Information Technology Update for the Board of Trustees

April, 2019
## 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

<table>
<thead>
<tr>
<th>Colleges Information Technology</th>
<th>Web Services &amp; Academic Technology</th>
<th>Information Management &amp; Data Analytics</th>
<th>Enterprise Applications</th>
<th>Infrastructure</th>
<th>Information Security</th>
<th>Technology Customer Service &amp; Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Classroom Technology</td>
<td>• Learning Management System</td>
<td>• Data Warehouse</td>
<td>• Student System</td>
<td>• Network</td>
<td>• Information Security Policy, Standards &amp; Compliance</td>
<td></td>
</tr>
<tr>
<td>• Desktop Support</td>
<td>• GradesFirst</td>
<td>• Business Intelligence</td>
<td>• Portal</td>
<td>• Wireless Network</td>
<td>• Security Awareness &amp; Training</td>
<td></td>
</tr>
<tr>
<td>• IT /AV Support for Events</td>
<td>• Library System</td>
<td>• Reporting</td>
<td>• HR &amp; Benefits System</td>
<td>• Storage/Data Center</td>
<td>• Risk Management</td>
<td></td>
</tr>
<tr>
<td>• ID System</td>
<td>• Website &amp; Web Applications</td>
<td>• Data Analytics</td>
<td>• Finance</td>
<td>• Active Directory</td>
<td>• Incident Management</td>
<td></td>
</tr>
<tr>
<td>• Collaboration Tools</td>
<td>• Collaboration Tools</td>
<td>• Data Governance</td>
<td>• EPM/Budget</td>
<td>• Phone System</td>
<td>• Business Continuity &amp; Disaster Recovery</td>
<td></td>
</tr>
<tr>
<td>• Specialized Campus Support</td>
<td>• SharePoint</td>
<td></td>
<td>• Time &amp; Attendance</td>
<td>• Email</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Support of College Needs</td>
<td>• CRM</td>
<td></td>
<td>• Compliance</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Web Services & Academic Technology:
  - Learning Management System
  - GradesFirst
  - Library System
  - Website & Web Applications
  - Collaboration Tools
  - SharePoint
  - CRM

- Information Management & Data Analytics:
  - Data Warehouse
  - Business Intelligence
  - Reporting
  - Data Analytics
  - Data Governance

- Enterprise Applications:
  - Student System
  - Portal
  - HR & Benefits System
  - Finance
  - EPM/Budget
  - Time & Attendance
  - Compliance

- Infrastructure:
  - Network
  - Wireless Network
  - Storage/Data Center
  - Active Directory
  - Phone System
  - Email

- Information Security:
  - Information Security Policy, Standards & Compliance
  - Security Awareness & Training
  - Risk Management
  - Incident Management
  - Business Continuity & Disaster Recovery

- Technology Customer Service & Support:
  - Service Catalog
  - Information Technology Service Management
  - Change Management
  - Mobile Device Management
  - District Technology Standards
  - IT Asset Inventory & Management
By-the-Numbers

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

<table>
<thead>
<tr>
<th>Technology Project/Program</th>
<th>Brief Update</th>
</tr>
</thead>
</table>
| LMS/BrightSpace Implementation | Brightspace fully replaced Blackboard in spring 2019 as CCC’s Learning Management System.  
5,798 Courses in BrightSpace  
33,271 Unique Students using BrightSpace over the three terms |
| Web Redesign | 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.  
49,217 College Homepage Visits  
88,249 College Homepage Visits  
149,390 College Homepage Visits  
119,634 College Homepage Visits  
7,291,977 Main CCC Homepage Visits |
| CRM | 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. |
## Current State – Key Systems Update

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<th>Technology Project/Program</th>
<th>Brief Update</th>
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<tbody>
<tr>
<td><strong>Budget System Implementation</strong></td>
<td>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. The Phase II of the project focused on position control and reporting will continue through June 2019.</td>
</tr>
<tr>
<td><strong>Campus Solutions Upgrade</strong></td>
<td>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. The full Go-Live for the upgrade is planned for Summer, 2019 with contingency after Fall (registration), 2019.</td>
</tr>
<tr>
<td><strong>AdAstra Room Scheduling Solution Upgrade</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>
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

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

- What should we do?
- What can we do?
- What will we do?
- How will we do it?
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

<table>
<thead>
<tr>
<th>Priorities</th>
<th>Objectives</th>
<th>IMPACT</th>
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</thead>
</table>
| **Student Centered Investments** | • Manage the system investments that support multiple student success initiatives  
   • Understand and advance technology role in defining student experience from prospect to alumni | ![Impact](dots.png) |
| **Invest Smart: Simplify, Standardize, Automate** | • Invest in the right level of technology for the needs of every space  
   • Provide shared services/standard systems across the campuses unless a differentiator function | ![Impact](dots.png) |
| **Information Security**      | • Develop a risk-based security strategy that keeps pace with security threats and challenges  
   • Create and provide Training and Awareness Campaigns to ensure all constituents protect themselves and the institution | ![Impact](dots.png) |
| **Data Enabled Decision Making** | • Use Business Intelligence and analytics to inform the broad conversation and assist in better decision making  
   • Implement data governance practices institution-wide | ![Impact](dots.png) |
| **Technology Adoption – Digital Readiness** | • Help institutional constituents (Students, Faculty, Staff) adapt to technology change  
   • Increase adoption of existing technology | ![Impact](dots.png) |
| **Innovation**                | • Encourage technology innovation in a controlled environment (Pilots/Prototypes)  
   • Introduce virtual reality and related technology through simulation labs | ![Impact](dots.png) |
Appendix

Technology Initiatives FY19 – FY21
# Student Centered Investments

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Key Initiatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managing the system investments that support multiple student success initiatives</td>
<td>• Learning Management System Implementation (D2L)</td>
</tr>
<tr>
<td>Understanding and advancing technology role in defining student experience from prospect to alumni</td>
<td>• Website Refresh</td>
</tr>
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<td></td>
<td>• Portal Enhancements (my.CCC.edu) Magic Catalog</td>
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<td></td>
<td>• Credit Card Processing</td>
</tr>
<tr>
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<td>• Student Refunds</td>
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<td>• Student Photo ID/Ventra Cards</td>
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<tr>
<td></td>
<td>• Campus Solutions Upgrade (PeopleSoft)</td>
</tr>
</tbody>
</table>
# 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

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Key Initiatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help institutional constituents (faculty, students, staff) adapt to technology change</td>
<td>• Learning Management System (LMS) Adoption</td>
</tr>
<tr>
<td>Increase adoption of existing technologies</td>
<td>• Classroom Technology Adoption (Learning for Everyone)</td>
</tr>
<tr>
<td></td>
<td>• Teach the Teacher</td>
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<td></td>
<td>• IT Staff Education – Educate IT on existing tools</td>
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<td></td>
<td>• Cross - Training</td>
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<td>• Digital Literacy Expansion</td>
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## Innovation

<table>
<thead>
<tr>
<th>Objectives</th>
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<tr>
<td>Encourage technology experimentation in a controlled environment (pilot, prototype)</td>
<td>• Technology Pilots</td>
</tr>
<tr>
<td>Introduce virtual reality and related technology through simulation labs</td>
<td>• Mobile App Student Engagement</td>
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<td></td>
<td>• Extend Online/Hybrid Learning</td>
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<td>• Cybersecurity Bootcamps</td>
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<td>• Chatbots</td>
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<td></td>
<td>• IOS Development</td>
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