IEPR Webpage - NADR Resources

Department Name
Information Technology

List all staff involved in the preparation of this workbook.
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Part I: Department Background

Section 1: Mission

State the department's formal mission:

IT Advances the College’s strategic goals using technology and available resources by advancing student success, maximizing educational opportunities, and creating a culture of innovation, excellence and continuous improvement. The result includes above average faculty support to enhance students’ learning experiences and the delivery of quality services to all areas of the College.

The department mission is formally documented and published (e.g. website, intranet, posted in the office, etc...).

How does the department mission align with CLC’s institutional mission, vision, values, and goals?
It focuses on student success and the role of faculty in helping achieve that goal.

Section 2: Duties and Functions of the Department

Reference Document
List the essential duties, functions, programs, and services performed/offered by your department:

**Application Development**

Creates and maintains the technology-based solutions and related data that students, faculty, and staff use to achieve their goals and complete their daily work.

**Cybersecurity**

Secures the technology-based solutions that students, faculty, and staff use to achieve their goals and complete their daily work and provides the user education in order to help them maintain that security.

**Educational Technology**

Helps faculty leverage technology-based solutions to promote student success, focusing on training, personal consultation, resource sharing, instructional design, pedagogical consultation, and discovery and promotion of empowering solutions.

**Core Systems and Infrastructure**

Hosts the technology-based solutions that students, faculty, and staff use to achieve their goals and complete their daily work and provides the network over which those solutions can be accessed.

**Technology Support**
Consults with students, faculty, and staff in the procurement, management, training, and support of the technology-based

Why are these duties, functions, programs, and services important for the college?
They form the basis by which technology can be used to support the college’s mission and achieve its vision.

How do these duties, functions, programs, and services compare to those offered at peer institutions or to industry best practices?
These are similar to others. In about half of our peers, Educational Technology reports to the VP of Education, and in about half, it reports into IT.

Cybersecurity typically only exists at larger peers, like CoD and Harper.

Some institutions have a Project Office, CLC has none. In some institutions, that office reports into IT. I am a strong advocate that it should report into a “neutral” department so resources can be leveraged on the College’s top priorities rather than any single department’s.

Are there any functions that the department could offer that is does not currently offer? Please explain.

IT Consulting
A role in which technologists with broad technical knowledge and strong interpersonal and process orientations work with constituents, especially institutional department staff, to anticipate and satisfy the larger technology needs of constituents.

Project Office
A role that is best suited to be institution-wide, but often exists in IT, which ensures that complex, interdepartmental projects are managed with the skill and attention needed to maximize their effectiveness and efficiency.

Section 3: Structure

Upload a current department organization chart:

How does your department structure/organization compare to that of peer institutions or industry best practices?
We are significantly less staffed than peers. Currently we are about 62% the size of peers. As we add 7 new hires this year, that will bring us up to about 72% the size of our peers.

This is a significant issue for the department.

Who are the department's primary stakeholders (e.g. students, faculty, staff, community members, other)?
Students
Faculty
Staff

List key internal collaborative relationships:
IT has significant collaborative relationships with all faculty, and staff.
List key external collaborative relationships:
IT has significant collaborative relationships with students.

How does your department assess stakeholder satisfaction?
We perform occasional satisfaction surveys after support interactions.

Part II: Resources

Section 1: Human Resources

Staffing Table Template

Upload the Staffing table:

Based on the data provided on the Staffing table, is your department adequately staffed to fulfill the department mission, duties, and functions listed in Part I? Explain.
No, still need several more roles as defined in the IT Assessment and discussion of a college-wide PMO

How do your department staffing levels compare to those at peer institutions and industry standards?
See IT Assessment. We are about 70% the size of peer institutions

Do you anticipate staff turnover in key positions over the next 5-years?
No

Section 2: Technology, Systems, Equipment, and Facilities Resources

Technology, Systems, Equipment Inventory Template

Upload the Technology, Systems, Equipment Inventory table:

Based on the data provided on the Inventory, is your department adequately equipped to fulfill the department mission, duties, and functions listed in Part I? Explain.
We may need to purchase a new help desk system, and we need to improve collaboration tools.

How do your department technology, systems, equipment, and facilities levels compare to those at peer institutions and industry standards?
We are similarly provisioned for technology.

List your department's technology, systems, equipment, and facilities needs for the next review cycle (5-years). Rate the urgency for each on a 1 (least urgent) to 5 (most urgent) scale.
See IT Assessment

Section 3: Financial Resources
Describe your department’s major funding sources (i.e. revenues; e.g. student fees, grant funding, fundraising, etc...).
Most funding is from Budget, although classroom-related solutions are from the Student Technology Fee.

Attach a copy of your department's most recent budget document outlining major expenditure categories:

Information Technology FY2020 Budget.xlsx

What cost-saving steps has your department taken over the past 5-years?
See IT Assessment, but we have an active project to remove duplicate solutions across the college.

What is your department's contingency plan for reduced revenues? How will you decide which areas to make cuts in your budget, if necessary, in the future?
We will gradually reduce travel and training budgets, followed by subscription services and solutions, followed by staff reductions.

Part III: Quality

Section 1: Policies, Procedures, and Processes

IEPR Website - Process Mapping Resources

List key departmental policies, procedures, and processes:

Top 3 NADR Processes to Begin

Payroll
(Jay leads)

Cybersecurity
Incident Response (Byron leads)

Support
Ticket Processing/Escalation (Dave leads)

Unranked Additional Processes
Equipment Requests

Asset Management

Architecture Review Board

Risk Assessment

Project Lifecycle Management

Data Governance

Purchasing

What percent of your department's key policies, processes, and procedures have been formally documented and shared (e.g. manuals, process maps, etc..)?

Less than 50%

Describe any professional standards/organizations or legal/accreditation responsibilities that guide the department's policies and processes:

There are no legal requirements, but we use the Gartner Group to help us identify valuable processes and best practices.

Section 2: Measurement, Analysis, and Assessment
**Co-Curricular Areas Only:**

**Part IV: Strategic Planning**

List the goals from your last review and explain whether each goal was achieved and why/why not:

These items are addressed in the IT Assessment

**Based on the current review, what are the department’s strengths?**

These items are addressed in the IT Assessment

**Based on the current review, what areas for improvement has the department identified?**

These items are addressed in the IT Assessment

**Goals Worksheet Template**

Upload the Goals worksheet:

IT Assessment FY2019.docx

What structure and personnel changes will your department need to make in order to achieve its goals for the next 5 years?

These items are addressed in the IT Assessment

What financial support will your department need in order to achieve its goals for the next 5 years?

These items are addressed in the IT Assessment

What additional resources (e.g. technology, equipment, space, systems) will your department need in order to achieve its goals for the next 5 years?

These items are addressed in the IT Assessment

What factors (internal and external) could impact your department's ability to meet its goals for the next 5 years?

These items are addressed in the IT Assessment

**Summary**

**Part V: Division Dean or VP Response**

*The division dean or VP should complete this section after reviewing the responses provided in Parts 1-4 and discussing the NADR with department leadership.*

Please select ONE of the following three options: