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COMMUNITY COLLEGE DISTRICT NO. 508  
APRIL 4, 2019

# Information Technology Update for the Board of Trustees

April , 2019



**CITY COLLEGES'**  
of CHICAGO

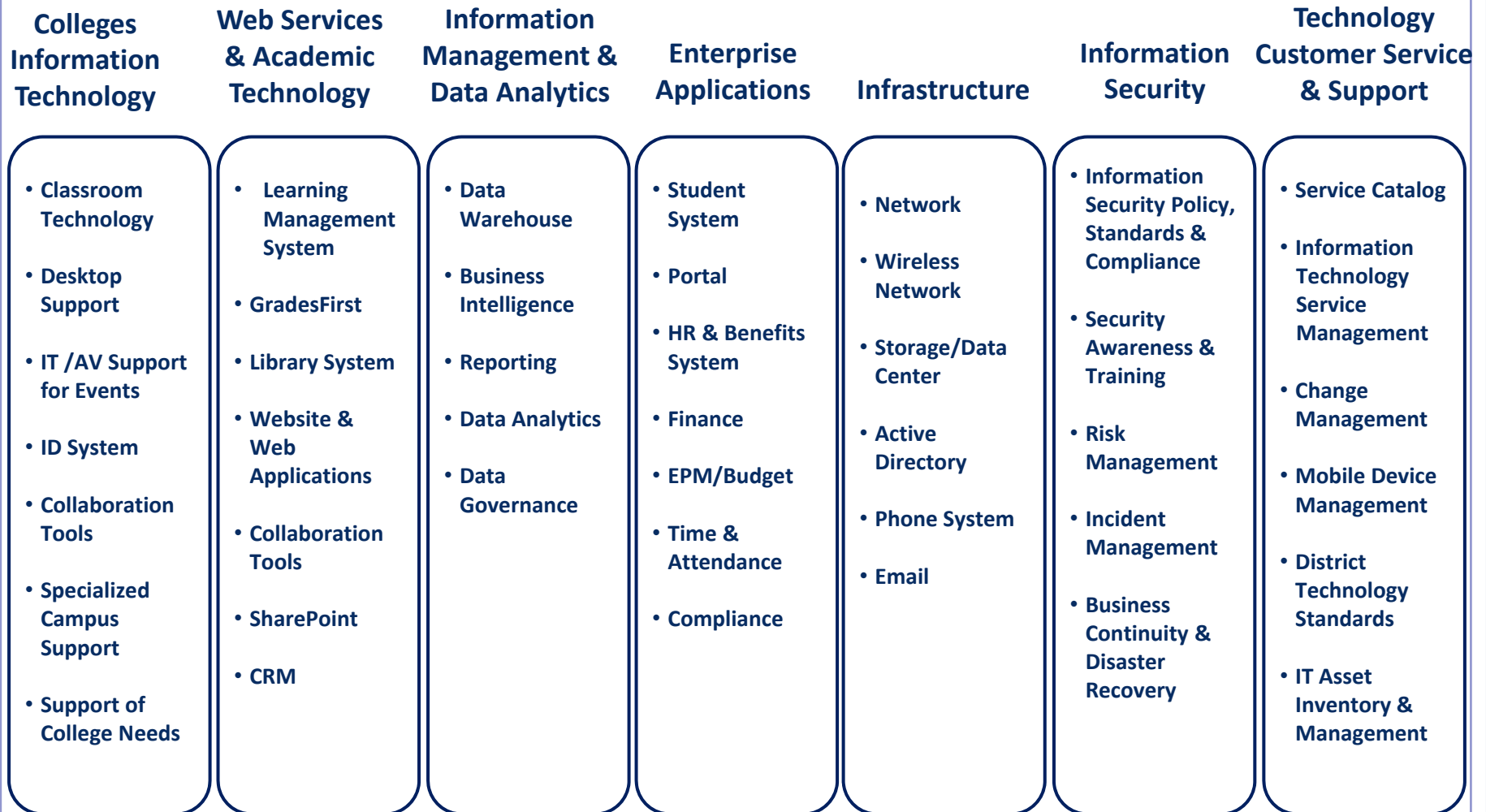
# Topics

- Office of Information Technology Mission
- OIT Functional Overview
- Current State
- Work Underway
- Technology Strategic Initiatives
- Alignment with City Colleges of Chicago Strategy

# Mission Statement

The Office of Information Technology (OIT) supports student success by providing a leading edge technology environment for students, faculty, and staff to improve teaching, learning, and operations.

