INFORMATION TECHNOLOGY STRATEGIC PLAN

VISION STATEMENT
The NWACC Information Technology Department will be a nationally recognized leader in empowering information technology to stimulate the exchange and creation of knowledge. Information will exist in an integrated environment that fosters an open, collaborative, and unifying culture. We envision a future in which NWACC's dynamic learning communities have limitless access to individualized information, unfettered by reliability issues and distance.

MISSION STATEMENT
The NWACC Information Technology Department strives to provide reliable, fresh, and integrated technology to support teaching, learning, research, and service within a rapidly growing environment.

Information Technology is committed to the values of
• Reliability/stability;
• Professionalism, integrity, and respect;
• Efficiency and effectiveness;
• Innovation;
• Excellence; and
• Collaboration and teamwork.

GOALS and CRITICAL SUCCESS FACTORS

I. Access and Technology:
Create a technology-enriched environment for learning.

Critical Success Factors (measures the degree of success over the next 5 years):
   i. Comprehensively utilize SCT Banner, our complete, integrated ERP (Enterprise Resource Planning) solution for students, faculty, and staff.
   ii. Comprehensively support, maintain and utilize the College portal.
   iii. Assist Distance Learning in any capacity needed to further their effort in utilizing Blackboard CE, our hosted distance learning solution for faculty and students.
   iv. Create a secure wireless network to serve 100% of campus.
   v. Keep networks’ speed, security, and capability contemporary.
   vi. Deliver Internet-based student-advising tool to provide a competitive advantage for NWACC.
vii. Expand the amount of information available on demand to students, faculty, and employees on the Web.
viii. Provide Internet services through portable devices.
ix. Provide technology-based support and integration for remote sites and campuses, community college partners, and regional development efforts.
x. Make the Internet the basic vehicle of service delivery, and ensure appropriate student services are available through the Internet.
xi. Use current student-friendly methods to actively communicate—for example, but not limited to text messaging, Facebook, Twitter.

This goal aligns with the following 2010-2015 Strategic Planning Initiative(s): Become a premiere educational provider, Facilitate success of under-prepared & under-served learners, Build a sustainable institutional infrastructure.

II. Integrated IT Environment:
Deliver information and services in an integrated environment that fosters an open, collaborative, and unifying culture and provides omnipresent access to needed information.

Critical Success Factors (measures the degree of success over the next 5 years):
i. Remove outdated and artificial barriers to access information—both technical- and policy-based.
ii. Implement and develop Argos reporting tool to facilitate informed and data-driven decision-making at NWACC.
iii. Implement off-site access to information-on-demand.
iv. Implement a single authentication method for the College which can be maintained on-site or via the Internet.
v. Establish an official e-mail location for all employees.
vi. Benchmark against peers in education and private industry.
vii. Savings and efficiencies.

This goal aligns with the following 2010-2015 Strategic Planning Initiative(s): Promote a climate which values and supports all employees, Build a sustainable institutional infrastructure, Champion an organizational culture of continuous process improvement.

III. Technology Infrastructure: Supply a reliable, state-of-the art information technology infrastructure.

Critical Success Factors (measures the degree of success over the next 5 years):
i. Increase bandwidth available on and off campus.
ii. Extend help desk/technical support to all members of the campus community.
iii. Establish training programs for Banner Support personnel and superusers outside of our division.
iv. Increase the reliability and uptime percentages of networks.
v. Create and enforce uniform standards and procedures for network security, and do the same for network-connected servers and devices.
vi. Increase the frequency and depth of both formal and informal contacts between members of the IT Division and our community of customers, especially faculty and students.
vii. Make ongoing training a priority within the IT Division, and make budgeting adequate time and resources for it a requirement for IT managers.
viii. Implement a flexible, market-based, and realistic pay plan for IT professionals.

This goal aligns with the following 2010-2015 Strategic Planning Initiative(s): Become a premiere educational provider, Become an industry leader for innovative workforce training, Promote a climate which values and supports all employees, Build a sustainable institutional infrastructure.

IV. IT Management Strategy: Manage IT as a strategic resource.

a. Critical Success Factors (measures the degree of success over the next 5 years):
   i. Work with NWACC colleagues to achieve $1 million in savings and efficiencies in IT via collaboration and integration over 5 years.
   ii. Increase the savings due to vendor relationships by $500,000 over five years.
   iii. Increase spending on IT as a percentage of total expense.
   iv. Have operational technology strategic and tactical campus partnerships.
   v. Through procurement review and coordination and collaboration, decrease or eliminate duplicate or inconsistent investment at NWACC. Ensure that the major IT investments of all units of are in line with institutional goals and strategies.
   vi. Decrease the number of vendor relationships, while making those remaining more leveraged and strategic. Use mainstream vendors as sources of information on directions within the IT industry.
   vii. Increase spending for IT both in total amounts and as a percentage of overall spending.
viii. Drive investment by strategic priorities, not by precedent or familiarity and level of comfort with a particular technology.

ix. Coordinate the work and planning of the IT Division with the IT-related activities of the colleges and other divisions at NWACC.

x. Make strategic planning and assessment an on-going activity for the IT Division.

This goal aligns with the following 2010-2015 Strategic Planning Initiative(s): Diversify resource base to support progressive growth.