>
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<td>Mike Pede, VPSA (5/21)</td>
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<td>10.</td>
<td>Amir Harbas, AVP Rome Campus (5/20)</td>
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<td>11.</td>
<td>Jennifer Fanelli, Futures Council (5/19)</td>
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<td>12.</td>
<td>Christine Miller, Senate Faculty Caucus (5/20)</td>
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Charter Sponsor
Thomas Squires, VPAS

Charter Contact
Paul Katchmar,
Executive Director of Information Technology

Timeline
Standing

DOES
Create, review and endorse the College’s Information Technology Strategic Plan.
Review significant technology investments and expenditures.
Recommend new or modified Information Technology services, projects or systems.
Review, approve and prioritize projects with an Information Technology component.
Research and develop long-term Information Technology strategic goals.
Research and develop Information Technology yearly operational priorities.
Make final recommendations to charter sponsor.

DOES NOT
Make final decisions; discuss personnel issues; discuss contractual issues.

GUIDING POINTS
• Keep the College mission front and center.
• Be creative and think big.
• Think about what is best for students.
• Represent all divisions of the College.
Information Technology Department

Staffing Structure

Information Technology Strategic Plan
Information Technology Department – Staffing Structure
Philosophies of the

Information Technology Department

Information Technology Strategic Plan
**Information Technology Department - Mission Statement**

The Information Technology Department provides students, faculty, and staff with computing, multimedia and telecommunication based-resources for the effective instruction of our students; and by which to record, manage, and report data related to student service, administrative, and financial transactions of the college.

**Information Technology Department - Vision Statement**

The Information Technology Department strives to equip faculty, staff, and students with up-to-date computer hardware and software that is evaluated on a regular basis for serviceability and effectiveness. We strive to provide computer resources with which students can learn, and our faculty and staff can perform their tasks with reliable technology and relevant support services.

**Information Technology Department - Guiding Principles**

As members of the Information Technology Department, we recognize that we are a Service Department. Services we provide are not only for our colleagues, College Departments or to our Students; but also to each other within our department. Each of us are responsible to first and foremost, provide assistance to our teammates. In doing so, each of us can be confident that we have a full team behind us for our day-to-day work. One should never feel alone on a project and should never hesitate to ask a teammate for assistance.

Job descriptions are a given reality and we each have defined job duties. But we believe that “other duties as defined” is just as important as our conclusively defined duties.

We strive to work in pairs or small groups, and routinely change and customize the makeup of these groups to match the stated project.
Planning Sequence

Timeline and Milestones

Information Technology Strategic Plan
Continual
Information Technology Council members work with their constituencies to determine technology initiatives to present to the council for consideration as Strategic or Operational Priorities.

February
Information Technology Council determines “pre-budget approval” Strategic and Operational Priorities for the next year’s Strategic Plan. (Required budgetary allocations shall be included in the Information Technology budget request process. Initial draft of next Strategic and Operational Priorities formulated. (Next plan effective the following September 1st)

Operational Priorities for year one of the current plan are assessed and adjusted for completion dates and/or continued relevance.

Ad Hoc Operational Priorities added for the current year (3rd and 4th quarters)

Operational Priorities for years two and three of the current plan assessed for continued relevance.

New Operational Priorities for years two and three of the current plan added, deleted of modified.

March 1
Semi-annual plan adjustments documented and republished.

August 1
Year One Operational Priorities finalized by Information Technology Council. New Council Members seated.

August 15
Proposed plan presented to President/Cabinet for modifications and endorsement.

September 1
Publish Plan.
2018 - 2021

Strategic Priorities

Information Technology Strategic Plan
I. Network Infrastructure
   1) Maintain and develop systems and hardware that support hard-wired data communications.
   2) Maintain and develop systems to provide connectivity between the Utica Campus and remote locations.
   3) Maintain and develop telephony systems for voice, video and facsimile.
   4) Maintain and develop systems for the connectivity of wireless devices.
   5) Maintain and develop email systems for Employees and Students.
   6) Maintain and develop systems to provide Emergency Communications Capabilities.

