

# GRCC IT Key Projects & Initiatives

2009

<i>Project</i>	<i>Description/Role</i>	<i>Unit/Group</i>	<i>Contributor(s)</i>	<i>Costs</i>	<i>Timeline</i>
<b>Strategic Technology Planning</b>	Update the College's technology plan	LRTS College-wide Input	Bill Ouchark	Staff Resources	Summer 2009

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<b>College Action Projects</b>	<b>CAP 1.3.1: Develop and implement a comprehensive student early alert and feedback program</b>	Develop a strategy and alternative solutions to collect and analyze data pertaining to the identification of "at risk" students (e.g. midterm grades assignment, using Bb for grading/attendance, and electronic early alert/concern programs); devise system for tracking students for the most appropriate and/or earliest possible interventions and follow-up and feedback (e.g. AdvisorTrac)	Student Affairs Interdiscipl. Studies DLIT IT	Tina Hoxie Patti Trepkowski John Cowles Eric Kunnen Bill Ouchark	TBD	Fall 2010
	<b>CAP 1.4.2: Provide equitable support services to ensure success and completion for all students</b>	Plan and implement solutions to improve the delivery of on-line services for non-credit courses and in automating support activities for Workforce Development (including self-service for Job Training, GED/ESL, and bringing Continuity 2000 in house for FY09/10)	School of WFD IT	Fiona Hert Scott Mattson Julie Parks Dave Anderson Szymon M. Jody Graves	Development Resources	End of FY09/10 (in year 2 of 3 year plan)
	<b>CAP 1.4.3: Design and implement a comprehensive academic advising program to better meet student needs</b>	Complete the implementation of the PeopleSoft Academic Advising Module, test it rigorously, training counselors and students in its use, and deploy it as a self-service application; focus on pilot effort including "assigned advisors" in FY09/10	Registrar's Office Student Affairs IT	Howard Shanken Tina Hoxie	Advising module was acquired some years ago	TBD (Module under PS 8.9 limiting, look to PS 9.0)
	<b>CAP 2.1.1: Develop and implement a knowledge management system to improve information retrieval and communication</b>	Contribute to and support the infrastructure for this effort by providing collaboration tools and content management applications	Interdiscipl. Studies DLIT Library IT College-wide Input	Gilda Gely Bill Ouchark Garret Brand Eric Kunnen Pat Ingersoll	\$45K FY09/10 (Blackboard CS s/w) Addl. TBD	Spring 2009 Pilot SharePoint Summer 2009 Pilot WebEx
	<b>CAP 2.1.2: Implement a content management system to improve web page design, information, organization, retrieval and integrations</b>	Deploy the Percussion Rhythmyx web content management software, develop framework for campus-wide and departmental web content management, lead the College through detailed web site redesign, and support users in their adoption and planning	IT Communications Student Affairs College-wide Input	Nancy O'Brien Tina Hoxie Patrick Lapenna Nate Hamilton	\$20K FY08/09 (calendar) \$131K FY08/09 (s/w) \$60K FY09/10 (outsource redesign)	January 2009 (new calendar) TBD