# Functional Organizational Chart



# By-the-Numbers



Tech Enabled  
130 Classrooms  
24 Labs/Collab Spaces  
162 Events IT/AV Support  
1,184 Service Requests



Tech Enabled  
130 Classrooms  
30 Labs/Collab Spaces  
1,073 Service Requests



Tech Enabled  
86 Classrooms  
31 Labs/Collab Spaces  
232 Events IT/AV Support  
1,269 Service Requests



Tech Enabled  
100 Classrooms  
41 Labs/Collab Spaces  
445 Events IT/AV Support  
1,666 Service Requests



Student Portal

- 6.2 million logins by 78,651 unique users

Networked Devices

- 17,414 Wired Devices
- 148,277 Wireless Devices

Data Moves Across Network

- 1,888 Terabytes

Wireless Access Points

- 1,559 devices

Collaboration

- 10,923 OneDrive Accounts
- 217,000 Skype for Business Calls & 207,000 chats
- 2,067 Video Conferences
- 1,718 Audio Conferences
- 13,597 Service Requests



Tech Enabled  
64 Classrooms  
55 Labs/Collab Spaces  
504 Events IT/AV Support  
2,099 Service Requests



Tech Enabled  
83 Classrooms  
27 Labs/Collab Spaces  
145 Events IT/AV Support  
1,365 Service Requests



























Tech Enabled  
86 Classrooms  
26 Labs/Collab Spaces  
119 Events IT/AV Support  
1,877 Service Requests

*Note: Data presented reflects 6 months of activity (Sept. 2018 – Feb. 2019).*

# Current State – CIO Observations

- Aging and Unsupported Technology
  - Infrastructure
  - Classroom Technology
  - Software/Application Systems
- Maintenance Plans
- Capital Investments
- Information Security

# Current State – Key Systems Update

Technology Project/Program	Brief Update								
<b>LMS/BrightSpace Implementation</b>	<p>Brightspace fully replaced Blackboard in spring 2019 as CCC’s Learning Management System.</p> <p><b>5,798</b> Courses in BrightSpace</p> <p><b>33,271</b> Unique Students using BrightSpace over the three terms</p>								
<b>Web Redesign</b>	<p>OIT and Marketing are preparing a multi-step plan to provide short-term relief to most pressing website issues, e.g. admissions sites, slated to be complete by July 2019 and building the colleges homepages by end of 2019 while also building towards the longer term complete web redesign project.</p> <table border="0"> <tr> <td data-bbox="590 889 1123 938">  49,217 College Homepage Visits         </td> <td data-bbox="1276 889 1810 938">  46,728 College Homepage Visits         </td> </tr> <tr> <td data-bbox="590 971 1123 1019">  88,249 College Homepage Visits         </td> <td data-bbox="1276 971 1810 1019">  131,018 College Homepage Visits         </td> </tr> <tr> <td data-bbox="590 1052 1123 1101">  149,390 College Homepage Visits         </td> <td data-bbox="1276 1052 1810 1101">  38,868 College Homepage Visits         </td> </tr> <tr> <td data-bbox="590 1133 1123 1182">  119,634 College Homepage Visits         </td> <td data-bbox="1276 1133 1810 1182">  <b>7,291,977</b> Main CCC Homepage Visits         </td> </tr> </table>	 49,217 College Homepage Visits	 46,728 College Homepage Visits	 88,249 College Homepage Visits	 131,018 College Homepage Visits	 149,390 College Homepage Visits	 38,868 College Homepage Visits	 119,634 College Homepage Visits	 <b>7,291,977</b> Main CCC Homepage Visits
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<b>CRM</b>	<p>OIT is working in tandem with the Strategic Enrollment Management team to document requirements and reengineer or simplify business processes, as needed, in preparation of an RFP for an enterprise CRM system, which will be published in FY20. The process will include a comprehensive process review and technology architecture considering all areas of overlap and integration points.</p>								

# Current State – Key Systems Update

<b>Technology Project/Program</b>	<b>Brief Update</b>
<b>Budget System Implementation</b>	<p>Budget, OIT, and College EDs have configured, tested, and launched the cloud-based Anaplan application in late January. The Phase I provides CCC the ability to prepare and submit the FY20 budget electronically.</p> <p>The Phase II of the project focused on position control and reporting will continue through June 2019.</p>
<b>Campus Solutions Upgrade</b>	<p>The upgrade team (OIT and key business areas) has identified 279 out of 1151 major customizations that will need to be retrofitted as a result of the new version/release. The development and testing (1 of 3 cycles) started early December and completed by mid March.</p> <p>The full Go-Live for the upgrade is planned for Summer, 2019 with contingency after Fall (registration), 2019.</p>
<b>AdAstra Room Scheduling Solution Upgrade</b>	<p>Ad Astra, room and event scheduling system, was upgraded January 10th, 2019. The upgrade provides a more streamlined process when scheduling events and assigning classrooms, more friendly user interface, and robust homepage with customizable widgets to display favorite information and provide quick access points to calendars, schedules, request forms, etc.</p>



# Current State – Technology Support

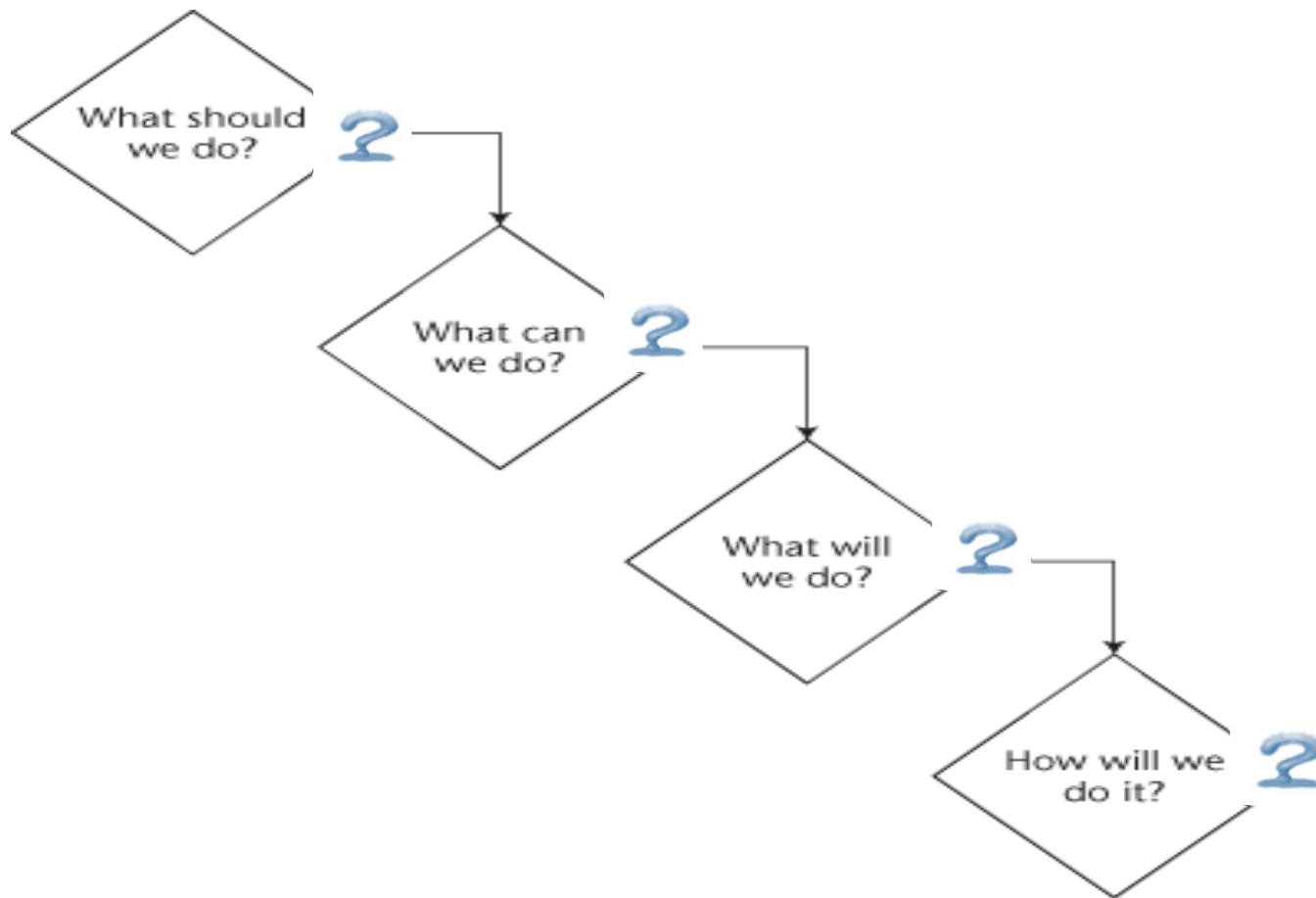
- Technology Service Catalog
- IT Service Management Process Review
- District-Wide Support Standards
- Metrics

