



Information Technology
Strategic Plan

September 1, 2023 – August 31, 2026

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INTRODUCTION

This Information Technology Strategic Plan demonstrates Mohawk Valley Community College's commitment to long-term planning within a wide range of technologies. Initiatives are collected from all areas of the College during a meeting with the Executive Director of Information Technology. Each area is encouraged to invite as many representatives as they deem necessary to fully relay the priorities of the area.

Information Technology Department - Mission Statement

The Information Technology Department provides students, faculty, and staff with computing, multimedia and telecommunication based-resources for the effective instruction of our students; and by which to record, manage, and report data related to student service, administrative, and financial transactions of the college.

Information Technology Department - Vision Statement

The Information Technology Department strives to equip faculty, staff, and students with up-to-date computer hardware and software that is evaluated on a regular basis for serviceability and effectiveness. We strive to provide computer resources with which students can learn, and our faculty and staff can perform their tasks with reliable technology and relevant support services.

Information Technology Department - Guiding Principles

As members of the Information Technology Department, we recognize that we are a Service Department. Services we provide are not only for our colleagues, College Departments or to our Students; but also to each other within our department. Each of us are responsible to first and foremost, provide assistance to our teammates. In doing so, each of us can be confident that we have a full team behind us for our day-to-day work. One should never feel alone on a project and should never hesitate to ask a teammate for assistance.

Job descriptions are a given reality and we each have defined job duties. But we believe that "other duties as defined" is just as important as our conclusively defined duties.

We strive to work in pairs or small groups, and routinely change and customize the makeup of these groups to match the stated project.

TIMELINE

November – December

New Strategic and Operational Priorities are collected from all areas of the College. Draft plan started.

January

The Information Technology team reviews that submitted requests and determines the feasible Strategic and Operational Priorities for the following year that will be submitted to Cabinet for approval. Required budgetary allocations shall be included in the Information Technology budget request process.

March 1

Submit IT Strategic Plan and IT budget to Cabinet.

April

Discuss any questions from Cabinet.

May-August

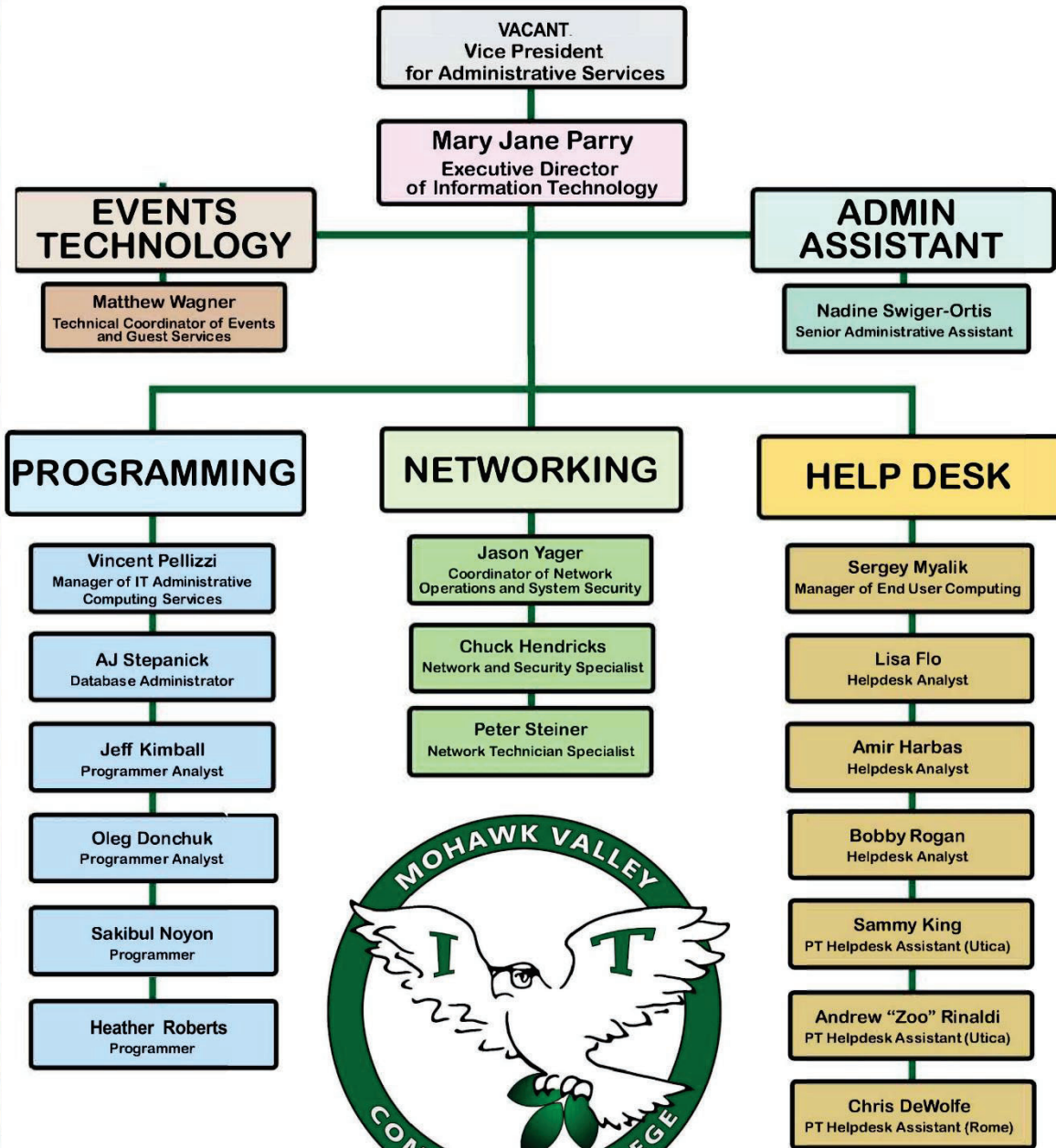
Make any adjustments based on Cabinet approval and feedback.

