

**2006-07 Annual Operational Unit Plan of
Activities to Increase the Effectiveness of the Information Systems/Technology Office**

Vol. III, Operational Unit No. 9-A

Information Systems/Technology

| 2006-2007 Activities to Increase the Effectiveness of the Information Systems/Technology Office July 1, 2006 -- June 30, 2007 | Completed | Comments |
|---|------------------|-----------------|
| 1. Evaluate network, data and physical security on a regular basis. | | |
| 2. Assist in providing faculty development in technology-mediated instruction after monthly faculty meetings and at other times when faculty can attend. | | |
| 3. Continue to update classrooms with multimedia equipment. | | |
| 4. Continue to encourage all faculty to support instruction by developing web pages, maintaining a web presence, and posting instructional materials. | | |
| 5. Assist in training of adjunct faculty in the use of instructional technology. | | |
| 6. Provide security awareness workshops, seminars and brochures. | | |
| 7. Assist in the development of the Quality Enhancement Plan (QEP). | | |
| 8. Assist the Website Advisory Committee by providing feedback and advice about the development, design, and use of the college website. | | |
| 9. Provide support for completing SACS compliance documentation. | | |
| 10. Provide assistance with TRIO reporting requirements. | | |
| 11. Purchase, test, and install front-end anti-virus and spam filter. | | |
| 12. Meet all state and federal reporting requirements. | | |
| 13. Reconfigure servers drive-mapping and | | |

| <p align="center">2006-2007 Activities to Increase the Effectiveness of the Information Systems/Technology Office July 1, 2006 -- June 30, 2007</p> | <p align="center">Completed</p> | <p align="center">Comments</p> |
|---|--|---------------------------------------|
| reorganize shares folder structure. | | |
| 14. Create a cellular phone usage policy. | | |
| 15. Create a new degree file for the FACTS system. | | |
| 16. Install outdoor surveillance cameras around the residence hall. | | |
| 17. Install a WSUS server. | | |
| 18. Design, test and implement web-based fee payments. | | |
| 19. Design, test and implement web-based fee receipts. | | |
| 20. Implement an alternative for SNA communications to NWRDC. | | |
| 21. Assist in implementation of the Title III activities. | | |
| 22. Complete the reconfiguration and upgrade of all "Destination" systems. | | |
| 23. Replace at least 10 employee PCs. | | |
| 24. Evaluate new TN3270 software. | | |
| 25. Attend training seminars, workshops and conferences as appropriate. | | |
| 26. Replace server CHIPOLA4FS | | |
| 27. Install IDS clients throughout the network. | | |
| 28. Replace computers in the Literature and Language writing labs. | | |
| 29. Replace at least three network printers. | | |
| 30. Continue to evaluate campus standards for hardware and software. | | |
| 31. Renew the Microsoft Campus Agreement and Microsoft Academic Alliance Programs. | | |
| 32. Maintain a computer/printer supplies central store. | | |
| 33. Provide systems support for instruction as needed. | | |

| <p align="center">2006-2007 Activities to Increase the Effectiveness of the Information Systems/Technology Office July 1, 2006 -- June 30, 2007</p> | <p align="center">Completed</p> | <p align="center">Comments</p> |
|---|--|---------------------------------------|
| 34. Respond to Helpdesk requests in a timely manner. | | |
| 35. Create and maintain disk images of all lab computer configurations. | | |
| 36. Offer training for employees (i.e. Outlook, security, web-page design, etc.) | | |
| 37. Provide internship opportunities for Chipola students. | | |
| 38. Provide technical assistance to the Computing and Telecommunications Committee. | | |
| 39. Configure a syslog machine for the PIX firewall logging. | | |
| 40. Install two AM/FM rack-mountable receivers to support web-streaming of audio for baseball, basketball and softball broadcasts. | | |
| 41. Begin planning for potential replacement of current telephone system with IP telephony. | | |
| 42. Train network users in methods of computer virus protection. | | |
| 43. Update all network documentation. | | |
| 44. Complete the disaster recovery plan for I.T. | | |
| 45. Purchase, test, and install new campus networking switches. | | |
| 46. Provide night-time HelpDesk support, Monday through Thursday. | | |
| 47. Install a SharePoint server. | | |
| 48. Evaluate and purchase new network-based server backup software. | | |
| 49. Evaluate and purchase a disk-to-disk backup system. | | |
| 50. Purchase, test and install NAC wireless security system | | |
| 51. Assist UWF and FSU in connecting and troubleshooting video conferencing via the Internet. | | |

