

LARAMIE COUNTY COMMUNITY COLLEGE INTEGRATED TECHNOLOGY SERVICES (ITS) STRATEGIC PLAN 2017-2020

The Integrated Technology Services (ITS) team aspires to support [LCCC's strategic plan](#), including the stated mission, vision and goals. In addition to the College's strategic plan, ITS has developed a technology specific strategic plan to support, advance and provide leading edge technology solutions that provide opportunities for students, employees and community members to be successful in their individual goals.

ITS MISSION

The mission of ITS is to provide resources to the college community; specifically students, employees and visitors, which allow for each constituent group the ability to engage, learn, teach, support and perform using the best technology resources available. In support of LCCC's mission, ITS provides, supports, and implements appropriate technology and services for all stakeholders.

ITS VISION

ITS's vision is to be an innovative information technology leader that inspires and enhances the learning of our students, the teaching of our faculty, and the performance of our employees by providing expertise, solutions, and encouragement to be successful. ITS wants to provide inspiration, empowerment and ease of use to all users of our technology so they can be successful in achieving their desired goals.

ITS Values

ITS values include professionalism, reliability, accuracy, integrity, innovation, collaboration and respect. ITS strives to collaborate with our stakeholders to identify solutions to address every situation.

ITS STRUCTURE

ITS has identified six key functions that provide services to the campus community. These areas include Help Desk Operations; Institutional Database Management; Enterprise Software; Web Applications; Plan, Design, and Maintenance of Network, Telecom and Audio Visual; and Systems and Technology Support. While each of these functions have independence, they are also very integrated with each other, which allows ITS to successfully provide our stakeholders with robust technology systems and solutions.

ITS collaborates with a new governance group that helps the campus navigate and understand what technology resources and services are available at LCCC. The Information Technology Governance Committee (ITGC) consists of designees from President Cabinet leadership, Student Government Association, and a community liaison. This new governance structure has made progress in the

development and revision of many information technology policies and procedures, established an inventory of educational software and hardware, examined many technology projects for feasibility and usefulness, and began its review of information security measures.

ITS takes the responsibility of fiduciary management seriously and work to find the right balance for providing technology support and services within its annual appropriations and resources. ITS works to find the best solutions at the best value, while being mindful that too many changes can be frustrating and prohibitive to an individual's success.

ITS GOALS - Operational

1. Support LCCC's planning for student success initiatives.
There are several initiatives with LCCC's Strategic Plan, which will provide opportunities for ITS to engage with campus stakeholders through partnerships for addressing student success activities.
2. Participate in functions assessment planning as part of LCCC's continuous improvement.
ITS has identified six core functions at this time, as the College's assessment planning is implemented it will be crucial for ITS to participate in assessing and improving our identified functions.
3. Participate in planned new building and renovation construction projects.
ITS is critical in any remodeling and new construction at any of our campuses. We need to be strong partners in the design and planning of these projects as well as provide support and expertise for any new offices, teaching or learning spaces.
4. Simplify end-user account management and ease-of-use through application integration utilizing a single sign-on solution, such as integrations of our campus portal, self-service, learning management system, e-mail, etc.
ITS should collaborate with campus stakeholders to minimize the number of authentication and email accounts for employees and students. Identify authentication services and software that are available to enable single sign-on for the campus community to utilize our vast technology solutions.
5. Expand support for operating systems and 24/7 helpdesk.
Continue to explore the impact to supporting non-windows operating systems for end-users and server applications. Expanding helpdesk support beyond normal operating hours to assist employees and students, if demand or expectations exist.
6. Complete the transition of classroom technology to interactive TVs in all technology classrooms.
Work with campus stakeholders to identify technology needs for remaining spaces that need refreshing from antiquated solutions.
7. Fully implement the Information Technology Governance structure.
Continue to roll out IT governance and design appropriate processes for campus to understand and engage with technology at LCCC.
8. Seek a simple, intuitive, and useful mobile application for LCCC students and employees.
Investigate alternatives to the existing mobile application that will provide ease of use with many of the critical technology solutions for employees and students.

9. Create, publish and maintain useful information about available technology for the campus community:
 - a. Conference room and classroom technology attributes
 - b. Availability and Issue notification
 - c. Project status reporting
 - d. Upcoming Technology related events and projects
 - e. Personnel Responsibility Matrix
 - f. Understanding and knowing what technology solutions are available i

ITS GOALS - ASPIRATIONAL

1. Investigate the impact, feasibility, and requirements to support student personal devices.
2. Establish a security alliance with the other six community colleges in Wyoming to address the myriad of technology security threats.
3. In partnership with Enterprise Technology Services at the State of Wyoming, provide adequate bandwidth to meet the needs of all students and employees.