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<b>College Action Projects (continued)</b>	<b>CAP 2.1.3: Implement a document imaging solution for managing, storing and accessing paper documents in a digital format</b>	Deploy ImageNOW document imaging application and assist in deployment of initial pilot efforts to leverage this product; leverage opportunity to integrate PBM and LEAN methodologies to improve process efficiencies	IT Registrar's Office Financial Services Purchasing	Dave Anderson David Syckle Howard Shanken Bryan Vliem Dan Keyes Mansfield M. Todd Hurley	\$237K FY08/09 (s/w + pilot) \$20K* FY09/10 (h/w) \$50K FY09/10 (addl. licensing, h/w, help) \$100K FY09/10+ (future projects)	Summer 2009 (pilots) Fall 2009 (planning)
	<b>CAP 2.1.4: Evaluate all enterprise applications and develop timeline plan for needed upgrades</b>	Work closely with functional user departments to plan and develop a roadmap for upgrades (e.g., PeopleSoft 8.9 to 9.0+) and for adding and testing new features and functionality (e.g., IPEDS reporting, student recruitment, credit card processing of gifts, better ways to do refunds, timesheets, etc.) for all enterprise applications (e.g. CWEST/R25, Blackboard LMS, CARP, etc.); devise processes that leverage the untapped potential of these enterprise applications to obtain a greater return on investment; continue regular software maintenance, patching, and testing	IT College-wide Input	Dave Anderson Steve Wiersma Peggy Gorno	Annual maintenance contracts for all enterprise software are in place	TBD
	<b>CAP 2.2.1: Actively seek creative solutions to expand classroom capacity and address other downtown campus space needs</b>	Participate in a College-wide effort to address our current technical and process obstacles and leverage the CollegeNet Series 25 software to its full capacity in classroom capacity planning (including ongoing forecasting and Davenport campus integration)	Registrar's Office IT	Mary Jo Chisholm David Syckle Howard Shanken Rick Olsen	\$11K* FY09/10 (h/w) \$60K FY09/10 (outsource redesign help + addl. training)	Summer 2009
	<b>CAP 3.3.5: Develop and implement technology solutions for people processing</b>	Participate in evaluation, planning, and implementation of solutions in Human Resources including applicant processing and tracking, workflow automation, records and document imaging and management	Human Resources IT	Cathy Wilson Jessica Berens Dave Anderson	RésuméMirror software was acquired in 2008	August 2009 Applicant Tracking
	<b>CAP 4.1.3: Implement a comprehensive academic outreach program</b>	Assist in development of plans and timelines for technology support and improvements at Learning Corners, Regional Centers, and Lakeshore Campus	Lakeshore Campus IT	Dan Clark Lilly Anderson Bill Ouchark Peggy Gorno	TBD	TBD
	<b>CAP 4.2.2: Develop Innovation Curricula in consortium with CQIN Colleges</b>	Assist and support School of WFD efforts to expand and promote the INTER (Innovate Now Through Education & Retraining) program	Interdiscipl. Studies School of WFD DLIT IT	Liz McCormick Moss Ingram Eric Kunnen Bill Ouchark	TBD (will require new \$'s)	Under Investigation

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<b>Blackboard Learning System</b>	Plan, implement, and test Blackboard Learning System software patches and upgrades; integration of new Content System for document management; develop roadmap and pilot for Bb 9	IT DLIT	Szymon M. Eric Kunnen Garret Brand	\$25K FY08/09 (h/w) \$11K* FY09/10 (h/w)	May-June 2009 Pilot Bb CS & upgrade h/w
<b>Classroom Lecture Capture &amp; Video Service Enhancements</b>	Assist in evaluation and integration of Camtasia Relay software for improved automation of classroom lecture capture and on-line publishing; improve performance and video content management capabilities of Flash video services	DLIT IT	Garret Brand Eric Kunnen Szymon M. Erich Flynn Patrick LaPenna	\$10K FY08/09 (consulting)	Summer 2009
<b>Automated Classroom Attendance Solutions</b>	Research, evaluate & identify solutions to automate taking attendance via student ID or other means	IT DLIT	Peggy Gorno	TBD	TBD
<b>Blackboard Transaction System (RaiderCard)</b>	Participate in planning and implementing the upgrade of the RaiderCard system to the new Blackboard Universal 3 software	IT Student Life	Szymon M. Paulo Teles Eric Mullen	\$145K FY08/09 (s/w + installation) \$20K FY08/09 (h/w)	April-August 2009
<b>CARP (Course Approval &amp; Revision Process)</b>	Plan and implement enhancements to College-developed system for curriculum development processing	Interdiscipl. Studies IT	Patti Trepkowski Misty McClure Laurie Foster Szymon M.	Development Resources	Ongoing
<b>On-line &amp; Distance Learning</b>	Assist in developing plan and roadmap for expanding on-line "hybrid" courses and delivery of credit and non-credit distance learning programs	DLIT IT	Patti Trepkowski Garret Brand Eric Kunnen	TBD	Pending
<b>Library Automation</b>	Implement web-based solutions to integrate digital publications and databases with existing catalog system; implement record management software to streamline purchase of digital library materials; server upgrade	Library IT	Pat Ingersoll Bill Ouchark	TBD \$8K FY09/10 (h/w)	TBD
<b>Application &amp; Intake Processing</b>	Assist in development of new application/intake process including elimination of application fee, credit card process contract changes, links to real-time application requests thru Enrollment Center, and address credit/non-credit self-service issues	Interdiscipl. Studies IT	Peggy Gorno Nate Hamilton Bill Frikken	TBD	TBD
<b>Academic Standing &amp; Placement</b>	Assist in development, testing, and implementation of tools and solutions to support academic standing, suspension, pre-requisite enforcement, and mandatory placement processes	Interdiscipl. Studies IT	Howard Shanken Laurie Chesley Steve Wiersma Jody Graves	TBD	TBD
<b>ISBN Book Number</b>	Assist in compliance with Higher Education Opportunity Act of 2008 by providing ISBN book number and course material retail cost information to students via published course catalog and on-line.	Interdiscipl. Studies IT	David Anderson Peggy Gorno Patti Trepkowski	TBD	Compliance by 7/1/2010 (may be 2/1/2010 for fall enrollment)
<b>Fall Term Startup Preparation</b>	Preparation of infrastructure, instructional software, and facilities to support new services, needs, and growth for new academic year	IT College-wide Input	Academic Appl.	TBD	August 2009

