



ORANGE COUNTY COMMUNITY COLLEGE

SUNY Orange: IT Governance Information Technology Master Plan – FY 06-07 Status Update

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SUNY Orange

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Executive Summary

This document is used to describe the IT Master of SUNY Orange for the following Academic/Fiscal Years:

1. 2006-2007
2. 2007-2008
3. 2008-2009

The SUNY Orange IT Master Plan represents a three-year view of the college's high level Information Technology (IT) goals and objectives. It will be updated annually to reflect both the emerging requirements of the SUNY Orange Community and status of projects in progress. This will ensure that the IT goals and objectives identified stay closely aligned with the college's vision, mission and values and supports the Academic, Enrollment, Development, Facilities and CAPE Master Plans, as well as to address Middle States requirements.

It is important to note that this document will list IT related projects currently underway for justification/prioritization. All IT goals, objectives and projects documented and contained herein will be relevant to the themes outlined in the Orange County Community College – STRATEGIC PLAN (2005), as follows:

- Improve students' persistence and academic success so that their experiences at the College will be richly rewarding;
- Provide opportunity for all citizens by expanding the variety of programs and services through improved geographic accessibility; a
- Increase the effectiveness of all College operations in order to fulfill our promise to use public resources more efficiently.



Technology Vision for SUNY Orange

The Information Technology of SUNY Orange is leading edge and supports teaching and learning environments everywhere/anytime with what is termed as “eLearning^[1]”, which has the following attributes:

- **Supports** ...quality teaching and learning communities;
- **Learning** ...skills, knowledge, attitudes for success;
- **Environments** ...enabling effective learning accessible to all;
- **Everywhere** ...students learn in local and global environments;
- **Anytime** ...in a person’s day, career, and life.

The Information Technology at SUNY Orange supports the day to day needs of organizational constituents in terms of:

- **De-centralized access:** To provide access and support to information, anytime/anywhere, to all college students, faculty and staff for their day-to-day needs and decision making processes.
- **Centralized Administration:** To effectively and efficiently provide and support information management solutions for any and all organizational functions. All organizational applications meet the operational, managerial, and strategic information needs of the person, unit, department and institution. All IT hardware, software and services are safe, accessible, and reliable/continuous..
- **Future Growth:** To be flexible and adaptable, being able to integrate all organizational systems and applications in order to meet future IT & information access demands.

[1] eLearning: also known as [Distributed Learning \(DL\)](#), which encompasses learning across the entire time/place spectrum

IT Master Plan GOALS

1. Enhance and continually upgrade the technological environment in support of the organizational mission, divisions, units and departments.
2. Managed and measured IT as per the latest best practices, methodologies, processes and procedures.

(These include CMM – Capability Maturity Matrix and COBIT- Control Objectives for Information and related Technology) ^[2].

3. Provide optimized information access that is safe and secure, available anytime, anywhere.
4. Support flexible and adaptive future growth.

(To be flexible and adaptable, being able to integrate both academic technology and applications with non-academic (administrative) technology and applications in order to meet future information access demands).