II. Administrative Technologies
   1) Maintain and develop systems to record, manage, and report data related to student service, administrative, and financial transactions of the college.
   2) Leverage 3rd party vendor and SUNY support partnerships.
   3) Continually assess, evolve and/or develop new systems for Students, Employees, Alumni and the Community; based on feasibility, planning and collaboration with college departments.

III. Data / Systems Redundancy, Security and Privacy
   1) Provide systems for robust Data Backup and Recovery.
   2) Maintain and develop systems and procedures to provide security and privacy.
   2) Annually review, update and publish the “Information Technology Procedures Guide” as MVCC Board of Trustees Policy 3.34.
   4) Maintain and develop redundancy for Data Storage and Systems.
IV. **Support Services**

1) Maintain and develop computer hardware, software, facilities and support that are consistent with requirements of faculty and instructional curricula.
2) Provide Information Technology Orientation and Help Desk Services.

V. **Staff Knowledge**

1) Conduct yearly review of Information Technology Job Descriptions for relevancy as applied to current and emerging technologies.
2) Document basic technical competencies for all Information Technology Job Descriptions.
3) Provide training in order to maintain basic technical competency levels as new software and systems become apparent.
4) Facilitate new growth and redundancy in staff knowledge via “pairs programming” and/or team-based problem solving and systems development.

VI. **Hardware Management**

1) Maintain computerized equipment inventory and replacement cycles.
2) Provide yearly budgetary information for new and replacement equipment.
3) Maintain four-year equipment replacement cycle for Academic Labs.
4) Maintain four-year equipment replacement cycle for Faculty/Staff Laptops.
5) Maintain seven-year equipment replacement cycle for faculty/staff desktops.
6) Maintain five-year replacement cycle for enterprise servers.
7) Maintain five year replacement cycle for data communications equipment.
8) Reallocate available equipment via replacement cycles.
9) Dispose equipment at end of usable life cycles.
2018 - 2019

Operational Priorities

Information Technology Strategic Plan
Tentative Completion Dates are within the following periods:

1st Quarter: 09/01/18 - 11/30/18
2nd Quarter: 12/01/18 - 02/28/19
3rd Quarter: 03/01/19 – 05/01/19
4th Quarter: 06/01/19 – 08/31/19

**PRESIDENT**

1st Quarter
Build Banner/Mongoose FTP Interface *(Text Messaging)*

2nd Quarter
Install High Capacity 802.11AC WiFi in selected Conference and Gathering Locations *(IT225, ACC116, ACC Commons, Theatre Green Room)*
Integrate Banner with OmniUpdate *(Faculty/Staff Directory)*
Migrate DesignWorks hosted Course Search to MVCC HW/SW for OmniUpdate Website
Research and Recommend CCED Class Registration Strategy / Software
Integrate Banner with OmniUpdate *(Course Catalog)*

4th Quarter
Implement Auto-Creation of Future-Year Contract Salaries in Banner-HR

**VICE PRESIDENT FOR LEARNING AND ACADEMIC AFFAIRS**

1st Quarter
Implement Banner / Degreeworks connectivity with Ad Astra
Install Axis-TV in Learning Commons (Two locations)

2nd Quarter
Install High Capacity 802.11ac WiFi in selected Academic Locations *(Learning Commons, IT116, IT117, IT119, Chemistry Lab, Cyber Security Labs)*
VICE PRESIDENT FOR STUDENT AFFAIRS

1st Quarter
Implement Banner-Payroll/Financial Aid/Workstudy Interfaces

2nd Quarter
Implement CBORD ResCenter System
Implement CBORD ResCenter Web Application Module
Implement Online Student Enrollment Verification via the National Student Clearinghouse
Research and recommend Banner/DegreeWorks Student Outcomes Tracking Strategy

3rd Quarter
Implement CBORD-ResCenter to CBORD Odyssey Interface

4th Quarter
Implement Banner to CBORD-Odyssey Interface (Student / Financial Aid, Bi-Directional)
Upgrade Degreeworks 4.x to Degreeworks 5.x
Implement SIRS Proxy Access

