

Middlesex Community College Technology Center
Tactical Planning

Initiative	Goal	Target End Date	Status
NetworkVisibilityAndSecurity Phase 1 Bradford Networks NAC	Improve ability to monitor and control network traffic via NAC solution. Bradford NAC to replace Bluesocket.	2014 Summer	In Progress
Portal - MyMcc	Implement new portal solution	2014 Summer	In Progress
FLAC HR	Implement Faculty Load and Compensation	2014 Summer	In Progress
Enrollment Business Process Review (BPR's)	Review and improve student experience from admission through graduation.	2014 Fall	In Progress
Reporting - Operational - Phase 1	Review Argos reporting tool and develop operational reports against existing databases.	2015 Spring	In Progress
Virtual Desktop Infrastructure (VDI)	Pilot VDI. Build infrastructure. Replace approx. 820 PC's	2014 Summer	In Progress
Banner Oracle server replacement	Sun platform will need to be moved to a new server. Question will be whether this can be virtualized and moved to Red Hat. Also impacts Oracle Licensing. Expires in June.	2014 Fall	In Progress
Resource 25 Improvements	Improve R25 usage. Implement an Argos reporting solution for Space Utilization Reports for Exec. VP and staff. Consider 25 Live upgrade as a possibility.	2014 Fall	In Progress

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Upgrade Banner Application servers	These are already on Linux. Need to upgrade because Oracle is forcing publication of .jar to include an upgrade of Fusion Middleware. Expires in June.	2014 Summer	In Progress
Security Camera Upgrades	Replace existing security camera system with IP based system	2014 Summer	In Progress
Banner XE	Develop feasibility case and project plan for upgrade to Banner XE	2015 Spring	Approved
Telecom Replacment	Upgrade PBX support new standards. Existing voicemail system is no longer supported. Possibly MS Lync	2014 Summer	Approved
Banner 8 Upgrade	Release level upgrade to Banner product	2011 Spring	Complete
RampUp Math	Implement classroom builds for RampUp Math initiative with Pearson. Include integration with Banner and Pearson.	2011 Summer	Complete
Smart Classroom Phase I	Increase Smart Classroom presence by 8 rooms	2011 Summer	Complete
Web Presence - MCC	Implement new website using OU cms	2012 Fall	Complete
Learning Management System Review	Review possible migration to alternate LMS	2012 Summer	Complete
Virtualize Servers	Evaluate server virtualization solution	2012 Summer	Complete

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Wireless Expansion II	Increase wireless capacity across both classes.	2012 Summer	Complete
OSFA File Re-Write	Account for new populations of Students and standardize reporting code to other state reporting	2013 Fall	Complete
Collegiatelink	Implementation of hosted co-curricular student tracking system. Moved to May 2013.	2013 Fall	Complete
Mobile App	Develop and maintain access to the MCC website via mobile devices.	2013 Spring	Complete
Service Desk Software and Expanded Services	Improve helpdesk self service	2013 Spring	Complete
Sharepoint 2013 Upgrade	Upgrade to the latest version of the Sharepoint to take advantage of improved features.	2013 Spring	Complete
Wireless Expansion	Get to near %100 coverage	2013 Summer	Complete
LANdesk v 7.6 Upgrade	Upgrade LANdesk Service Desk v 7.6	2013 Summer	Complete
Office365 Migration	Live @ edu is being discontinued and replaced with Office365. If we continue with Microsoft we will need to address our connectivity with the site.	2013 Summer	Complete
Pathways to Achievement	Continuation of grant funding for student success	2014 Summer	Approved