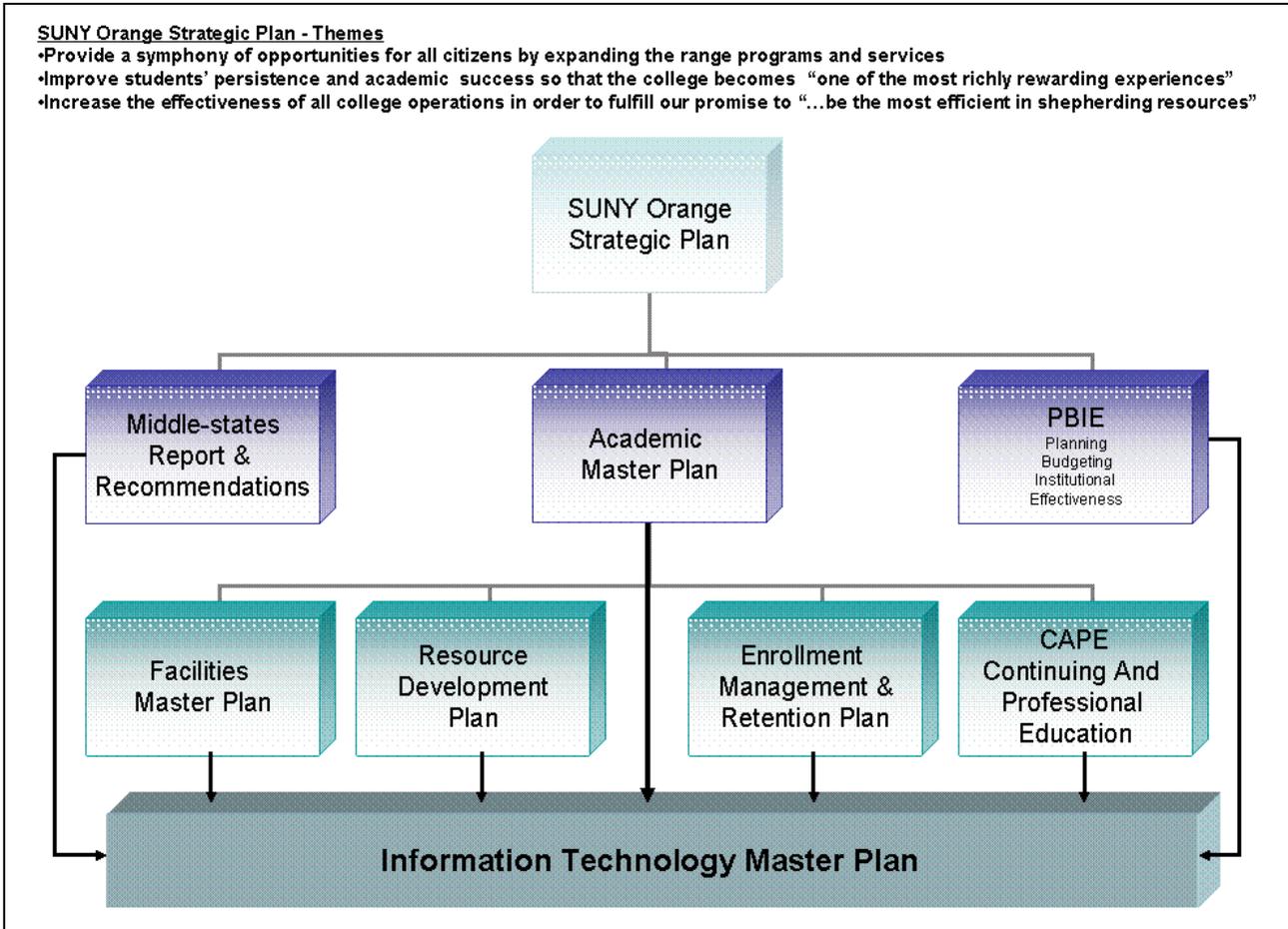
5. Establish/foster internal and external partnerships and collaborations.
6. Maximize fund/revenue streams.

[2] CMM (Capability Maturity Matrix) is described in more detail in section 1-b-2: Current IT Environment of this document. COBIT information is defined in more detail in Appendix D of this document



IT Master Plan – Foundational to the Organization

As illustrated below the IT Master Plan is foundational to all that SUNY Orange will be doing into the future. The chart illustrates how other plans developed influenced the creation of the SUNY Orange IT Master Plan.



Audience

This document is written for the SUNY Orange community. Please note that any reference to “IT” or “Information Technology” is generally defined as that information technology that is used throughout SUNY Orange. “ITS” or “Information Technology Services” refers to the ITS Dept. of SUNY Orange.

