

# Information Technology Services Plan 2017-2020

## Goals, Objectives and Action Items

Academic Support	
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"> <li>• Improve process for O365 account access</li> <li>• Improve process for computer lab updates</li> </ul>

Administrative Use of Data	
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 <sup>rd</sup> 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

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"> <li>Identify internal content and processes on web site</li> <li>Identify intranet solution; work with departments and divisions to migrate data and processes to new system</li> </ul>
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
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
1. Ensure up to date network and server hardware	<ul style="list-style-type: none"> <li>Complete deployment of new network hardware</li> <li>Plan for data center replacement</li> </ul>

	<ul style="list-style-type: none"> <li>Plan for VoIP</li> </ul>
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
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"> <li>Work with campus constituents to create business continuity plan</li> <li>Work with Data Governance team to create data retention policy</li> </ul>
4. Increased control over LAN, wireless and data access	<ul style="list-style-type: none"> <li>Deploy 802.1x – Cisco ISE solution</li> <li>Work with Data Governance team to identify critical data elements and create security policy</li> </ul>
5. Established procedures for change management	Create change management control policy
6. Patch management process/standards	Create patch management policy

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