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| jscc logo | **Goal Progress Report** |
| **Program:** | **Information Technology** | **Report period:** | **2021-2022** |

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| **Goals** | **Request & Justification/Resources** | **Goal Progress** | **Strategies Implemented & Follow-up** |
| **Goal 1:** Expansion of wireless access across all campuses. | Expansion of wireless access to provide a dedicated wireless access point (AP) in most instructional spaces, including classrooms and open areas. With an increasing emphasis on BYOD, as well as the acquisition of student loaner laptops, increasing the footprint and capacity of wireless coverage is a must.  | Additional wireless nodes and licenses were purchased. The wireless AP count went from approximately 110 to 310. Almost all classrooms received a dedicated wireless access point. This goal was completed 100%.  | Wireless coverage should continue to be reviewed and analyzed going forward. Additional wireless capacity may be warranted in heavy-use classroom spaces such as nursing. Both additional and high-density wireless nodes may be needed. There should also be a continual refresh of older wireless nodes annually.  |
| **Goal 2:** Continuing upgrades to the network physical plant. | The existing 1 Gigabit fiber connectivity to the campus PD and O/M buildings has been breached by water (this is evident in the campus PD building with the water repellent inside the fiber optic cable being visibly pushed out). This fiber run should be replaced with a 10 Gigabit single mode fiber and new fiber endpoints to service these two buildings. | A new 10 Gigabit fiber connection between the GWH data center and the Security and OM buildings was installed. This goal is 100% completed.  | Continue to replace the old 1 Gigabit fiber network with 10 Gigabit fiber where possible. GWH should be next, followed by the instructional buildings of BDH, RCB, and GLB as budgeting allows.  |
| **Goal 3:** Distribution of 1200 plus student laptops | ACCS has provided the college with approximately 1230 laptops via CARES Act funding. These laptops are intended to be distributed to students to assist with distance learning. These devices are enrolled and managed by the college’s Office 365 tenant, which streamlines device management for the distribution of this size. In addition to distributing the laptops each semester directly to students, the devices can also be used for instructional purposes. The idea is to purchase charging carts for a subset of the laptops and make them available for instructional programs such as nursing.  | Laptops have been distributed to students each semester since their arrival. In addition to the distribution to students, IT has purchased 8 laptop carts that hold 36 laptops each. These carts have been provisioned with laptops and given to the Nursing department. A small number of laptops have also been made available for “checkout” in each campus library location. This goal is 100% completed.  | The laptops should be maintained within their warranty period (5 years). Some planning should be done in the 24/25-year strategic plan for replacing these laptops at that time.  |
| **Goal 4:** Continuing upgrades and updates to network infrastructure. | The current network infrastructure requires a lifecycle refresh of 15 to 20 switches per year. A refresh cycle of UPS units is also needed to protect the infrastructure in the networking closets. | There were approximately 30 edge switches replaced during this cycle. The goal is 100% completed. | A continuing annual refresh of switches is needed, with the goal being a minimum of 20 per year to meet a 5-year refresh cycle rate.  |
| **Goal 5:** Migration of college portal from on-premises to cloud. | The current Ellucian portal is nearing the end of its life. A migration of the current portal to the college’s Office 365 tenant should be carried out. This will enhance the reliability of the portal as well as security where access is concerned due to the use of MFA in Office 365. | The portal was migrated to Office 365 and is currently in production. This goal is 100% completed. | The campus portal should be viable for the next 5 years. It should be reviewed periodically in the context of an eventual unified ACCS portal. |
| **Goal 6:** Reallocation of personnel to improve instructional technology-related support. | The current personnel situation at the Shelby campus has Greg McCallister performing the duties of a technical support specialist instead of his actual job description of instructional support. With the recent change in positions within the department (a programmer/analyst position being reclassified to a support technician position), a new employee should be hired to help provide desktop support for the Shelby/Clanton campuses and Greg should have duties reassigned that are more in line with instructional technology support.  | A new Support Technician position was created, and a full-time person was hired for the Shelby campus. Greg McCallister was relocated to the Jefferson campus to help provide dedicated instructional support. This goal has been completed 100%. | A review of personnel should be done annually to ensure that the best use is being made of IT resources.  |
| **Goal 7:** Implement a new IT help desk system. | The current help desk system is a local system based on older technology, which has several limitations. A move to a cloud-based help desk ticketing system will provide better availability and enhanced features to help support end users (e.g., remote support assistance, and comprehensive knowledgebase). This will streamline the end-user experience when requesting support from IT as well as other areas of the college. | A migration from the on-premises help desk system to a third-party (Zoho Desk) cloud system was accomplished. This goal is 100% completed.  | The current cloud help desk system is robust and feature rich. It should be reviewed annually to compare the cost with other third-party providers. |
| **Goal 8:** Refresh all faculty and some staff devices. | With the recent emphasis on distance learning due to Covid-19, all faculty and many of the staff need a mobile device provided by the college. CARES Act funding has provided the ability to purchase 200 new laptops for all full-time faculty and some other full-time employees.  | The college purchased 200 laptop setups and began replacing old faculty devices. Approximately 125 of these new setups have been distributed. This goal should be considered 100% complete.  | The balance of the devices should be distributed to faculty/staff as their current hardware falls out of support (our normal device refresh cycle). All devices should be distributed by mid-2023.  |
| **Goal 9:** Backup Internet service at the Shelby campus. | A backup Internet Service Provider is needed for the Shelby campus. | Spectrum (Charter) was chosen as the backup ISP for the Shelby campus. A connection there has been installed. This goal should be considered 100% completed. | The full integration of the backup ISP into the core college network should be completed in 2023. The Shelby core router has been delayed several times now due to supply chain issues. The current estimated delivery as of this writing is still 270 days away.  |
| **Goal 10:** Department Supplies, Training, and Personal Computers. | The IT department requires personal computer replacements, network supplies, technician tools, and a training/travel budget. Four employees require computer replacements. All four technicians require tool replacement kits. Training for development needs to expand for professional development. | Computer replacements were purchased for Colin Eubanks, Linda McIntosh, David Blair, and Timothy Wangle. Appropriate tools and supplies have also been purchased. Various staff members have attended networking/training throughout the year. 100% complete.  | This is an annual recurring goal and should be evaluated each year to make sure that IT personnel equipment is replaced as needed.  |
| **Goal 11:** Updates and upgrades to Active Directory and core network services. | **T**he current Active Directory (AD) infrastructure needs to have the functional level upgraded from the current Server 2008 level to a Server 2016 level (at a minimum). The current configuration of the Active Directory includes deprecated and unsupported technologies. Vendor assistance will be required to ensure a smooth upgrade process with little to no downtime for end users. This upgrade will also ensure future compatibility with integrated systems such as ACCS Banner and Office 365 AAD. | Working with our network vendor Layer 3 communications, the college’s AD infrastructure was upgraded to a 2016 functional level. This goal has been completed 100%. | The current AD functional level should be reviewed annually, and plans made at a future point to upgrade again to a 2019 functional level. Servers with unsupported operating systems (2003, 2008 as of this writing), should be upgraded, migrated to a newer OS, or retired from service.  |
| **Submission date: 09/01/2022** | **Submitted by: James Burton** |