Your Comments are Welcome

The SUNY Orange CC College ITS Dept and IT Governance Committee values and appreciates your comments as a user and reader of this document. As we write, revise, and evaluate this document, your comments are the most valuable input we receive. If you would like to contact us regarding comments and suggestions on future releases of this document, then please use the following address, email or telephone numbers:

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1 – IT Master Plan GOALS & Objectives – Detail

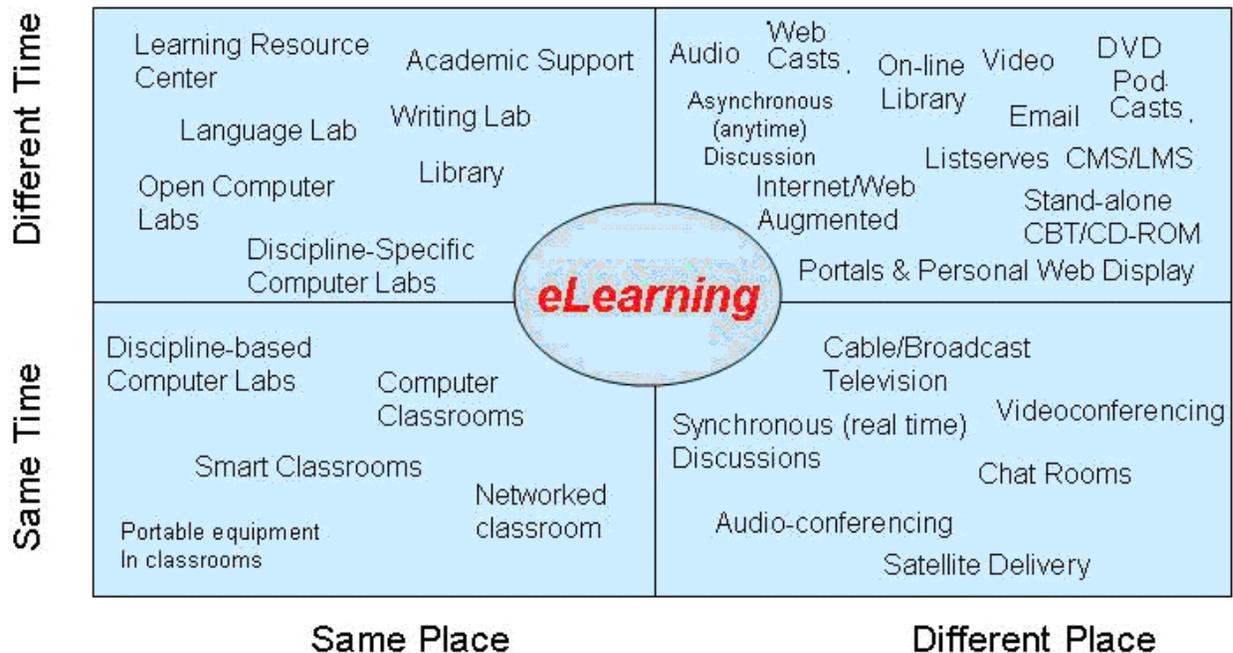
1. Enhance and continually upgrade the technological environment in support of the organizational mission, divisions, units and departments.

Objectives:

- a. Develop a dynamic planning process for proper utilization of all organizational technology.
- b. To provide the IT infrastructure and support the development, deployment and monitoring as per the Distance Learning Plan of SUNY Orange [3].

[3] A 3-5 year plan as developed by SUNY Orange Instructional Technology constituents and in relation to the Instructional Technology Grid. This grid illustrates when certain technologies are utilized either inside a classroom (same place) vs. outside of the classroom (different place) AND if the technologies are to be used in real-time requiring a student to be present (same time) or if the student does not need to present and can use at his/her discretion (different time).

Instructional Technology Grid



- c. Support the technology behind teaching and learning that is pedagogically driven. The support services would be broad for web enhanced, hybrid and fully on-line courses. It is envisioned that all SUNY Orange courses will have a web presence easily accessible by students. Develop support services that help faculty and others involved in the academic mission of the organization integrate information technology into instruction.
- d. Migration from analog A/V (audio visual) technologies to all digital A/V technologies.



