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RECEIVED AND PLACED ON FILE – BOARD OF
TRUSTEES

COMMUNITY COLLEGE DISTRICT NO. 508

MARCH 2, 2023

IT Update

March 2, 2023

Jerrold Martin

Vice Chancellor, CIO

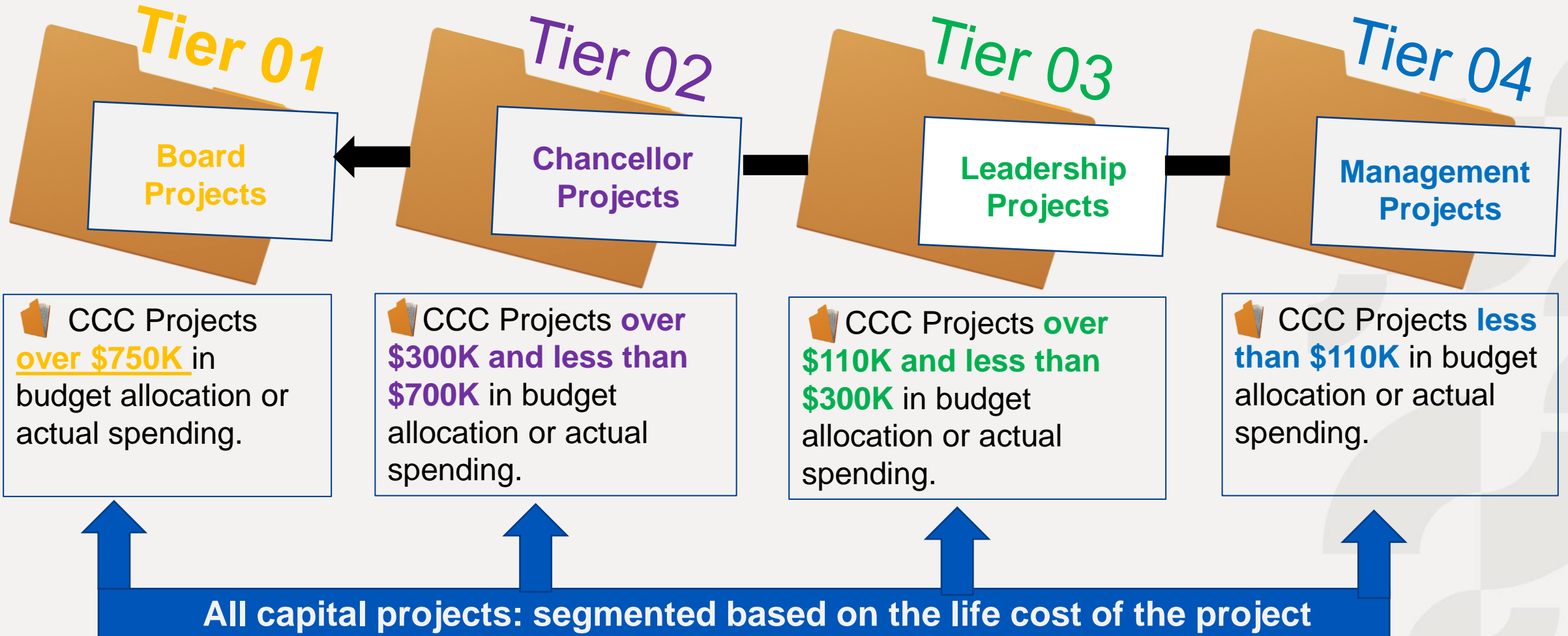
Portfolio Management

Information Technology is implementing Portfolio Management which is the strategic administration and organization of capital projects at CCC.