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CAS single sign on for Banner Self Service	Install CAS single sign on. Required for XE	2014 Fall	Approved
Exchange 2013 Upgrade	Upgrade to Exchange 2013	2014 Fall	Approved
Disaster Recovery - Business Continuity	Formalize Disaster Recovery and Business Continuity infrastructure	2014 Fall	Proposed
Data Retention Policies	Review and implement data retention and archiving policy	2015 Spring	Proposed
Document Imaging	Review imaging solutions and implement.	2016 Summer	Proposed
Wireless Banner access	Ability to access Administrative network from wireless devices and non-administrative pc's.	2014 Spring	Proposed
Omni Update upgrade	Upgrade to latest version , 10, of Omni Update.	2014 Summer	Proposed
Reporting - Data Warehouse - Phase 2	Review warehousing options and develop reporting against new databases.	2015 Spring	Proposed
Campus Wide Alerts	Replace existing tool with more versatile tool. Written notice to existing vendor by September 2014	2014 Fall	Proposed
Publication Request Tracking	Implement a tracking system that will closely fit the needs of tracking publication and marketing requests	2014 Summer	Proposed

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Mobile Device centralized management	Implement a solution to manage configuration and data security for all mobile devices accessing MCC's systems.	2015 Spring	Proposed
NetworkVisibilityAndSecurity Phase 2	Improve ability to monitor and control network traffic. Tools TBA.	2015 Summer	Proposed
E911	Implement extended 911 services in all buildings	2011 Fall	Complete
NewsCaster for Students	Implement Newscaster for Students	2011 Fall	Complete
Pollard Graphics Design space	Coordinate technology needs for build of Graphics Design space on 3rd floor Pollard	2011 Fall	Complete
SARS-GRID for DSS	Implement tool for DSS	2011 Fall	Complete
SARS-GRID/TRAK for Tutoring Services	Implement tool for Tutoring Services	2011 Fall	Complete
DegreeWorks	Implement degree audit solution	2011 Summer	Complete
HRCMS Self Service Online time entry	Replace timesheets with online entry	2012 Fall	Complete
Pollard Graphics lab Redesign	Support technology needs of permanent graphics lab design.	2012 Fall	Complete
LMAC wireless expansion	Expand wireless services in all LMAC spaces to cover 120 iPads	2012 Spring	Complete
Pollard 4th Floor laptop project	Expand wireless services and role out 40 laptops in 2 carts	2012 Spring	Complete

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Argos Reporting pilot	Evaluate Argos as an additional reporting tool	2012 Summer	Complete
Faculty Locator	Eliminate the current Faculty Locator database system and replace with Banner baseline functionality	2012 Summer	Complete
LMAC iPads configuration	Configure Network and Server for Management of LMAC iPads. Ability of Lion mini server to access iPads and the ability to filter browser access.	2012 Summer	Complete
PII Encryption Software	Evaluate enterprise encryption software for replacement laptops and high end user laptops.	2012 Summer	Complete
PII Scan Software	Purchase and implement PII scanning software on all replacement laptops and on high end user laptops.	2012 Summer	Complete
SARS-GRID for TRIO Programs	Implement SARS-GRID for TRIO for student appointments and reporting.	2012 Summer	Complete
Talbot 401, 402, 312	Projector Changes	2012 Summer	Complete
Digication	Implement ePortfolio and assessment product for grant pilot	2013 Fall	Complete
Barracuda Spam filter upgrade	Existing Barracuda is XX number of years old. Need to replace it.	2013 Spring	Complete

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Lowell City 302 Reconfiguration	Provide technology changes to make room 302 in city a good conference room.	2013 Spring	Complete
Web Presence - Tech Center	Implement improved web presence for Technology Center	2013 Spring	Complete
Smart Classroom Phase III	Add 12 more smart classrooms per approved list.	2013 Summer	Complete
Tech Center Floorplan redesign	Redesign floorplan to include service desk entrance and updated furniture.	2013 Summer	Complete
Smart Classroom Phase II	Add 12 more smart classrooms per approved list.	2013 Summer	Complete
Virtual Server Backup Strategy	Replace existing backup environment with more efficient, flexible virtual ready backup system.	2013 Summer	Complete
Automate End of Term Processing	Give End Users ability to run End of Term Processing currently run by Enterprise Tech	2014 Fall	Proposed
Archive legacy ERP information	Archive legacy ERP data so obsolete platform can be retired.	2014 Spring	Proposed
Landesk - Web Applications: Single-Sign-On (SSO) for Landesk	Eliminate requirement for repeated logins for users browsing Blackboard and Sharepoint 2010.	2014 Fall	In Progress