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<i>Additional College-wide Initiatives</i>	<b>Help Desk &amp; Project Management</b>	Plan and implement enhancements to increase effectiveness in receiving, tracking, resolving, and reporting on requests for day-to-day support and ongoing project management	IT	Darcy Swope Dave Anderson	\$59K FY08/09 (Parature) \$59K FY09/10 (replacement) \$50K FY09/10 (project mgmt)	Current product (Parature) contract expires June 2009
	<b>Self Service Enhancements</b>	Investigate and develop solution which broaden our available on-line self service solutions in areas like gift processing for Contributor Relations, address change, faculty on-line center improvements, employee services, etc.	College-wide Input IT	TBD	TBD	TBD
	<b>Compliance Training</b>	Develop procedures and tools to improve and automate current manual procedures to track and ensure compliance with mandated employee training (e.g. Bloodborne Pathogens, Right To Know, HIPPA, FERPA)	Risk Management Learning Academy IT	Jim Peterson Liz Timmer Bill Ouchark Donovan Wallace Jody Graves Peggy Gorno	TBD	TBD
	<b>Address Verification</b>	Research, acquire, and implement solutions to bring and maintain our address data in compliance with US postal regulations for bulk rate discounts	IT Print Solutions	TBD	TBD	Deadline 1/4/2010
	<b>Identity Management</b>	Develop a plan to implement an IdM solution for GRCC; evaluate alternative single sign-on solutions; implement Microsoft Active Directory to complement eDirectory	IT Human Resources	Donovan Wallace David Syckle Dave Anderson Darcy Wsope	\$50K FY09/10 (s/w) \$TBD FY10/11	Spring 2010
	<b>Bulk Email</b>	Investigate solutions to improve our ability to handle our bulk emailing needs across various departments	IT Printing Solutions	Donovan Wallace Danelle Sedore	TBD	TBD
	<b>Printing/User Release Application Replacement</b>	Investigate, plan, and deploy alternative print control and accounting solution (replace PPOPUP)	IT	TBD	\$20K FY09/10 (s/w)	TBD
	<b>Performance Development Discussion Automation</b>	Investigate and develop solutions to streamline the workflow associated with the Performance Development Discussion (PDD) process; link strategic plans (CAP's), department plans, and individual objectives	Human Resources IT	Cathy Wilson Dave Anderson	TBD	TBD
	<b>Equipment Lifecycle Management</b>	Develop a more cost-effective and efficient process to manage, measure, and report on equipment lifecycle replacement	IT College-wide Input	Kurt Meinders Darcy Swope Donovan Wallace Mark Vogel	TBD	TBD