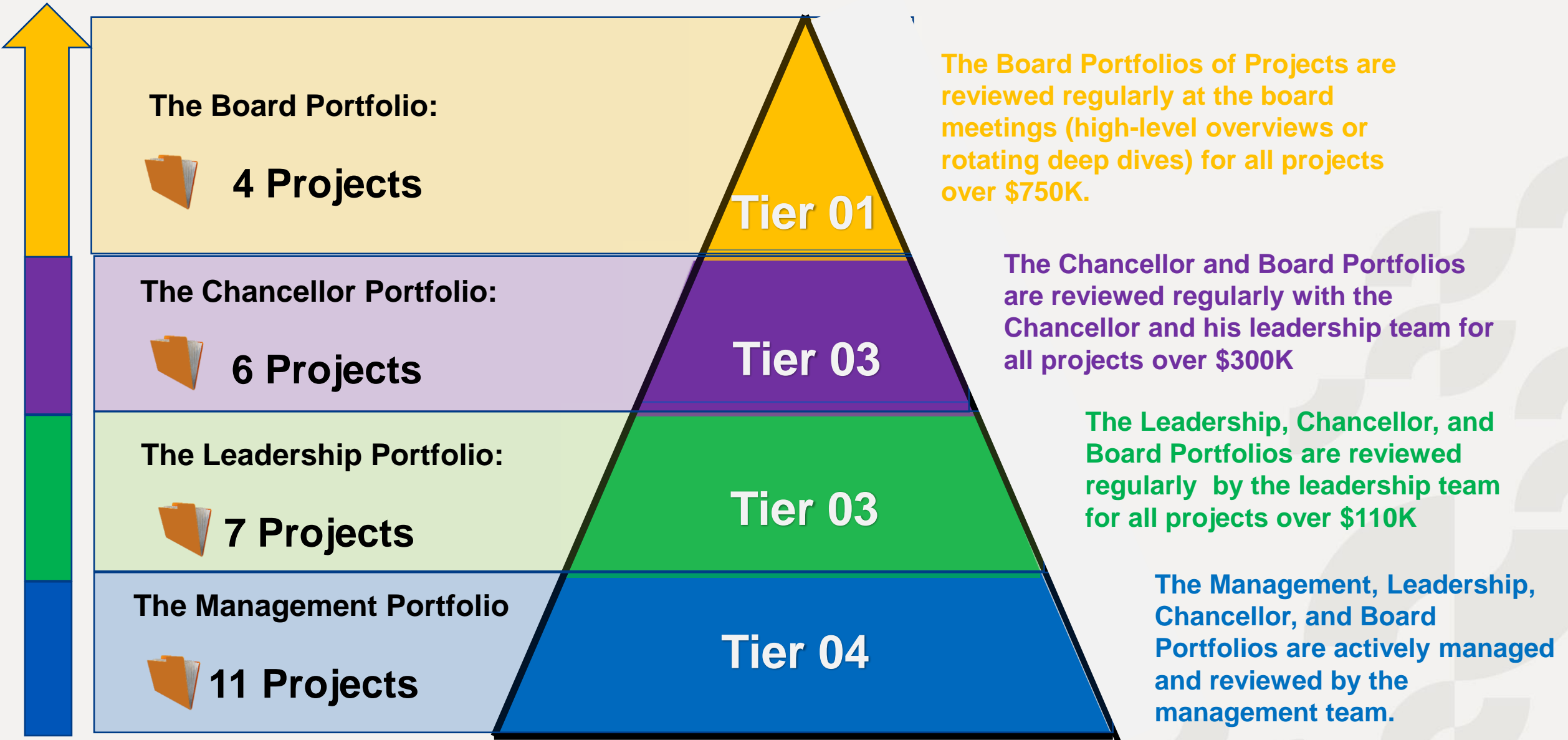
- Simplify the visibility of capital projects for the duration of projects (over multi-years).
- Tier portfolio to ensure visibility at the right level for the most expensive or critical projects.
- Create layers of visibility for all capital projects, leveraging the leadership team and the four-tiers structure.
- Focus on key elements such as project budgets, resource use, and timelines when making decisions.
- Implement rules related to project status, using red, yellow, and green for the overall project status, plus the timeline, budget, and scope.

Portfolio Management

4 Tier: Definition



















4 Tier - Portfolio Management – Current '23 Projects



Board Portfolio of Projects

(over \$750K)

Project Title	Budget Allocation (2023)	Actual Spent	Project Status	Timeline Status	Budget Status	Scope Status
Network - Hardware Refresh	1.9M	670k				
Software Developed Wide Area Network Project	1.6M	1.2M				
CRM	1.0M	224K				
Web Redesign	1.0M	330K				

CRM Goals

- ✓ **360 VIEW**
Make relevant information stored across multiple student-facing systems available to staff through a “**single pane of glass**” to provide an optimal experience to current students.
- ✓ **STREAMLINE CCC SYSTEMS**
Develop a streamlined, integrated system architecture, **eliminating the need for redundant and/or “shadow systems”**.
- ✓ **IMPROVE DATA**
Provide improved access to data to all stakeholders, resulting in more effective decision making.
- ✓ **STREAMLINE COMMUNICATIONS**
Communicate with prospective and current students with the ability to **meet students where they are in their prospective student journey**.

