

Information Technology Services Plan 2017-2020

Goals, Objectives and Action Items

| Academic Support | |
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| GOAL: Support faculty and students by delivering the technology, systems, and tools necessary to enable accessible academic innovation in instructional delivery, learning, and research. | |
| OBJECTIVES | ACTION ITEM |
| 1. Ensure resources are available for technology requests | Create governance model and technology request process with TAC |
| 2. Update departmental computer lab hardware | Apply computer replacement cycle to lab computers across all departments |
| 3. Student access to appropriate software and tools | <ul style="list-style-type: none"> • Improve process for O365 account access • Improve process for computer lab updates |

| Administrative Use of Data | |
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| GOAL: Provide operating efficiencies by developing and maintaining the appropriate technology, systems, and tools for administrative offices and programs in a cost effective manner. Provide access to accurate and consistent data, supporting decision-making and continuous quality improvement. | |
| OBJECTIVES | ACTION ITEM |
| 1. Integration of third party systems | Work with departments and divisions to integrate 3 rd party system with Colleague |
| 2. Colleague end user enablement | Continue to improve procedures for training and supporting Colleague and CROA users |
| 3. Efficient sharing of files and documents online | Work with end users to identify document/content management solution |

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| 4. Faster access to critical data | Identify critical systems; ensure appropriate network and server resources are allocated to these systems |
| 5. Create intranet for internal documents and processes | <ul style="list-style-type: none"> • Identify internal content and processes on web site • Identify intranet solution; work with departments and divisions to migrate data and processes to new system |
| 6. Increase student access to Colleague information | Implement self-service and student portal |

Customer Service
GOAL: Provide information technology products and services that meet the needs of Linfield College and achieve superior customer service responsiveness and satisfaction.

| OBJECTIVES | ACTION ITEM |
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| 1. Proactive, customer service oriented IT staff | Reorganize Support team; continue to foster culture of customer service |
| 2. Streamline customers service support with tracking and automation | Utilize Samanage to improve support processes; set objectives, measure and review |
| 3. Measure and increase customer satisfaction | Implement customer satisfaction survey in Samanage; set objectives, measure and review |
| 4. Ensure appropriate technology investments are being made across campus | Create governance model and technology request process with TAC |

Infrastructure
GOAL: Maintain a robust and reliable information technology infrastructure with current computing equipment and high quality systems and services for faculty, staff, and student use.

| OBJECTIVES | ACTION ITEM |
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| 1. Ensure up to date network and server hardware | <ul style="list-style-type: none"> • Complete deployment of new network hardware • Plan for data center replacement |

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| | <ul style="list-style-type: none"> Plan for VoIP |
| 2. Network scalable as bandwidth needs increase | Request funding for redundant circuit in McMinnville and internet circuit for Portland; consider redundant private line between Portland and McMinnville |
| 3. Wider coverage of wireless access | Complete wireless installation in residence halls |
| 4. Future-proof network design (VoIP/IPTV) | Work with consultant to create network design capable of supporting increased network utilization |
| 5. Standardized and current end user hardware | Continue to improve process for computer hardware replacement |

Security

GOAL: Protect the confidentiality, integrity and availability of the College's information systems.

| OBJECTIVES | ACTION ITEM |
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| 1. Ability to detect/prevent external intrusions | Secure funding for regular vulnerability scanning; identify and implement logging solution |
| 2. Established procedures for disaster recovery | Create ITS incident response and disaster recovery plans |
| 3. Processes/standards for business continuity | <ul style="list-style-type: none"> Work with campus constituents to create business continuity plan Work with Data Governance team to create data retention policy |
| 4. Increased control over LAN, wireless and data access | <ul style="list-style-type: none"> Deploy 802.1x – Cisco ISE solution Work with Data Governance team to identify critical data elements and create security policy |
| 5. Established procedures for change management | Create change management control policy |
| 6. Patch management process/standards | Create patch management policy |

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| 7. Security education for end users | Design security education program for end users |
| 8. Decrease downtime of network and servers | Define uptime goal; create infrastructure capable of meeting goal |
| 9. Increased reliability of server backup solution | Ensure critical systems are backed up appropriately; create backup policy |
| 10. Redundancy and failover for all systems | Define uptime for critical systems; create failover redundancy |
| 11. Cross-training/staff redundancy | Restructure ITS to cover critical areas; provide training to staff |