

# COCC ITS Department

## Master Plan Overview



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**... and how do we get there?**



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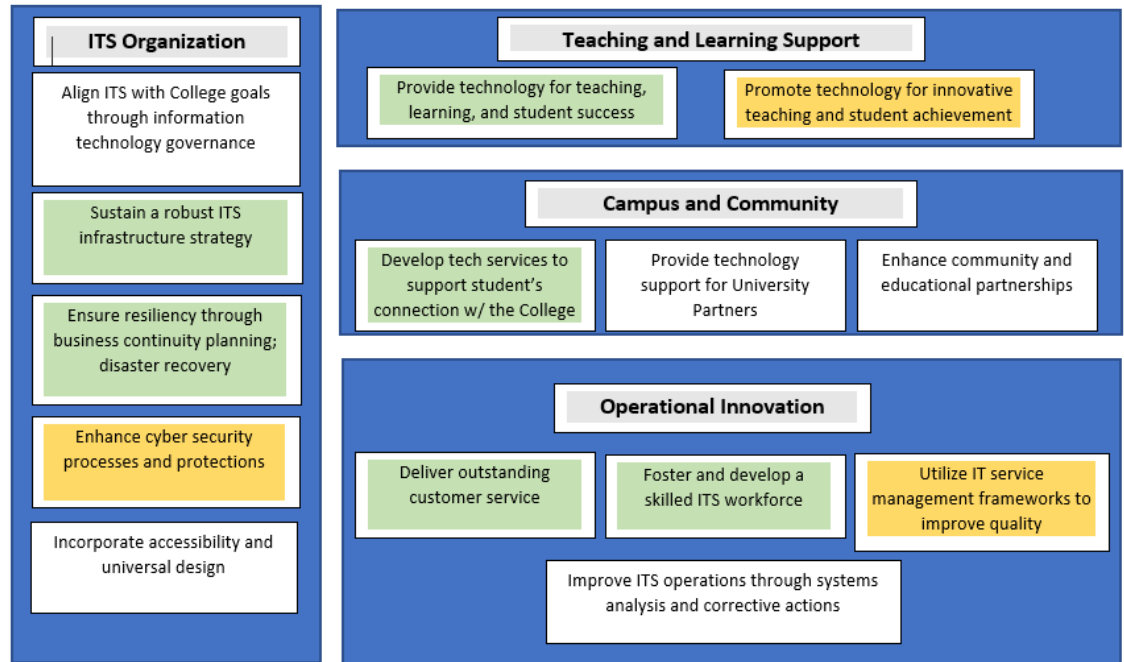
# ITS Master Plan

<https://www.cocc.edu/departments/its/cocc-its-master-plan.aspx>

## Four main themes:

- ❑ Teaching and Learning Support
- ❑ Campus and Community
- ❑ Operational Innovation
- ❑ ITS Organization

**16 Goals in total.**



Key: GREEN: Top Priority Themes

YELLOW: Supporting Themes

WHITE: Themes w/o activities



# 2021 – 2022 ITS Master Plan Goals

## Teaching and Learning Support

- Primary goal: Provide technology for teaching, learning, and student success
- Subordinate goal: Promote technology for innovative teaching and student achievement

## Campus and Community

- Primary goal: Develop tech services to support student's connection with the college

## Operational Innovation

- Primary goal: Deliver outstanding customer service
- Primary goal: Foster and develop a skilled ITS workforce
- Subordinate goal: Utilize IT service management frameworks to improve quality

## ITS Organization

- Primary goal: Sustain a robust ITS Infrastructure strategy
- Primary goal: Ensure resiliency through business continuity planning/disaster recovery
- Subordinate goal: Enhance cyber security processes and protections

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## Focusing on 6 of these 16 Goals for FY '21 – '22:

1. Provide Technology for teaching, learning and student success
2. Develop technology services to support a student's connection with the college
3. Deliver outstanding customer service
4. Foster and develop a skilled ITS workforce
5. Sustain a robust ITS infrastructure strategy
6. Ensure resiliency through business continuity planning and disaster recovery

### *Subordinate Goals (3)*

- Promote technology for innovative teaching and student achievement
- Utilize IT service management frameworks to improve quality
- Enhance cyber security processes and protections



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*This past year we worked in groups to come up with best practices in support of these goals and then we identified activities that supported these best practices.*