September 1

Publish Plan.

INFORMATION TECHNOLOGY DEPARTMENT ORG CHART

Mohawk Valley Community College Information Technology Department



ONGOING MAINTENANCE

I. Network Infrastructure

- A) Maintain and develop systems and hardware that support hard-wired data communications.
- B) Maintain and develop systems to provide connectivity between the Utica Campus and remote locations.
- C) Maintain and develop telephony systems for voice, video and facsimile.
- D) Maintain and develop systems for the connectivity of wireless devices.
- E) Maintain and develop email systems for Employees and Students.
- F) Maintain and develop systems to provide Emergency Communications Capabilities.

II. Administrative Technologies

- A) Maintain and develop systems to record, manage, and report data related to student service, administrative, and financial transactions of the college.
- B) Leverage 3rd party vendor and SUNY support partnerships.
- C) Continually assess, evolve and/or develop new systems for Students, Employees, Alumni and the Community; based on feasibility, planning and collaboration with college departments.

III. Data/ Systems Redundancy, Security and Privacy

- A) Provide systems for robust Data Backup and Recovery.
- B) Maintain and develop systems and procedures to provide security and privacy.
- C) Annually review, update and publish the "Information Technology Procedures Guide" as MVCC Board of Trustees Policy 3.34.
- D) Maintain membership and active participation in the SUNY Security Operations Council.
- E) Maintain and develop redundancy for Data Storage and Systems.

OPERATIONAL PRIORITIES

Maintenance/Replacements

Description	FY 23-24	FY 24-25	FY 25-26
Replacement Servers	\$48,000	\$25,000	\$30,000
Replacement PC/MAC Labs (Utica)	\$0	\$86,000	\$126,000
Replacement PC/MAC Labs (Rome)	\$63,000	\$0	\$0
Replacement Computers Faculty	\$30,000	\$33,000	\$30,000
Replacement Computers Non Faculty	\$0	\$0	\$0
Replacement iMacs Marketing	\$0	\$0	\$0
Replacement UPS Batteries	\$2500	\$2500	\$2500
Replacement UPSs	\$25,000	\$8000	\$10,500
Replacement Screens	\$7000	\$0	\$0
Replacement for SmartBoard	\$6400	\$6400	\$6400
Replacement Sound System WH225	\$0	\$1800	\$0
Edge Switches	\$0	\$0	\$322,000

STRATEGIC PRIORITIES

Academics

Description	FY 23-24	FY 24-25	FY 25-26
Two Hybrid Classrooms	Complete		

Admissions

Description	FY 23-24	FY 24-25	FY 25-26
Online Application	In process	In process	In process
Integrate Application with Banner	In process	In process	In process

Holistic Support

Description	FY 23-24	FY 24-25	FY 25-26
Online orientation software	Purchased	Complete	

Business Office

Description	FY 23-24	FY 24-25	FY 25-26
Payroll: Look into Banner 9 Web Time entry/expand TCP use	Complete		
A/P & Purchasing Online or electronic Purchase Orders	Online Purchase Order on hold		
Bursar : Chargebacks		Configure	Continue to implement

College Wide – More than one area mentioned.

Description	FY 23-24	FY 24-25	FY 25-26
Electronic Forms/esign solution	Continue to migrate forms	Continue to migrate forms	Continue to migrate forms
User Access Management	In process	Ongoing	Ongoing
Forced Surveys	Beta Test	No solution	
Replace document management system	Complete		
CRM	In process	In process	Continue to implement
Portal	Continue to improve	Continue to improve	Continue to improve
Phone system upgrade	Complete		
Print Management	On going	Complete	
Workflow software	Research and recommend	\$73,000 – Pause due to product change	
SMS replacement		Beta Testing	Purchase/Implement

Events

Description	FY 23-24	FY 24-25	FY 25-26
85" TV	Purchased	In Process	

Financial Aid

Description	FY 23-24	FY 24-25	FY 25-26
Automate some processes	Research and recommend	TBD after research and recommend	Request on hold

Human Resources

Description	FY 23-24	FY 24-25	FY 25-26
Performance Evaluation System	Roll out started	HR continues to roll out	

Library

Description	FY 23-24	FY 24-25	FY 25-26
Print release	Research and recommend	Complete	

OAR

Description	FY 23-24	FY 24-25	FY 25-26
Move to DISA form	Research and recommend	Process started	

Public Safety

Description	FY 23-24	FY 24-26	FY 25-26
Everbridge/Alertus integration	Complete		
Alertus digital display	Complete		

Registrar

Description	FY 23-24	FY 24-25	FY 25-26
Course Catalog Software	On hold		
Parchment Dual Credit			Purchase/Implement

Residence Life

Description	FY 23-24	FY 24-25	FY 25-26
New housing software		Begin Implementation	Finish Implementation
Assist with Camera Project		Waiting on Schedule	Finish Implementation

Rome Campus

Description	FY 23-24	FY 24-25	FY 25-26
Expand Bandwidth	Complete		
Assist with Camera Project		Waiting on Schedule	Finish Implementation