- ✓ **APPLICATION & ONBOARDING**
Improve the application and onboarding process for new and returning students.
- ✓ **DATA-DRIVEN MARKETING**
Develop an inbound, **data-driven marketing approach for recruiting new students** with the ability to analyze the effectiveness of advertising and outreach.



INCREASE ENROLLMENT

Ultimately, all of these goals aim to increase enrollment and retention across CCC.

CRM Solution Design:

Phase 1 Recruitment and Admissions



**New Application
(Adult Ed and
Credit)**

**continuing education
is out of scope*



**New Student
Onboarding
Portal**



**Personalized
Student
Communications**



**Integrated
knowledge base**

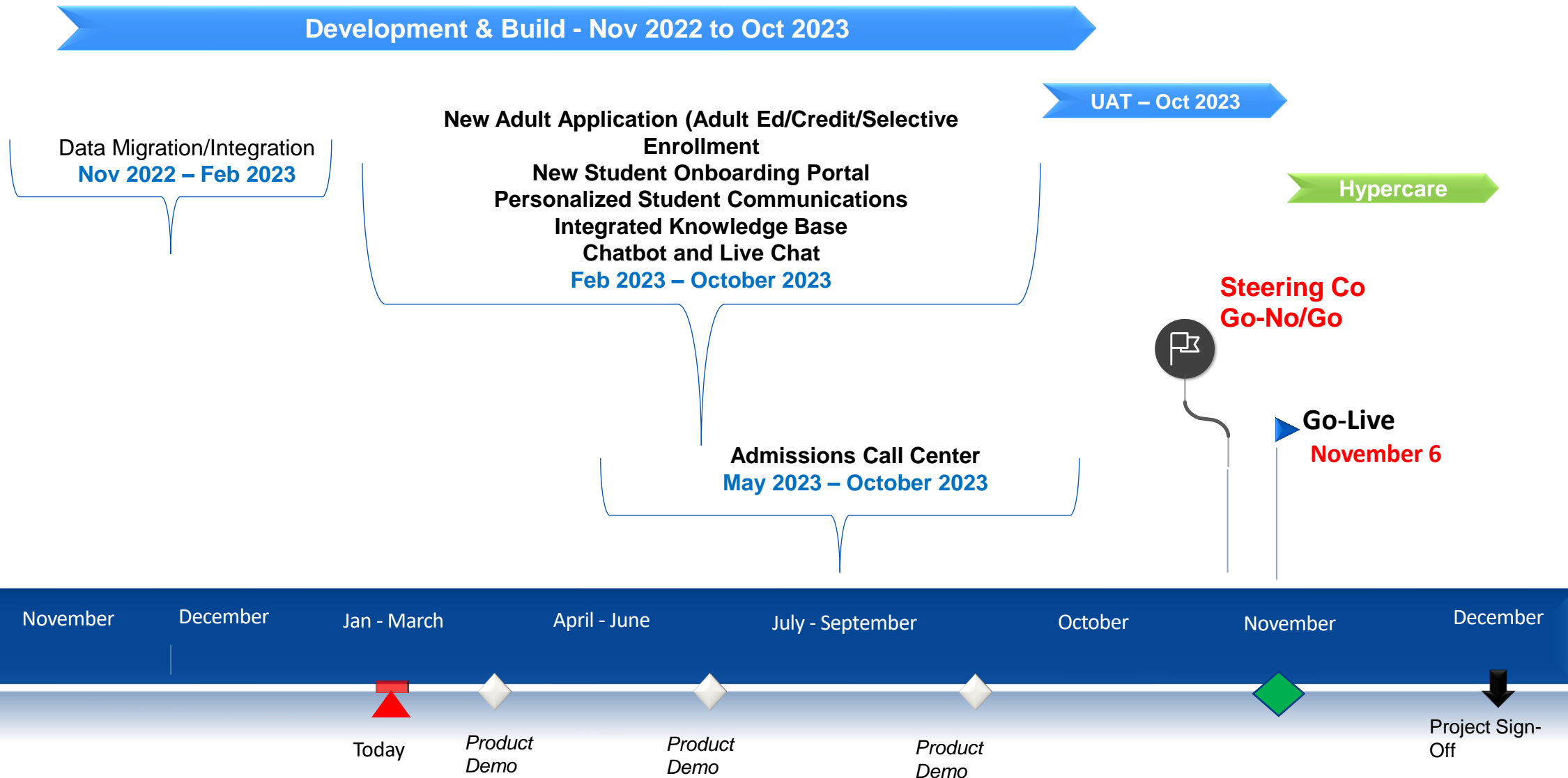


**Chat bot and
live chat**



**Advisor, recruiter,
and leadership
dashboards**

CCC Salesforce Full Launch Timeline



Project Name:	CRM	Status Date:	2/23/2023	Overall Status:	
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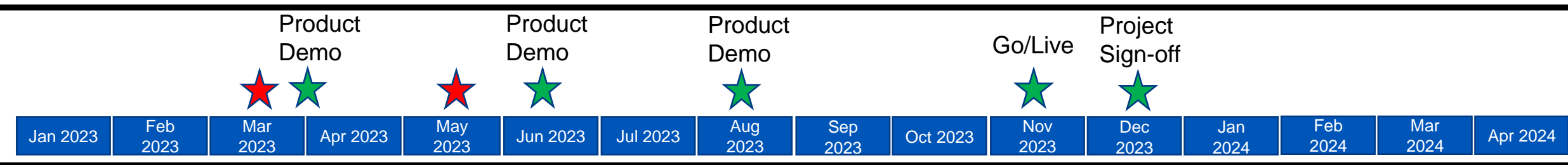
3S initiative - CRM (Customer Relationship Management): CRM is a technology system that will allow City Colleges to manage every relationship and interaction with students and other constituents more insightfully and comprehensively. CRM will allow us to conduct data-driven recruitment campaigns, provide streamlined, personalized support to current students, target our communications to all members of the CCC community more effectively, and much more.