2. Managed and measured IT as per the latest best practices, methodologies, processes and procedures.

(These include CMM – Capability Maturity Matrix and COBIT – Control Objectives for Information and related Technology)

Objectives:

- a. Information Technology related projects will be delivered on time, on budget with agreed upon results.
 - b. Enable all college/university constituents (students and employees) to develop the skills to effectively apply Information Technology.
 - c. It will be required that maximized Information Technology availability be the norm so as to meet service requirements and/or service level agreements (SLA).
 - d. Information Technology data/information will be clearly defined, easily accessible, appropriately timed, consistent and integrated across all areas of the organization so as to enable all campus constituents to make timely, effective and efficient decisions.
 - e. Establish metrics so as to define, control, measure and improve all Information Technology services via monitoring and benchmarking with surveys and assessments.
 - f. Information Technology will provide for both the reduced manual/paper processes and the redundancy of information sources (for access from and input to administrative applications).
 - g. Information Technology Documentation Library established for proper Information Technology management and change control.
3. Provide optimized information access.

(Optimized information access that is safe and secure, available anytime, anywhere).

Objectives

- a. Will be from anyplace/anytime, decentralized, AND aid in the timely, efficient and effective decision making processes.
- b. Will be through a safe, secure, reliable and available common user interface, where the common user interface will be the single point of entry and where the single point of entry will guarantee both the quality of information accessed and the quality of data input into all organizational applications (academic & administrative) with optimal access, utilization for the most efficient/effective operations.
 - i. Establish/implement Information Technology Security Plan
 - ii. Establish/Implement Business Continuity Plan (BCP)
 - iii. Establish/Implement Disaster Recovery Plan (DRP)



- iv. Establish/Implement Centralized Administration as per CMM & COBIT: To effectively and efficiently provide and support information technology management solutions for any and all organizational technology initiatives. All Information Technology will meet the operational, managerial, and strategic information needs of the unit, department and institution.

4. Support flexible and adaptive future growth

(To be flexible and adaptable, being able to integrate both academic technology and applications with non-academic (administrative) technology and applications in order to meet future information access demands).

Objectives

- a. Fully integrated data center using common hardware and software.

5. Establish/foster internal and external partnerships and collaborations.

Objectives:

- a. Establish (internal) Working Partnerships: Academic Affairs
- b. Establish (internal) Working Partnerships: Student Development
- c. Establish (internal) Working Partnerships: Institutional Advancement
- d. Establish (internal) Working Partnerships: Administrative Depts.
- e. Establish (internal) Working Partnerships: Student Clubs (Marketing, Accounting, Computer, etc.).
- f. Establish (external) Working Partnerships: OU-BOCES; Orange County; K-12 Orgs.
- g. Establish (external) Working Partnerships: Telecomm, RFP Vendor of Choice (2006 – TBD)
- h. Establish (external) Working Partnerships IBM/CDWG
- i. Establish (external) Working Partnerships SUNY (SICAS/ITEC)
- j. Establish (external) Working Partnerships ORMC
- k. Establish (external) Working Partnerships OUR – Orange, Ulster, Rockland – EPP (Emergency Preparedness Program)

6. Maximize fund/revenue streams

Objectives:

- a. Right Sizing – Consolidate IT Budget Lines and/or move purchasing priorities to IT Governance/PBIE.
- b. Revenue Diversity so as to reduce the overall risk in budget dependencies via:
 - i. Technology Fee yearly increments
 - ii. Internal IT Budget Savings
 1. Capital Budget
 2. Operational Budget
 - iii. Grant Writing (goal 5%-10% per year of allocated budget)
 - iv. Fund Raising/Raffle
 - v. Alternative Revenue Generation – Affinity Programs



1. Cell Phone
2. Internet Services

NOTE: The goals previously identified will be referred to throughout the remainder of document by their numerical designation.