ASSOCIATE VICE PRESIDENT–WORKFORCE DEVELOPMENT / ROME

1st Quarter
Implement Zoom Video Conferencing Software
Install TV Signal in Fitness Center
Build Smart Classroom in PC241

2nd Quarter
Implement Payroll Authorization Workflow and Decertify SIAZCON
Install WiFi in Fitness Center
Install Dedicated WiFi in Conference Room
Upgrade Airframe & Power WiFi to 802.11AC
VICE PRESIDENT FOR ADMINISTRATIVE SERVICES

2nd Quarter
Install Axis-TV in Public Safety
Implement Time Clock Plus for Exempt Administrators and AMVA
Research and recommend Institutional Research Data Warehouse Strategies (including Graphical Dashboards)
Implement Alertus Emergency Notification System and Decommission Avaya Notification System
Modify MVCC ID Card and Sodexo Software to disable usage for Meal Plans and Hawk Dollars

3rd Quarter
Implement CBORD-Odyssey System
Implement CBORD-Meal Plan System (with Odyssey Interface)
Implement CBORD-Odyssey to BANNER Interface (Room and Board Charges)

4th Quarter
Implement CBORD-IDWorks System (Meal Plans and Hawk Dollars Constituents Only)
Implement CBORD Point-of-Sale Stations (HW/SW including Odyssey Interface)
Implement CBORD-Odyssey to Follett Bookstore Interface (Bi-Directional)
INFOtech (Help Desk)

1st Quarter
Replace Digital 3D Animation Lab Computers (AB265)
Institute Small Form Factor Laptop Loaner Service

2nd Quarter
Install Emergency & Technical Help Signs at all VOIP Wall Phone Locations

INFOtech (Network)

1st Quarter
Complete Full Replacement of Utica/Rome Phone System with Zone Dialing
Complete Full Replacement of Phone Administrative System
Upgrade Plumley to Airframe Metro Ethernet from 10MB to 100MB

2nd Quarter
Replace Call Pilot Voice Mail System with AVST and Visual Voice Mail
Upgrade Main MVCC Internet Service from 1GB to 5GB
Upgrade Utica/Rome Metro Ethernet from 100MB to 500MB
Upgrade Utica/Elizabeth Street Metro Ethernet from 10MB to 100MB

3rd Quarter
Administer Simulated Email Phishing Campaign

4th Quarter
Conduct Network Penetration Test
INFOTECH (Administrative)

1st Quarter
Implement BANNER8/BANNER9 Parallel Environment

2nd Quarter
Implement BANNER9 Exclusively. Decommission BANNER8
Convert Non-Baseline Banner8 Forms to ARGOS

3rd Quarter
Convert Nelnet Payment & Payment Plan Systems to Nelnet Enterprise System

INFOTECH (Self Directed Work Teams)

1st Quarter
Formulate and document 2018-2019 Equipment Allocation Plan
Implement Banner Z-Amanda Backup System
Hire Technical Assistant for Noon-8PM Help Desk Support

2nd Quarter
Expand Banner Disaster Recovery to Rome Campus Cloud
Implement HA-Proxy for Banner System(s) Load Balancing
Implement Centralized Imaging Server for Academic Labs
Implement Phone Notification Bridge for MVCC Crisis Response Team
Conduct Inventory of Information Technology Fixed Assets
Research and recommend Modified and/or Augmented Staffing Structure to support “Systems Middleware and Integrations”

2018 – 2019 Operational Priorities
Implement CBORD-Door Access Software for Residence Halls
Implement CBORD Event Management Module for DGV Events
Implement BANNER Xe as the new SIRS Self-Service Platform
Implement BANNER/ETHOS API Data Interface
Implement Nelnet Quick Pay integrated Credit/Debit Card Swipe Devices
Implement Student Class Scheduling on Mobile Devices
Implement Student Payments and Payment Plans on Mobile Devices
Implement automated Degreeworks Student Planner based Scheduling.
Research, recommend and implement as required CLEP Exams in Student Placement Testing Center.
Implement Virtual Desktop Infrastructure. (VDI)
Implement Virtual Network Infrastructure(s) (Device Awareness)
Implement Student Payments via Mobile Devices
Research, recommend Fabric Networking Strategies for potential implementation
2020 - 2021

Operational Priorities

Information Technology Strategic Plan
Research, recommend and implement as required NEXT-Gen Assessment in Student Placement Testing Center.