Timeline		
Budget		
Scope		

Milestones	Target Date	% Complete	Status	Trending
Functionality/Validation Demo	3/31/23	0%		
Product Demo	6/30/23	0%		
Product Demo	8/30/23	0%		
Go/Live	11/15/23	0%		

Board Request	Target Date
Renewal of Marketing Cloud Licenses	Mar 2023
Salesforce Licenses	Mar 2023
Additional project licenses*if not included in Mar Events management tool	May 2023 July 2023

Accomplishments	Issue/Risk Mitigation Plan
<ul style="list-style-type: none"> Work is underway on the integration between CS9 and Salesforce using the Valance middleware tool Revisions to both Call Center and Selective Enrollment SDDs are now complete. The application and RFI forms are being built RFP has been submitted to procure Events Management tool 	

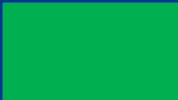


Questions














Appendix



Project Name:	Web Redesign	Status Date:	2/23/2023	Overall Status:	
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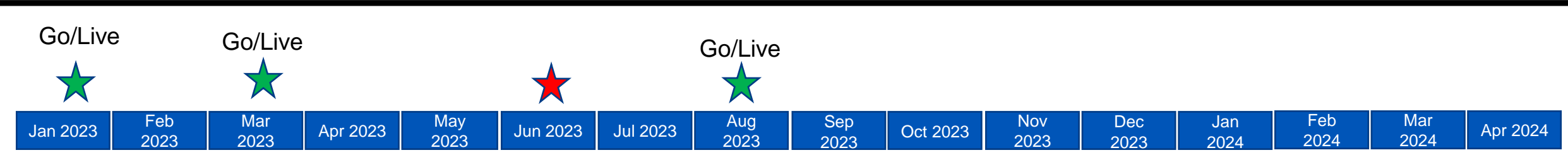
3S initiative - New website: Creating an interactive, user-friendly website will ensure our messages, programs, and offerings are clear and easy to find. From mapping out the information our stakeholders need to design and implement the interface to updating digital processes, a new website will ensure that City Colleges of Chicago's offerings and resources are clear and easy to discover.