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<b>Voice &amp; Data Infrastructure</b>	<b>Enterprise Storage</b>	Complete the migration of legacy storage to the new real-time, replicated storage system; divide the system across both the primary and secondary data centers (once the latter is identified)	IT	Ed Walker	\$87K FY08/09 (h/w) \$67K FY09/10 (h/w)	Summer 2009 (retire legacy)
	<b>Data Network Upgrade</b>	Complete the network “edge” upgrade project (equipment in teldata closets) which provides the foundation for initiatives including Power Over Ethernet for VoIP phones, Next Generation Wireless, video surveillance, enhanced multimedia, etc.	IT	Donovan Wallace	\$950K FY08/09 (h/w + installation)	Completion Summer 2009
	<b>Campus Wiring &amp; Cable Plant</b>	Replace remaining Cat 3 wiring, which is incapable of supporting 1Gb network technology; augment and update campus fiber optic cable plant; develop strategy for the future and, where possible, upgrade connectivity to Learning Centers and remote sites to support distance learning and program initiatives	IT Facilities	Donovan Wallace Dan Cook Scott Martin	\$200K FY08/09 \$80K FY09/10 \$45K FY09/10 (if keep CPP) \$TBD FY09/10 (see Davenport)	Completion Fall 2009
	<b>Internet Bandwidth Improvements</b>	Provide a redundant, higher capacity and more cost effective internet service provider to complement the current MERIT connection	IT	Donovan Wallace David Syckle	\$50K FY08/09 (h/w) \$41K FY09/10 (annual) \$50K FY09/10 (h/w)	Completion August 2009
	<b>Phone System Replacement</b>	Implement a Voice over IP (VoIP) pilot and develop a migration plan to replace the current and aging campus PBX	IT	Donovan Wallace Dan Cook	Cisco Grant for Pilot \$20K FY09/10 (rollout) \$TBD FY09/10 (see Davenport) \$TBD FY10/11 (handset replacement)	May-July Pilot & Davenport Plan TBD 1-2 year Full Plan
	<b>Next Generation Wireless</b>	Plan and provide an upgrade of campus wireless network to next generation 802.11n technology	IT	Donovan Wallace Erich Flynn	\$35K FY09/10 (h/w + survey/installation)	Phase 1 Summer 2009
	<b>Building Systems &amp; Controls Network</b>	Plan and facilitate migration of existing building and controls network (Tracer System) from current legacy infrastructure to new teldata closet equipment	IT	Donovan Wallace Dan Cook	TBD	TBD
	<b>Davenport Campus</b>	Plan and implement necessary infrastructure to deliver data, voice, and emergency management solutions to the new Davenport campus	Facilities Interdiscipl. Studies IT College-wide Input	Tom Smith Rick Olsen Vicki Janowiak Donovan Wallace Kurt Meinders Mark Vogel Dan Cook	\$212K (network) \$21K (fiber link) \$78K (wiring) \$61K (phones/call boxes) \$125K (computers) \$45K (RaiderCard)	Basic services by 8/15/2009