2 – Current IT Project Plan(s) – FY 06-07

Gaps are defined as the differences between the sections articulated in the SUNY Orange IT Master Plan section “1-b: Current Situation” and the “3-a: IT Master Plan GOALS” with Current Projects underway to bridge the gaps, for each year of the 3 years stated that the IT Master Plan Covers.

The Current Projects list will be updated semi-annually with a periodic status of the Current Projects to all College constituents.

The following table illustrates the project status for FY 06-07 and plans for FY 07-08:

(Key: **Green**: Completed FY 06-07; **Yellow**: In Progress – FY 07-08 plan; **Red**: After FY 07-08)
(NOTE: ALL sub-projects under the main “Banner” project heading will continue in FY 07-08)

Project Name	FY Due	STATUS
1. Banner		
a. Portal	01/2007	Green
b. Finance	09/2006	Green
c. Financial Aid	04/2007	Green
d. HR	01/2009	Red
e. Student		
i. Admissions	10/2006	Green
ii. Recs & Reg	04/2007	Green
iii. AR/Cash Rcv	04/2007	Green
f. Advancement	07/2008	Yellow
g. ODS	04/2007	Green
h. EDW	04/2008	Yellow
i. Data Conversion	On-going Throughout Banner project	Yellow
j. Data Center HW/SW	On-going Throughout Banner project	Yellow
2. Document Imaging	08/2007	Green
3. Novell Upgrade	12/2007	Yellow
4. Blackboard Migration To Angel		
a. Phase I – Summer	08/2007	Green
b. Phase II – All	05/2008	Yellow
5. Network Upgrade		
a. Address Current Issues	12/2006	Green
b. Upgrade to 1Gb/10Gb	03/2007	Green
c. Wiring Infrastructure	08/2007	Yellow
6. Consortium		
a. Video Conf. Room	08/2007	Green
b. Network Upgrades	08/2007	Green
c. Smart Class Rooms	08/2008	Yellow
d. Cyber-Security	08/2008	Yellow
7. BT 355/3557 – Telecomm/CAD Labs	08/2007	Green
8. BT 251/253/255 Labs	08/2008	Yellow
9. Anit-Virus/Anti-SPAM Upgrade	08/2008	Green
10. New Equipment Distro. (FY 06-07)	03/2007	Green
11. New Equipment Distro. (FY 07-08)	01/2008	Yellow
12. IT Director Searches	12/2007	Yellow
13. On-Line Payment	04/2008	Yellow
14. Security Plan & BCP/DRP	08/2008	Yellow
15. Tech Lifecycle Plan	12/2007	Yellow
16. HelpDesk Upgrade	12/2007	Yellow



3 - IT Master Plan Goals Alignment - Summaries

As illustrated in the Executive Summary section of this document, the IT Master Plan is foundational to all that SUNY Orange will be doing into the future. As such it is critical that the project work being and to be performed match to the goals of the IT Master Plan as identified prior within this document.

3-a: IT Master Plan (Goals/Objectives) Vs. IT Projects – Alignment

IT Master Plan Goals ->	1. Enhance, upgrade tech environment	2. Manage and Measure IT via CMM & COBIT	3. Provide for ptimized information access	4. Support flexible and adaptive future growth	5. Establish/ foster internal and external partnerships	6. Maximize fund/ revenue streams					
Project ID #.Name											
1. Banner											
2. Doc Imaging											
3. Novell Upgrade											
4. Blackboard Migration to Angel											
5. Network Upgrade											
6. Consortium											
7. BT 355/3557-											
8. BT 251/253/255 Labs											
9. Anit-Virus/ Anti-SPAM Upgrade											
10. New Equipment Distro. (FY 06-07)											
11. New Equipment Distro. (FY 07-08)											
12. IT Director Searches											
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14. Security Plan & BCP/DRP											
15. Tech Lifecycle Plan											
16. Helpdesk Upgrade											

Open and Closed Issues for this Document

Open Issues

ID	Issue	Resolution	Responsibility	Target Date	Impact Date

Closed Issues

ID	Issue	Resolution	Responsibility	Target Date	Impact Date