Timeline		
Budget		
Scope		

Milestones	Target Date	% Complete	Status	Trending
New Templates	1/10/23	100%		
Foundation	3/10/23	50%		
College Home Pages	8/10/23	5%		
Managed Hosting	8/10/23	10%		

Board Request	Target Date
Managed Hosting RFP	July 2023

Accomplishments	Issue/Risk Mitigation Plan
<ul style="list-style-type: none"> News, Events, Student Success, and Marketing Landing pages launched College photo/video shoot complete New CCC branding applied to apply landing page and marketing landing pages RFI form on apply.ccc.edu integrated with Marketing Cloud Foundation website build to begin 	



Project Name:	Software Defined Wide Area Network	Status Date:	2/23/2023	Overall Status:	●
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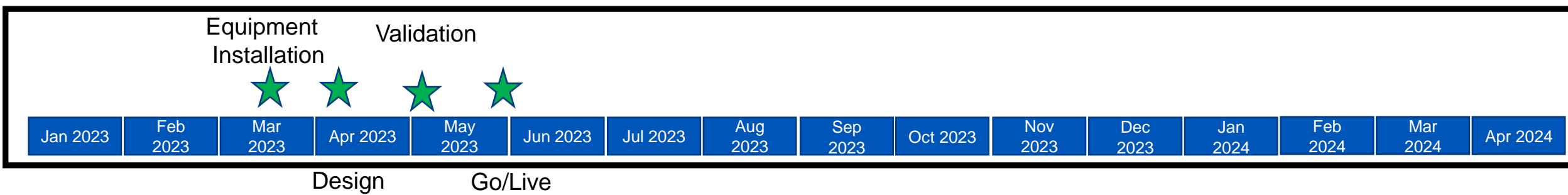
The purpose of this project is to Implementation of Software Developed Wide Area Network to limit possible internet service outages by installing devices at all main campuses and high risk satellite locations that can automatically use multiple Internet and Network connections, securing traffic across all CCC locations and eliminate most internet outages.

Timeline	●	
Budget	●	
Scope	●	

Milestones	Target Date	% Complete	Status	Trending
Equipment Installation	3/31/23	0%	●	●
Design Finalization	4/21/23	50%	●	●
Functionality Validation	5/5/23	0%	●	●
Go/Live	5/31/23	0%	●	●

Board Request	Date

Accomplishments	Issue/Risk Mitigation Plan
Equipment received Initial design meetings with PACE Finalized Statement of Work with Fortinet/PACE	



Project Name:	Network - Hardware Refresh	Status Date:	2/23/2023	Overall Status:	
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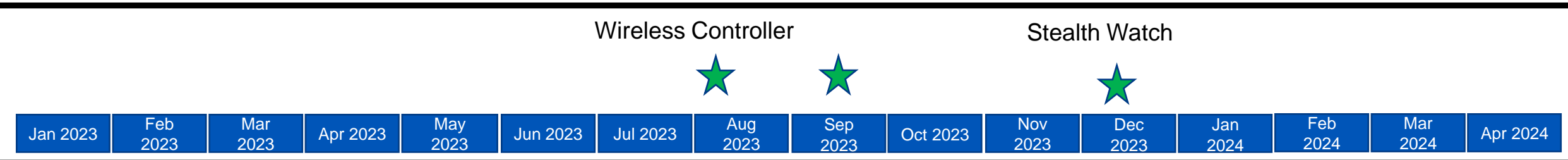
The Network – Hardware Refresh project is to replace aging network equipment to improve the student and employee experience, improve network security, improve redundancy to limit outages. New security designs and protection of entire CCC network which automates and protects CCC devices from threats, separates and protects personal devices, and creates a new wireless portal for students and staff personal computers to access limited CCC resources (Printing, wireless presentation)

Timeline		
Budget		
Scope		

Milestones	Target Date	% Complete	Status	Trending
Wireless Controller install	8/11/23	0%		
Upgrade CCC Wireless (all CCC)	9/1/23	44%		
Stealth Watch Network Monitoring	12/1/23	50%		

Board Request	Date

Accomplishments	Issue/Risk Mitigation Plan
<ul style="list-style-type: none"> Replaced 582 WIFI access points at Truman, Wright, Daley and Olive-Harvey. Installed 521 WIFI access point security enclosure. Implemented new security monitoring tool Implemented network separation between personal and CCC devices. Implemented new CCCWIFI for personal devices. Implemented WIFI printing for students personal computers. 	



Wireless AP Completion