Implement Mobile App based Student Class Attendance

Provide software self-installment services.
**PRESIDENT**

_2nd Quarter Completion_
Implement Cornerstone Recruitment. *(Completed in 1st quarter)*

_3rd Quarter Completion_
Build/implement Course Assessment, data collection and reporting system. *(Moved from 2nd Quarter)*

Implement Cornerstone Onboarding. *(Completed in 2nd quarter for Students and Fulltime Employees)*

_4th Quarter Completion_
Convert all Advancement Office Constituent, Pledge and Payment Processing to Banner. *(Cancelled. Raisers Edge conversion project pending.)*

**VICE PRESIDENT FOR LEARNING AND ACADEMIC AFFAIRS**

_1st Quarter_
Implement EBook services. *(Completed and ongoing)*

_3rd Quarter_
Implement Banner CRN re-usage plan. *(No progress)*
Research and recommend Master Class Scheduling Software. *(Moved from 2nd quarter)* *(Ad Astra Software contract signed on 05/21/18)*
Integrate Starfish Daily Attendance with Banner Last Date of Attendance Process. *(Moved from 2nd quarter)* *(BANNER integration completed and deferred to implementation process/team.)*
**VICE PRESIDENT FOR STUDENT AFFAIRS**

1st Quarter
Build/implement - Online Accommodative Testing, Reservation System.  
(*Completed in 2nd quarter*)

Provide data for Lean Six Sigma Analysis of Financial Aid Award Letter Process.  
(*Completed*)

2nd Quarter
Replace Utica ID Card System.  (*Completed*)

3rd Quarter
Implement Banner 9 – Student Class Scheduling.  
(*No progress. Awaiting SICAS release of SFAREGS)(Defer to 2018-2019*)

Implement SIRS Proxy Access. (*No progress. Defer to 2018-2019*)

Implement Banner 9 – Student Attendance. (*Moved from 1st quarter*) (*Completed*)

Implement Banner 9 – Grade Entry. (*Moved from 1st quarter*) (*Completed*)

4th Quarter
Implement Banner Student Outcomes Tracking. (*Defer to 2018-2019*)
Build / Implement - Health Care, Career Advisement System. (*Cancelled. Lack of mandate.*)

**VICE PRESIDENT FOR ADMINISTRATIVE SERVICES**

1st Quarter
Implement Residence Hall, Emergency Notification System. (via NYAlert) (*Completed*)

2nd Quarter
Convert Vehicle Registration/Ticketing System to ARGOS. (*Completed*)
Research and recommend Security Camera(s) Replacement Plan. (*Completed*)

4th Quarter
Build/implement beta system for web based, FT Employee Time Entry.  
(*Canceled in lieu of Time Clock Plus project*)

**ROME CAMPUS**

2nd Quarter
Replace Rome ID Card System. (*Completed*)

Appendix A – 2017-2018 Operational Priorities - Status
NOTE: The following are 2017-2018 Ad Hoc Operational Priorities (Added after initial yearly Plan Publication)

**PRESIDENT**

4th Quarter
Create Center for Leadership Excellence Database and convert legacy data (added 02/09/18)
*Incremental work completed. Project tabled per stakeholder request.*

**VICE PRESIDENT FOR LEARNING AND ACADEMIC AFFAIRS**

4th Quarter
Build new Art/Illustration Computer Lab in AB267 via relocation of AB136 (added 02/23/18)
*(Completed)*

**VICE PRESIDENT FOR STUDENT AFFAIRS**

4th Quarter
Implement (via Ellucian Consulting) Student Work-study Payroll / Financial Aid Interface (added 04/18)
*(Ellucian consulting and technical requirements completed. Defer to Financial Aid/Payroll for logistics and implementation)*

