

PRELIMINARY TACTICAL PLAN AND STATUS REPORT OCTOBER 2002

Executive Summary

The CampusWorks contract with Middlesex Community College began on June 5, 2002. The CampusWorks site director began at that time in the role of Chief Technology Officer at the College. Since June 5, the principal focus of the engagement with the College has been; assumption of management responsibility of the Technology Center, response to tactical issues, and work on development of the Tactical Plan. This Preliminary Tactical Plan and Status Report contains detail on the tactical issues and management activities since the start of the contract. Tactical planning meetings with academic divisions are complete. Tactical planning meetings with administrative offices are to be completed in November.

The Chief Technology Officer has participated in meetings with the Provost, Academic Council, Academic Divisions, and the Academic Deans. Significant projects identified include desktop computers, support of academic classrooms, and network reliability and performance. The desktop computer project replaced all computers in academic labs with new Dell computers. Computers recovered from the labs with a useful residual life were reallocated to faculty and staff. A companion project was acquisition of the Microsoft Campus Agreement license for access to desktop software for all faculty, staff, computer labs and Work at Home Rights.

The College uses the SCT Banner administrative system for Student and Financial Aid processing. Banner and the underlying operating systems and support products were brought up to date on release level.

The four year project to implement a new network at the College was stalled and inactive. The College experienced daily failures and occasional prolonged outages. All operational problems have been resolved and the network is now operating at a production level of quality. High speed network services have been extended to the College facilities on Middlestreet.

The Chief Technology Officer has proposed a consolidation of services with other campus units and a reorganization of the support structure within the Technology Center. Service objectives have been established for the Technology Center support model. Performance reviews have been brought up to date and training objectives have been established for all Technology Center staff.

The Chief Technology Officer has initiated a planning process for technology architecture at the College. The outcome of this collaborative effort will address administrative systems planning and direction, the Web Presence and use of Web services at the College, wireless technologies, security, and support for budgetary impact and planning.