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Enrollment Off Term Processing	Find solution to better process Financial Aid during off term processing. Simplify Clearinghouse file as well.	2015 Summer	Proposed
Life Cycle Replacement - Desktops PC - 4 year cycle	Ongoing just in time replacement.	Annual	In Progress
Life Cycle Replacement - Desktops Apple - 4 year cycle	Ongoing just in time replacement.	Annual	In Progress
Life Cycle Replacement - Servers Backend - 4 year cycle	Ongoing just in time replacement.	Annual	In Progress
Life Cycle Replacement - Servers Desktop Infrastructure - 4 year cycle	Ongoing just in time replacement.	Annual	In Progress
Life Cycle Replacement - Laptops PC - 4 year cycle	Ongoing just in time replacement.	Annual	In Progress
Life Cycle Replacement - Laptops Apple - 4 year cycle	Ongoing just in time replacement.	Annual	In Progress
Life Cycle Replacement - Bandwidth - 1 year	Ongoing increase in external Bandwidth	Annual	In Progress
Life Cycle Replacement - iPads - 3 year cycle	Ongoing just in time replacement.	Annual	In Progress
Life Cycle Replacement - Firewalls, Spam Filters- 7 year cycle	Ongoing just in time replacement.	Annual	In Progress
Life Cycle Replacement - APC Power Supply Closets- 7 year cycle	Ongoing just in time replacement.	Annual	In Progress
Life Cycle Replacement - Printers - replace as needed	Ongoing just in time replacement.	Annual	In Progress
Life Cycle Replacement - Projectors - 5 year cycle	Ongoing just in time replacement.	Annual	In Progress

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Initiative	Goal	Target End Date	Status
Life Cycle Replacement - Wireless Access Points - 7 year cycle - Full Replacement	Ongoing just in time replacement.	Annual	In Progress
Life Cycle Replacement - Switches - 7 year cycle - Full Replacement	Ongoing just in time replacement.	Annual	In Progress
Tuition Calculator redesign	Redesign Tuition Calculator to use modern technology. Need to get Enterprise access to web services for Banner.	2014 Fall	Proposed
Auto Provisioning of Email Accounts	Provisioning accounts directly from Banner and not via manual phone call	2014 Fall	Proposed
Event setup improvements	Review locations where fixed technology is not in place, that are booked for events. Possibly add fixed technology.	2014 Fall	Proposed
Pollard 5th Floor Office	Provide technology changes to allow outside renter access to probably their own ISP.	2014 Fall	Proposed
Revise media server platform	Review media server platform for off campus options.	2014 Spring	Proposed
FLAC BIN	FLAC for Business and Industry	2014 Spring	Proposed
FLAC Continuing Education	FLAC for Continuing Education	2014 Spring	Proposed
Print Management	Implement print management in open computing spaces	2015 Summer	Proposed
Replace central UPS in Bedford	Replace this and/or add a generator to support server room.	2014 Summer	Proposed

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Replace central UPS in Lowell	Replace this and/or add a generator to support server room.	2014 Summer	Proposed
Seniority Calculations and record keeping	Process seniority calculations in Banner replacing the manual process	2014 Summer	Proposed
Teaching Availability Form	Replace current access form. Faculty are asked three times a year for teaching preferences for location and courses .	2014 Summer	Proposed
Workload Calculation	Calculate workload within Banner	2014 Summer	Proposed
Workflow Process Improvement	Review options for implementation of workflow engine for process improvement (i.e. Employee lifecycle)	2015 Spring	Proposed
B&I Business Contact Management App	Eliminate current Access Contacts DB; improve functionality for the department; leverage existing MS-Outlook resources	2014 Fall	Proposed
Deep Freeze in Open Computing	Implement Deep Freeze recovery solution in common areas	2011 Fall	Complete
Develop Technology Center Tactical Plan	Create working tactical plan.	2011 Fall	Complete
Expand external network capacity	Increase bandwidth with UMASS	2011 Fall	Complete
HR Ethics Training Communication Tracking	Implement Intelliworks tool for this project	2011 Fall	Complete
iPads to MCC pilot group	Implement 30 iPads to selected members of MCC community	2011 Fall	Complete