# Presidents' Feedback - Appetite for Innovation/Investment in Information Technology

	Wilbur Wright	Richard J. Daley	Harold Washington	Olive Harvey	Harry S. Truman	Kennedy King
<b>Areas of Focus</b>						
Mobile Technology (devices, network, management)	4	3	5	5	7	2
Mobile for Students (mobile apps)	7	3	7	6	7	4
Cloud for Agile Infrastructure (move infrastructure to cloud)	7	5	6	6	7	2
Cloud Based Applications	7	5	6	6	7	4
Big-Data Collection (Tools and systems for marketing data)	4	7	7	7	7	6
Data Analytics (CRM, BI)	5	7	7	7	7	7
Social Media	5	4	7	6	7	7

*The range is from 1 to 7, where 7 is the highest level of interest; 6 out of 7 colleges responded to survey.*

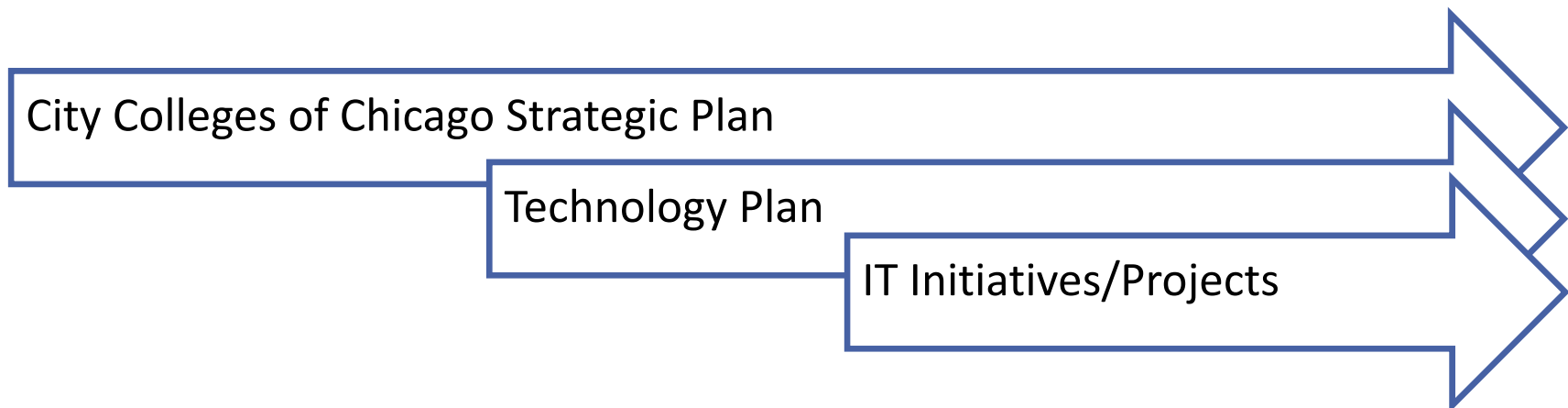
# The Big Picture



# Tech Plan Process

The Technology Plan describes the organization's current context and environment (where we are), articulates the mission, goals, and strategies (where we're going), and summarizes key upcoming initiatives that continue to drive us in the direction of City Colleges' vision for technology.

The IT Strategic Plan is influenced by internal factors and drivers within the institution as well as by technology trends. It reflects feedback from staff, stakeholders, and end users.