Convert Placement Testing System for new testing and cutoff scores. (Added 04/25/18)
*(Completed)*

Build and implement Prison Program Data Metrics System (added 02/09/18)
*(Completed)*

**VICE PRESIDENT FOR ADMINISTRATIVE SERVICES**

3rd Quarter
Convert NY-Alert System to Everbridge Software System (added 02/23/18) (Completed)

Implement Campus Crisis Team – Telephone Conference Bridge (added 02/23/18)
*(Deferred to 2018-2019)*

4th Quarter
Implement Time Clock Plus Software System for AMVA and Exempt Employees.
*(Added on 02/23/18)*
*(Project under implementation. Deferred for 2nd QTR 2018-2019 completion)*

Conduct BANNER9 Navigation Training in Pre-Production (added 05/13/17)
*(Completed)*

**ROME CAMPUS**

None.

**INFOTECH (Help Desk)**

None.
INFOTECH (Network)

3rd Quarter
Replace Axis-TV Media Players (Added 02/23/18)
(Completed)

Replace Data Center Uninterruptable Power System Capacitors
(Added 02/23/18) (Completed on 05/16/18)

4th Quarter
Upgrade VOIP Telephone System (Added 02/23/18)
(Deferred to 2018-2019 1st QTR Completion)

Replace Voice Mail Hardware and Software (Added 02/23/18)
(Deferred to 2018-2019 2nd QTR Completion)

Replace Phone System, Administrative and Call Reporting Software (Added 02/23/18)
(Deferred to 2018-2019 1st QTR Completion)

Implement Phone/Email Unified Messaging System (Added 02/23/18)
(Deferred to 2018-2019 2nd QTR Completion)

Implement Phone System Zone Dialing (Added 02/23/18)
(Deferred to 2018-2019 1st QTR Completion)

Renegotiate all Network Broadband contracts where possible (Added 04/18)
(Deferred to 2018-2019 1st QTR Completion)

INFOTECH (Administrative)
None.
INFOTECH (Help Desk)

1st Quarter
Install Windows10 / MS–Office 2016 in Academic Labs. (Completed)
Upgrade Streaming Video System. (Ensemble) (Completed)
Retrofit 100 Academic Lab Computers with Solid State Hard Drives. (Completed)
Retrofit 80 Laptops with Solid State Hard Drives. (Completed)

3rd Quarter
Implement MS-Windows, SCCM and de-support Symantec Ghost. (Deferred to 2018-2019)

4th Quarter
Retrofit 450 Academic Lab Computers with solid-state hard drives. (100 Open Lab Computers completed. Remaining not completed due to funding)

INFOTECH (Network)

1st Quarter
Build new AB202 & AB204 Locations. (Completed)

2nd Quarter
Research and recommend email archival system. (Completed)

3rd Quarter
Replace Utica Data and Telecommunications Network. (Ongoing. Completion moved from 2nd quarter)
(Ongoing. Final completion moved to 4th quarter)

4th Quarter
Upgrade student email to MS-Exchange 2016. (Moved from 2nd quarter) (Completed)
Upgrade employee email to MS–Exchange 2016 (Moved from 2nd quarter) (Completed)
Conduct Network Penetration Test. (Moved from 2nd quarter) (Defer to 2018-2019 due to staffing/resource prioritization)
Replace Utica Data and Telecommunications Network. (Completed)
INFOTECH (Administrative)

1st Quarter
Remove access to Banner records using Social Security Numbers. *(Completed)*

2nd Quarter
Upgrade Cold Fusion Server. *(Completed)*
Research and recommend Online Analytical Processing Software. *(Completed)*

INFOTECH (Self Directed Work Teams)

3rd Quarter
Research and recommend Systems / SSO Portal Technology. *(Moved from 2nd quarter) (Completed)*
Research and recommend Google Software Usage *(Moved from 2nd quarter) (Completed)*
Research and recommend Course Catalog Management Software. *(Completed)*

4th Quarter
Research and recommend - Banner to ITEC Cloud Conversion Plan *(Completed)*
Conduct “Safe Computing Training” for Employees. *(Moved from 2nd quarter to 3rd / 4th quarter) (Deferred to 2018-2019)*
APPENDIX B