| <p align="center">2006-2007 Activities to Increase the Effectiveness of the Information Systems/Technology Office July 1, 2006 -- June 30, 2007</p> | <p align="center">Completed</p> | <p align="center">Comments</p> |
|---|--|---------------------------------------|
| 52. Continue to provide periodic CCLA borrower files (student and employee). | | |
| 53. Create multiple, secure wireless "hot spots" across campus. | | |
| 54. Replace the automotive lab computers, video server and classroom projector. | | |
| 55. Devise and implement an improved method for recording PC inventory additions/changes/deletions. | | |
| 56. Automate Pell payments. | | |
| 57. Provide requested assistance in installation, setup and relocation of telephones and fax machines. | | |
| 58. Develop and implement a PC maintenance schedule, utilizing student interns and work study students. | | |
| 59. Explore the feasibility of creating an automated system to handle payroll requests. | | |
| 60. Provide assistance in troubleshooting and maintaining satellite receivers. | | |
| 61. Provide assistance in programming for schedule satellite broadcast seminars. | | |
| 62. Install video surveillance in the Testing Center and Nursing computer lab. | | |
| 63. Troubleshoot and maintain existing video projectors and multimedia classroom workstations. | | |
| 64. Move technical staff from 'FS' to 'N' | | |
| 65. Assist with renovation/new construction projects: <ul style="list-style-type: none"> a. Building 'O' b. Building 'L' c. Building 'U' d. new road e. Theatre planning | | |

| <p align="center">2006-2007 Activities to Increase the Effectiveness of the Information Systems/Technology Office July 1, 2006 -- June 30, 2007</p> | <p align="center">Completed</p> | <p align="center">Comments</p> |
|--|--|---------------------------------------|
| f. Building 'R' | | |
| 66. Update master site plan for : a. new properties b. new road | | |
| 67. Explore the feasibility of creating an automated system to handle RPA's. | | |
| 68. Provide programming assistance in the development of a secondary education database designed to meet all reporting requirements. | | |
| 69. Provide "blueprinting" services for internal new construction/renovation/remodeling. | | |
| 70. Install updated Delta Control software and graphics for the new fiscal year. | | |
| 71. Upgrade graphics on all Tracer-Summit software installations. | | |
| 72. Update campus switchboard documentation and training materials. | | |
| 73. Create an Information Systems Department website . | | |
| 74. Provide night-time access for students to receive parking decals, photo ID's, and network accounts (coordinate with Student Services, Business Office and the University Center) | | |
| 75. Expand and fine-tune the HelpDesk services and database. | | |
| 76. Continue to modify/improve online and batch programs. | | |
| 77. Create a departmental standard operations manual. | | |
| 78. Assist Human Resources in the development of orientation materials for new employees. | | |
| 79. Design accounting programming changes to allow cash receipting to continue while production accounting is being run. | | |
| 80. Purchase and install Print-Limit software for | | |

| <p align="center">2006-2007 Activities to Increase the Effectiveness of the Information Systems/Technology Office July 1, 2006 -- June 30, 2007</p> | <p align="center">Completed</p> | <p align="center">Comments</p> |
|---|--|---------------------------------------|
| STUDENT3. | | |
| 81. Maintain an inventory of all computers on campus. | | |
| 82. Assist the Financial Aid department with document imaging. | | |
| 83. Upgrade software/memory on the Cisco Pix Firewall and VPN | | |
| 84. Move the DNS into a DMZ. | | |
| 85. Meet all FACTS deadlines and requirements. | | |
| 86. Automate the distribution and configuration of computer lab images. | | |
| 87. Implement a Remote Installation Server (RIS). | | |
| 88. Explore the feasibility of upgrading the Application Xtender document imaging product (and acquiring additional licenses). | | |
| 89. Install a front-end Exchange server in the (DMZ). | | |
| 90. Increase default e-mail box sizes for all employees. | | |
| 91. Acquire and install numeric keypads for computers in areas where student privacy is required. | | |
| 92. Continue to provide technical assistance in configuration and procurement of computer hardware and software. | | |
| 93. Update the campus technology/org. plan. | | |
| 94. Insure that all critical network switching hardware is covered by corporate maintenance. | | |
| 95. Survey employee users for training needs. | | |
| 96. Create a web-based online application for admissions. | | |
| 97. Acquire and implement a course management system. | | |
| 98. Acquire a backup generator to power the | | |

| <p align="center">2006-2007 Activities to Increase the Effectiveness of the Information Systems/Technology Office July 1, 2006 -- June 30, 2007</p> | <p align="center">Completed</p> | <p align="center">Comments</p> |
|---|--|---------------------------------------|
| phone room and Data Center. | | |
| 99. Investigate emergency Internet access alternatives (satellite, DSL) | | |
| 100. Upgrade the MicroCall computer and software. | | |
| 101. Replace three aging radio units. | | |
| 102. Assist in implementing new testing software in the Testing Center. | | |
| 103. Replace both production printers in the Data Center and “retire” the aging AS/400. | | |
| <p align="center">2007-2008 and Beyond</p> | | |
| 1. Consolidate individual rack-mounted servers into a “blade-type” system utilizing virtual servers and load balancing. | | |
| 2. Replace the campus telephone system utilizing IP telephony. | | |
| 3. Increase the number of applications and services available via the world-wide web. | | |
| 4. Provide increased training opportunities for staff. | | |
| 5. Seek additional avenues for funding technology-related projects. | | |
| 6. Seek administrative support for funding a Webmaster position. | | |
| 7. Continue systematic replacement of user workstations, network servers, and multimedia classroom equipment. | | |
| 8. Continue to automate manual processes. | | |
| 9. Continue to enhance network/computer security. | | |
| 10. Expand secure wireless access campus-wide. | | |
| 11. Provide secure off-campus access to internal network folders. | | |