# City Colleges of Chicago Technology Plan

## IMPACT

Priorities	Objectives	IMPACT						
		Enrollment	Completion	Retention	Transfer	Adult Education	Digital Literacy	User Experience
<b>Student Centered Investments</b>	<ul style="list-style-type: none"> <li>Manage the system investments that support multiple student success initiatives</li> <li>Understand and advance technology role in defining student experience from prospect to alumni</li> </ul>	●	●	●	●	●	●	●
<b>Invest Smart: Simplify, Standardize, Automate</b>	<ul style="list-style-type: none"> <li>Invest in the right level of technology for the needs of every space</li> <li>Provide shared services/standard systems across the campuses unless a differentiator function</li> </ul>						●	●
<b>Information Security</b>	<ul style="list-style-type: none"> <li>Develop a risk-based security strategy that keeps pace with security threats and challenges</li> <li>Create and provide Training and Awareness Campaigns to ensure all constituents protect themselves and the institution</li> </ul>							●
<b>Data Enabled Decision Making</b>	<ul style="list-style-type: none"> <li>Use Business Intelligence and analytics to inform the broad conversation and assist in better decision making</li> <li>Implement data governance practices institution-wide</li> </ul>	●	●	●	●	●	●	
<b>Technology Adoption - Digital Readiness</b>	<ul style="list-style-type: none"> <li>Help institutional constituents (Students, Faculty, Staff) adapt to technology change</li> <li>Increase adoption of existing technology</li> </ul>					●	●	●
<b>Innovation</b>	<ul style="list-style-type: none"> <li>Encourage technology innovation in a controlled environment (Pilots/Prototypes)</li> <li>Introduce virtual reality and related technology through simulation labs</li> </ul>			●			●	●

# Appendix

Technology Initiatives FY19 –FY21

# Student Centered Investments

## Objectives

Managing the system investments that support multiple student success initiatives

Understanding and advancing technology role in defining student experience from prospect to alumni

## Key Initiatives

- Learning Management System Implementation (D2L)
- Website Refresh
- Portal Enhancements (my.CCC.edu) Magic Catalog
- Credit Card Processing
- Student Refunds
- Student Photo ID/Ventra Cards
- Campus Solutions Upgrade (PeopleSoft)

# Invest Smart: Simplify, Standardize, and Automate

## Objectives

Invest in the right level of technology for the needs of every space

Shared services/standard systems across the campuses unless a differentiator function

## Key Initiatives

- Classroom Technology Assessment and Refresh
- Infrastructure Refresh and Resiliency
- Asset Audit
- Central Asset Inventory (Capital Assets Management)
- Central IT Asset Management Reconciliation
- Application Inventory and Evaluation/Standardization across district
- Time and Attendance Solution Replacement
- Performance Evaluation Solution: Non Bargained Employees and Adjunct Faculty
- Service Catalog



# Information Security Priorities

## Objectives

Develop a risk-based security strategy that keeps pace with security threats and challenges

Training and Awareness Campaigns to ensure all constituents protect themselves and the institution

## Key Initiatives

- Information Security Assessment
- IT Security Policy
- Awareness Campaign and Security Training
- Penetration Testing
- Network Security Audit
- Security Monitoring and Detection
- Emergency Management
- Business Continuity/Disaster Recovery

# Data Enabled Decision Making

## Objectives

Use Business Intelligence and analytics to inform the broad conversation and make better decisions

Implement data governance practices institution-wide

## Key Initiatives

- Customer Relationship Management Solution
  - Salesforce Pilot (FY19)
  - Enterprise CRM Discovery (FY19)
- Budgeting Solution Selection and Implementation
- Data Warehouse/Business Intelligence Solution
- Data Analytics and Visualization Capabilities

# Technology Adoption – Digital Readiness

## Objectives

Help institutional constituents (faculty, students, staff) adapt to technology change

Increase adoption of existing technologies

## Key Initiatives

- Learning Management System (LMS) Adoption
- Classroom Technology Adoption (Learning for Everyone)
- Teach the Teacher
- IT Staff Education – Educate IT on existing tools
- Cross - Training
- Digital Literacy Expansion

# Innovation

## Objectives

Encourage technology experimentation in a controlled environment (pilot, prototype)

Introduce virtual reality and related technology through simulation labs

## Key Initiatives

- Technology Pilots
- Mobile App Student Engagement
- Extend Online/Hybrid Learning
- Cybersecurity Bootcamps
- Chatbots
- IOS Development