2016-2017
Operational Priorities
Status

Information Technology Strategic Plan
Finalize Equipment / Technologies / Support for new Rome Campus Location  
*Completed.*

Desktop / Laptop Equipment Replacement Cycles  
*Completed.*

Enterprise Server Equipment Replacement Cycles  
*Completed.*

Bring Learning Commons Technologies Online  
*Completed.*

Complete Disaster Recovery / Data Replication Phase I (Double Redundancy)  
*Completed.*

Obtain Data Breach Insurance  
*Completed. September 2107*

Provide Bring Your Own Device “BYOD” Printing  
*No progress. Lack of mandate.*

Convergence of Photocopi ers and Printers (Conduct printer audit)  
*Completed.*

Enterprise Print Management Software (Finalize Papercut Implementation)  
*Completed.*

Virtual Server Infrastructure Hardware Upgrades  
*Completed.*

Finalize Rome Campus Network Expansion for new locations  
*Completed.*

Installation of Cisco Video Conferencing System – Utica & Rome  
*Completed.*

Installation of new Rome Campus Video Surveillance System  
*Completed.*

RAVE Phone App Implementation for Emergency Notifications  
*Not completed. Installation attempted but did not meet requirements. Project cancelled in lieu of exclusive use of NY Alert.*
Implement RAVE Phone Conference Bridge for Crisis Management  
*Not completed.  RAVE project cancelled.*

Evaluate / Configure ANS Emergency Alert System  
*Completed.*

Operating System Upgrades where “End of Life” Support  
*All systems completed except Telephone System Server.*

VOIP Phone Server Windows OS Upgrade  
*Not completed due to delay in Utica Network upgrade and funding not available. Rescheduled for 3rd quarter of 2017-18.*

Install, test and/or implement Banner Xe Grade Reporting Module  
*Not completed due to SUNY ITEC delays. Rescheduled for 1st quarter of 2017-18.*

Install, test and/or implement Banner Xe Student Attendance Reporting  
*Not completed due to SUNY ITEC delays. Rescheduled for 1st quarter of 2017-18.*

Starfish Early Alert System – Final Implementation  
*Full implementation not completed. Rescheduled for 1st and 2nd quarters of 2017-18.*

Implement Beta Test for Online Time Entry of FT Employees  
*Not completed. Programming resources reprioritized to implement HR-Cornerstone.*
Finalize MMR – Conversion from Local Programming to Banner Baseline

Completed.

Cornerstone Employee Recruiting / Onboarding System Implementation

Initial implementation completed. Final implementation(s) to be completed in 1st and 2nd quarters of 2017-18.

Argos 32 to 64 Bit Software Conversion

Completed.

Financial Aid MS-Access to Argos Conversion

Not completed. Lack of mandate.

Implement Follett Discover System

Completed.

Complete Banner Data Overhaul to line up with Academic Redesign

Completed.

Compile Banner Documentation for Non-Info-Tech Processes in MVPedia

Incremental progress and ongoing.

Explore / recommend solutions to lesson / eliminate multiple end-user accounts for disparate systems


Replace Utica Telecommunications Switch Gear

Not completed due to OGS State Contract complications. Project completion rescheduled for 2nd quarter of 2017-18.

Establish formal mechanism(s) to manage current and future “Phone Apps”


Conduct Beta Testing of Microsoft Deployment Toolkit in a Windows10 Environment

Incremental progress. Production possibility scheduled as 2018-19 Operational Priority.

Replace and/or upgrade Utica and Rome WiFi Infrastructure

Rome project completed. Utica project scheduled for 2nd and 3rd quarters of 2017-18.

Implement MS-Windows Exchange Unified Messaging

Not completed. Rescheduled to 3rd quarter of 2017-18 in conjunction with the implementation of the new VOIP Phone system.

Decommission Avaya Call-Pilot Software

Not completed. Rescheduled to 3rd quarter of 2017-18 in conjunction with the implementation of the new VOIP Phone system.