

# Information Technology Audit District Strategic Planning Status Report October 31, 2014

## Background

In June 2010, PlanNet Consulting was hired to conduct an assessment or 'audit' of all relevant District-wide information technology services, systems and solutions; to analyze and make recommendations as part of a planning initiative and establish the basis for the District's Technology Roadmap.

## Methodology

PlanNet Consulting used a combination of meetings, questionnaires and surveys with faculty, staff, students and key stakeholders to assess:

- Current conditions
- Satisfaction with current technology platforms and services
- Requirements for future technology needs

## Assessment Areas

The assessment focused on the following ten technology categories:

- Physical Infrastructure
- Server Rooms / NOCs
- Data Infrastructure
- Voice Infrastructure
- Systems Infrastructure
- Enterprise Applications
- Audio Visual / Instructional Media
- Organizational Structure / Shared Governance
- Operations
- Physical Security

## Recommendations

Recommendations were made and a roadmap developed for each of the assessed technology areas based on the following:

- Gap analysis between current Base and Need
- Technology environments at similar institutions

These recommendations were consolidated in a 'roadmap' consisting of four priority groups.

Priority Group	Time to Complete
1	1-9 months
2	9-18 months
3	12-24 months
4	Indefinite

Groupings were determined by three factor sets:

- Urgency and Importance
- Dependency and Pacing
- Budget and Resources

## District Response

The District's response to the IT Audit is summarized below:

Jan 2011	Recommendations accepted
Mar 2011	IT Implementation Committee (ITIC) formed
Apr 2011 – Apr 2012	Roadmap reviewed by ITIC to validate recommendations, confirm status on specific projects and determine priorities
May 2012	Roadmap revisions approved by Executive Cabinet
Apr 2013	IT Strategy Council (ITSC) launched to implement revised plan

### IT Strategy Council (ITSC)

As commissioned by the Executive Cabinet, the ITSC "...will provide a collaborative forum to advise and inform the Chancellor's Executive Cabinet and the District Strategic Planning Committee in setting priorities and making strategic decisions involving the provision of information services and technology to advance the institutional goals of the RCCD and its three colleges."

The Council currently consists of the following members:

- AVC, Information Technology and Learning Services (Chair)
- 3 College Technology Committee Chairs
- 3 College Vice Presidents for Business Services
- Chief of Staff and Facilities Development
- Student Trustee

The ITSC has adopted the following '12 Key Considerations' when evaluating current and future recommendations.

Consideration	Fundamental Question
Validity	How valid is this recommendation?
Alignment	How does this align with other technology strategies of the institution?
Urgency	What is the relative urgency of this recommendation with respect to other recommendations?
Impact	What is the significance of this recommendation to the institution?
Criticality	How critical is this recommendation with respect to other recommendations?
Functionality / Compatibility	Is this recommendation functional and compatible with other institutional technologies?
Dependency	Is this recommendation dependent on other technology strategies?
Sustainability	Is this recommendation sustainable over time?
End-of-Life	Is the technology beyond acceptable levels of support?
Cost / Funding	Is this recommendation fundable?
Efficiency / Effectiveness	Does this recommendation provide for better efficiencies and or effectiveness?

## Current Status

The following table summarizes the high level status of the IT Audit recommendations as of July 31, 2014.

Priority Group	Recommendations	Completed	Ongoing	In Progress	Not Started
1	20	6	1	8	5
2	17	4	1	10	2
3	11	1	1	7	2
4	4	0	2	1	1
Unidentified	7	0	0	5	2
TOTALS	64	11	5	36	12

A list of **completed** projects includes:

1. Upgraded NEC PBXs
2. Completed voice system requirements study/specification
3. Adopted formal IT infrastructure standards document
4. Chartered new shared governance committee
5. Clarified student email account policies with Microsoft
6. Engaged third-party resource to evaluate Datatel tuning
7. Created college-specific domains in Active Directory structure
8. Replaced Virtual Private Network (VPN) concentrator
9. Evaluated Moodle as new hosted and managed LMS platform
10. Replaced Adobe Contribute with SharePoint as web CMS
11. Consolidated to single platform for A/V media content creation and distribution

Projects currently **in progress** include:

1. NOC plan updates
2. Wide and Local area network infrastructure upgrades
3. Wireless infrastructure upgrades
4. Document Management implementation (DHR and BFS)
5. High Availability environment for Exchange and SQL applications
6. Disaster Recover site at MVC NOC
7. Managed Fiber between Colleges/District
8. Service Level Agreements Catalog
9. Technology Refresh Model
10. Centralized Training Program
11. End-of-life A/V Equipment Replacement
12. VDI computer lab implementation
13. Server virtualization and consolidation
14. Single Sign-On Technology (via portal)
15. Security Master Plan
16. Leveraged Footprints Help Desk to enhance inventory reporting and incident analytics
17. Organizational realignment (IMC and microcomputer support)

**NOTE:** A detailed working list of all recommendations is included in the document "IT Audit Project Summary".

Due to the two-year time lag between the initial audit report and the implementation of the ITSC, some projects were initiated and/or completed without regard to the approved recommendation list and finalized prioritization of that list. Several have been completed in lesser priority levels as they were considered either 'low hanging fruit' or no-cost recommendations. Now that ITSC has completed their reassessment and reprioritization of the outstanding recommendations, efforts will be placed on the highest priority items as

funding and resources allow. As the District draws closer to finalizing approved projects for FY 14/15, a revised timeline can be established and resources deployed.

## **Next Steps**

The ITSC meets on a monthly basis. The following have been identified as District tasks to be completed in 2014.

- Complete reassessment - COMPLETED
- Determine final prioritization - COMPLETED
- Develop District Technology Plan – IN PROGRESS
- Revise implementation timeline and projected costs – IN PROGRESS
- Review, update and develop technology policies/standards and procedures – IN PROGRESS
- Establish internal audit guidelines – NOT BEGUN
- Provide regular updates to Executive Cabinet and the Board of Trustees – NOT BEGUN

## **Summary**

The goal of the IT Audit was to provide a comprehensive assessment of technology within the District – its condition, use and ability to sustain the current and future needs of students, faculty and staff, with recommendations for bridging identified gaps.

The challenge moving forward is to constantly review, reassess, re-evaluate and potentially realign our technological position as we continue to serve our ever-evolving educational environment. This challenge can be met as long as the District remains committed to the foundation established by the IT Audit and supports the strategies formulated by the IT Strategy Council.