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Mail Service Change	Potential to hand all mail services to Facilities	2011 Fall	Complete
Oracle 11g Upgrade	Upgrade DB of Banner system	2011 Fall	Complete
Pollard Building	Improve infrastructure to support Pollard Building updates	2011 Fall	Complete
Simplicity Advocate - Judicial Management	Create integration between Banner and Simplicity Advocate	2011 Fall	Complete
Degree Works printing batch audits	Develop tools for DW audits	2011 Summer	Complete
Degree Works upgrade to 4.0.9	Upgrade to the latest version.	2011 Summer	Complete
Identity Management upgrade	Expand ID management to allow for student email changes.	2011 Summer	Complete
Student Email	Implement live@edu email for students	2011 Summer	Complete
Windows 7 for Academics	Install Windows 7 on all Academic computers	2011 Summer	Complete
Cataldo Rm 218 tech upgrade	Install PC with TV from Galvani in room 218	2012 Fall	Complete
DegreeWorks Test environment creation	A DW test environment is needed for version upgrades and patches. Current DW test environment platforms are entirely different from production (solaris vs. linux, Oracle OaS vs. Apache)	2012 Fall	Complete
Extensis Access from off campus	Configure Extensis so that users do not have to use VPN to access this data.	2012 Fall	Complete

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SARS GRID upgrade	Bring MCC up to the latest version of SARS-GRID. Will test integration with Trak, Call, Alrt, e-SARS	2012 Fall	Complete
SQL-Server Upgrade/Migration	Many applications are dependent on Central MS SQL Server 2000 instance that is at end-of-support(Mainstream Support(MS) 2008, Extended Support (ES) 2013)	2012 Fall	Complete
Web Applications: Single-Sign-On Blackboard	Eliminate requirement for repeated logins for users browsing Blackboard.	2012 Fall	Complete
Web Applications: Single-Sign-On (SSO) for Sharepoint	Eliminate requirement for repeated logins for users browsing Sharepoint 2013.	2012 Fall	Complete
Americorps Grant Sharepoint site	Site for volunteer opportunities postings for MCC and Lowell Public Schools. A required deliverable for this new grant program starting in Sept. 2012.	2012 Fall - December	Complete
Dental Clinic upgrade	Deploy new monitors for Dental Clinic	2012 Spring	Complete
Digital Asset Management	Centralize media assets for publications department	2012 Spring	Complete
Professional Day online registration	Implement Intelliworks tool for this project	2012 Spring	Complete

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Purchase Avaya Softphone licenses	Current software licenses will not work with Windows 7. Need approx 25 licenses in order to upgrade OS for administrators.	2012 Spring	Complete
Blackboard 9 SP8 Upgrade	Upgrade test and SaaS BB environment to latest revision. Expand Single-Sign-On system to Blackboard	2012 Summer	Complete
Galvani Room in Trustee House tech upgrade	Install permanent large screen and projector in Galvani room	2012 Summer	Complete
Oracle application server upgrades	Upgrade 2 Oracle app servers	2012 Summer	Complete
Evisions Argos upgrade	Upgrade to latest version of Argos	2012 Summer - June	Complete
Evisions Intellicheck upgrade	Intellicheck	2012 Summer - June	Complete
Career Source move	Assist with technology needs for move of Career Source by June 30th	2012 Summer - June 30	Complete
Blackboard for HR	Policy communications and training in Blackboard for HR. To replace Intelliworks.	2013 Fall	Complete
Windows 7 for Administration	Move the remaining PC computer systems to Windows 7 standard.	2013 Fall	Approved
Evisions FormFusion upgrade	FormFusion (Chris -Feb 28, 2013)	2013 Spring	Complete
Windows Server 2008 R2 active directory upgrade	Current Server 2003 environment past end of support. (MS 2010, ES 2015) Windows 7 clients need 2008 server environment.	2013 Summer	Proposed

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DegreeWorks upgrade to 4.1.2	Upgrade various components to get DegreeWorks up to 4.1.0 release	2013 Summer	Complete

Priority Areas from December 2012 Trustee meeting

Student Success

Assessment

Workforce Development

Diversity in the Workplace

Fiscal Stability

From Factbook 2012 _ 2013

Access and Opportunity: We ensure access to higher education by offering clear pathways to academic success and transformative opportunity for the diverse populations we serve.