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<b>Business Continuity &amp; Sustainability</b>	<b>Risk Assessment &amp; Mitigation of Vulnerabilities</b>	Perform risk assessment of IT-related areas throughout campus (business continuity, data and information, applications, systems, networks, services), provide recommendations to both manage and mitigate risk and plan to implement strategy	IT College-wide Input	Bill Ouchark Darcy Swope	\$10K FY08/09 (data center consulting) \$50K FY09/10 (consulting)	Summer 2009 (data center) Fall 2009 (campus)
	<b>Server Assessment &amp; Lifecycle Maintenance</b>	Assess current server equipment and provide a complete lifecycle plan; provide budgetary resources to sustain equipment lifecycle replacement plan	IT	Donovan Wallace David Syckle	\$200K FY08/09 \$250K* FY09/10	Summer 2009 (assessment) Ongoing
	<b>Database High-Availability</b>	Migrate existing enterprise PeopleSoft and Oracle databases to high-availability Oracle RAC servers	IT	Jesse Fuzi Szymon M.	\$60K FY08/09 (h/w + s/w)	Summer 2009
	<b>Service High-Availability</b>	Plan and provide load balancing technology solutions that achieves "high availability" of key services	IT	David Syckle Szymon M.	\$40K* FY09/10 (h/w)	Summer 2009
	<b>Service Monitoring</b>	Enhance current monitoring capabilities for servers and services to provide for more timely impairment and outage notification and response	IT	Szymon M. Erich Flynn Darcy Swope	\$25K FY09/10 (s/w)	Summer 2009
	<b>Desktop Virtualization &amp; Disk Imaging</b>	Develop and implement technology solutions which leverage virtualization, disk imaging and scripting to improve delivery and streamline administration of desktop, classroom, lab systems throughout campus	IT	Donovan Wallace Kurt Meinders Paul Siegel Ryan Warblow	\$50K FY08/09 \$30K* FY09/10	TBD
	<b>Desktop Security Improvements</b>	Investigate and provide solutions to provide additional protection to on-campus web users	IT	Donovan Wallace Kurt Meinders	TBD	Fall 2009
	<b>Service Level Agreements</b>	Establish explicit service level agreements for supporting key services and on-call functions that would lead to better management of user expectations as well as staff and resource planning	IT College-wide Input	Darcy Swope Donovan Wallace	TBD	Summer-Fall 2009
	<b>Cell Phone Policy</b>	Develop and execute plan to migrate away from current college policy of providing cellphones to one based on personal ownership	IT College-wide Input	Bob Long Darcy Swope Kelly Turmell Mary Lou Kersjes	(Savings)	Summer 2009
	<b>Personal Computer Lifecycle Maintenance</b>	Sustain the plan for personal computer lifecycle replacement for classrooms, faculty, and staff systems	IT	Kurt Meinders	\$753K FY08/09 \$430K FY09/10 \$295K FY09/10	Ongoing
	<b>Classroom Multimedia Lifecycle Maintenance</b>	Sustain the plan for lifecycle replacement for classroom and multimedia equipment	IT	Mark Vogel Kurt Meinders	\$275K FY08/09 \$325K FY09/10 \$195K FY09/10	Ongoing
	<b>Media Production Lifecycle Maintenance</b>	Sustain the plan for lifecycle replacement for TV and media equipment	IT	Mark Vogel	\$163K FY08/09 \$125K FY09/10 \$67K FY09/10	Ongoing

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<b>Emergency Management</b>	<b>Campus Phone System</b>	Evaluate and plan solutions which leverage the capabilities present within the new campus-based VoIP phone system to more effectively communicate and respond to urgent and emergency situations	IT Campus Police	Dan Cook Darcy Swope	Cisco Grant for Pilot \$20K FY09/10 (rollout) \$TBD FY09/10 (Davenport) \$TBD FY10/11 (phone handset upgrades)	May-July Pilot TBD 1-2 year plan for full replacement
	<b>Call Boxes &amp; Public Address</b>	Extend call box and public address functionalities to existing campus facilities, the MTEC's, and the Davenport campus	IT Campus Police Facilities	Dan Cook Scott Martin Harold Woolworth Bob Long	\$380K FY08/09 (Phase 1) \$50K FY09/10 (Davenport) \$116K FY09/10 (next priority additions) \$184K FY10/11 (inside all buildings & standardize remaining)	Phase 1 completed. Remainder pending budget and prioritization
	<b>Video Surveillance</b>	Develop the architecture and infrastructure for a campus-based video surveillance system, deploy a pilot project, and evaluate the potential for deploying a campus-wide solution	IT Campus Police Facilities	Dan Cook Harold Woolworth Scott Martin	\$65K FY08/09 (h/w + s/w + installation) \$TBD FY09/10+	Summer 2009 Pilot (approx. 30 cameras)
	<b>Text Messaging</b>	Determine requirements and investigate alternative messaging solutions to provide timely dissemination of information to students, faculty, and staff	IT Communications	Darcy Swope Derek Devries	\$17K annually for current service	TBD