## ***Example of this work:***

**Goal:** Sustain a robust ITS infrastructure strategy.

**Best Practice:** Follow an industry recommended lifecycle replacement schedule.

**Supporting Activity:** Replacing staff and faculty desktop computers every four years.



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## Provide technology for teaching, learning and student success:

- Ensuring proposed technology solutions meet the needs of both our staff and students.
  - The recent round of discussions with Culinary would be a good example.
  - MS Office 365 Teams implementation for use by staff and faculty.
- Budgeting to ensure we have the financial resources available when needed.
- Planning technology implementations to ensure campus-wide adoption.
- Partnering more with eLearning
- Operating a minimum of one (1) Drop-in Computer Lab per campus.
- Scheduling lab hours and attendant hours to maximize viable service window for students.
- Being available for student and faculty questions
- Having the right tools, equipment, and software available in Drop-in Lab
- Providing tech support for Microsoft Teams for faculty and staff
- Staying up to date on emerging technologies for online teaching/learning.



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## **Develop/deliver technology services to support student's connection with the college:**

- Staying current on best practices for educational computer labs and student resources.
- Researching and deploying options to modernize student technology support.
  - Computer Labs: Layout, equipment, comfort
  - One stop support “shop”
  - Advertising and utilizing the Mobile App for student engagement.
- Providing access to the software and hardware students might need for their classes.





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## Deliver outstanding customer service:

- Responding to requests for service promptly.
  - Answering helpdesk phone line within 2 rings during business hours.
  - Staffing at least one person in PIO 106 at all times during business hours.
- Asking relevant questions and setting customer expectations.
- Understanding the bigger picture/seeking to improve a process rather than reactive fix it ... giving the end-user options.
- Communicating in a courteous, professional manner at all times.
- Following up with customers to ensure satisfactory resolution.
- Surveying user after the ticket has closed; general questions with easy, 1-5 star answers.
- Tracking service quality with measurable metrics.
- Training to refresh skill.
- Ensuring internal communication between teams is ongoing and that there is cohesive effort to resolve an issue as an ITS “team” without passing issues from team to team.



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## Foster and develop a skilled ITS workforce:

- Ensuring all staff have training opportunities and resources made available to them.
  - Taking an inventory of current skills for each staff member.
  - Determining a training plan for the upcoming year with specific classes.
- Review staff training and progress during annual review.
- Requiring a set number of hours for continuing education.
- Staying current on student needs.
  - Training on new technologies and processes.
- Encouraging communication, asking questions, and providing input.
- Process to hire new employees with the “right” skillset for the open position or are you looking to ensure you hire new employees that are the right “fit” for an open position?



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## Sustain a robust ITS infrastructure strategy :

- Following an industry recommended lifecycle replacement schedule.
  - *Replacing staff and faculty desktop computers every four years.*
- Review system specifications for staff and student PC's to ensure they meet their needs without under/over-performance (real world use).
- Performing routine preventative maintenance on all infrastructure equipment.
- Performing routine preventative maintenance on all building equipment.
- Performing all recommended patches and updates in a timely fashion.
- Budgeting yearly dollar amounts that teams can depend on to plan lifecycle replacements.
- Employing a trained and motivated staff
- Staying current on student technology needs
- Be involved in other ITS projects and discussions
- Ensure underlying operating systems and databases are current and supported.



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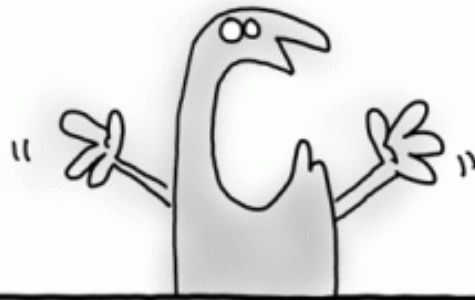
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## **Ensure resiliency through business continuity planning; disaster recovery:**

- Creating and maintaining a thorough business continuity plan.
  - Annual leadership review of current Business Continuity Plan.
  - Annual review of Business Continuity Plan with ITS Department.
- Being prepared to provide services under unusual conditions.
- Updating and creating work-safety documentation and procedures as needed.
- Training and preparing staff for possible upcoming difficulties.
- Provide and review full Business Continuity plan for department review biannually.
- Ensuring cross-training and named back-up for each position.



# Now What?!!



**... regularly refer back to these six goals and the best practices we came up with to help ensure our planned activities are in alignment.**



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