Diversity, Equity, Inclusion: We embrace and celebrate the diversity of our community, recognizing equity and inclusion as the foundation for excellence and innovation.

Empowerment: We believe everyone teaches, everyone learns, and everyone leads. Empowerment for all is the key to our growth and sustainability.

Partnerships: We engage in dynamic, innovative partnerships to build a better future for our college and our community.

Personal Connections: We nurture personal connections through collaboration, advising, mentoring, and advocacy to ensure our success.

Resourcefulness, Creativity & Innovation: We cultivate resourcefulness, creativity, and innovation in all we do.

Responsiveness: We commit to being responsive to our students, our colleagues, and the educational, economic,

- social, and workforce needs of our community.

MCC Strategic Directions

We will improve access and advance student success by strengthening evidence-based practices and resource allocation. To enhance student access we will expand proven practice and explore new initiatives in vertical teaming, dual enrollment, college readiness, and course and program delivery models. To advance student success, we will implement high impact practices that support core student success skills and close achievement gaps. Institutional student learning outcomes for our graduates will be clear, transparent and well-integrated throughout the students' college experience. Ongoing, college-wide assessment will foster continuous improvement and drive resource allocation.

We will transform learning by integrating academic, workplace and global experiences to meet personal, professional and community needs. Global perspectives, real-world experiences and professional skills will enrich our academic programs and be authentically assessed. We will provide a relevant and transformative academic experience through the expansion of opportunities for career planning, experiential learning, cooperative education, internships, externships, undergraduate research, service learning and international education. In response to industry and community needs, we will design programs in emerging fields that include short-term and accelerated training models and non-credit articulation.

We will drive innovation, enrich community and broaden the learning experience for all by fulfilling our shared responsibility for diversity through expanded activities that promote a broader understanding and appreciation for diversity and recognize the importance of globalization. We will improve policies and practices to recruit, support and retain a more diverse student body and workforce. Together, students, faculty, and staff will create a working and learning environment that values diversity in all its forms as the essential element inspiring improvement and innovation. We will focus on research, pedagogies, and initiatives that assist in identifying and closing achievement gaps for diverse student populations and effectively support student success for all.

We will empower all members of the college community to be educators, mentors, advocates, entrepreneurs and lifelong learners through enhanced professional development, curriculum and co-curricular activities. We will expand engagement opportunities for part-time faculty and support staff; increase the use of mentoring, advocacy and peer support models; and continue to build a college environment that encourages on-going reflection, wellness, improvement and entrepreneurship. To enhance student responsibility, self-advocacy and leadership, we will increase student representation on college-wide committees and create new roles for students as peer mentors, advisors, tutors and leaders.

We will foster greater college engagement through improved communication, personal connections and collaborative partnerships by creating new opportunities for students, faculty and staff to interact, learn and work together to build community, to enhance student learning outcomes and to achieve strategic college priorities. We will strengthen college-wide communication and information dissemination through the effective use of next-generation technology tools, the establishment of innovation and interest groups and the inclusion of student voice in all we do.

We will build partnerships that stimulate innovation and address the educational, social, economic, and workforce development needs of our communities. We value our role as a convener for active partnerships aimed at creating innovative solutions to significant community challenges. By maximizing relationships with our workforce investment and advisory boards, employers, career centers, and alumni, we will be positioned to best meet emerging education and training needs. Internal college teams will reach out to community partners to highlight and creatively address local and regional issues. We will proactively demonstrate and market the value of our resources and programs, attaining a new level of community awareness, responsiveness and impact.