

**ITS Department Mission:** At the heart of Southwestern Oregon Community College's commitment to educational excellence, the Integrated Technology Services (ITS) Department is a dynamic catalyst for fostering student success, promoting equitable access, and enriching lives through the strategic integration of technology. Our mission is to leverage cutting-edge technological solutions to create a seamless, engaging, and supportive learning environment that aligns with the College's broader goals. In addition to stabilizing enrollment through expanded access to transformative technological services and consistently advancing equity through the thoughtful stewardship of resources, the ITS Department is dedicated to cybersecurity as a paramount concern. We prioritize the implementation of robust cybersecurity measures to ensure the integrity and security of our digital assets, safeguarding the confidentiality and privacy of sensitive information. Furthermore, we recognize the pivotal role of interdepartmental communication in fostering collaboration and innovation. By promoting effective communication channels and collaboration tools, the ITS Department aims to create a connected campus community that facilitates knowledge sharing, efficient workflows, and a unified approach to achieving institutional goals. This commitment contributes to the enhancement of the College's capital in human, fiscal, technological, and structural dimensions. As a result, we propel Southwestern Oregon Community College into a future where technological innovation, cybersecurity, and seamless interdepartmental communication collectively play central roles in achieving educational excellence and making a meaningful contribution to global society."

### **Goal 1: Strengthen Technological Infrastructure and Security**

#### **Objective 1.1: Enhance Cybersecurity Measures**

- **Progress Indicator:**
  - Baseline (FY23): Existing cybersecurity measures and metrics
  - Target: Implementation of enhanced cybersecurity protocols
  - KPI: Reduce cybersecurity incidents by 20% by 2026-2027
  - 2023-2024: Evaluate current cybersecurity measures
  - 2024-2025: Implement advanced cybersecurity solutions
  - 2025-2026: Monitor and assess cybersecurity effectiveness
  - 2026-2027: Continuously improve cybersecurity based on assessments
  - 2027-2028: Ensure ongoing cybersecurity readiness
- **Lead:** John Taylor
- **Cross-Departmental Collaboration:** Regular collaboration with departments collegewide to understand specific cybersecurity needs.
- **Stakeholder Involvement:** Engage administration, faculty, staff and students in cybersecurity awareness programs.
- **Resources needed:**
  - Cybersecurity software
  - Training materials
  - Budget for system upgrades and awareness campaigns
  - Budget for continuing education for ITS Admins and staff related to cybersecurity

## **Objective 1.2: Optimize Password Management**

- **Progress Indicator:**
  - Baseline (FY23): Current password management system
  - Target: Implementation of an optimized password management system
  - KPI: Increase password security compliance to 90% by 2028
  - 2024-2025: Assess the existing password management system
  - 2024-2025: Implement improvements for password generation
  - 2025-2026: Monitor password security metrics
  - 2026-2027: Make enhancements based on security assessments
  - 2027-2028: Sustain and continuously improve password security measures
- **Lead:** Brian Parker
- **Cross-Departmental Collaboration:** Work with Student Services and Human Resources to align password policies with student and employee onboarding processes
- **Stakeholder Involvement:** Involve end-users in password security awareness sessions.
- **Resources needed:**
  - Password management tools
  - Training resources
  - Budget for system enhancements

## **Goal 2: Foster Effective Interdepartmental Communication**

### **Objective 2.1: Implement Centralized ITS Communication**

- **Progress Indicator:**
  - Baseline (FY23): Current ITS communication channels
  - Target: Improved ITS communication channels
  - KPI: Improve overall campus-wide satisfaction with ITS communication processes by 2028
  - 2024-2025: Evaluate current satisfaction with communication processes
  - 2025-2026: Implement revised ITS communication system
  - 2025-2026: Measure user satisfaction and communication efficiency
  - 2026-2027: Optimize communication channels based on feedback
  - 2027-2028: Sustain and continuously improve centralized ITS communication
- **Lead:** Shannon Burruss
- **Cross-Departmental Collaboration:** Collaborate with all departments to align communication strategies.
- **Stakeholder Involvement:** Gather feedback from end-users on communication preferences and ongoing evaluation of communication processes.
- **Resources needed:**
  - Staff time
  - End-user training resources
  - User feedback mechanisms
  - Budget for communication tools

### **Objective 2.2: Facilitate Interdepartmental Communication and Collaboration**

- **Progress Indicator:**
  - Baseline (FY23): Limited interdepartmental collaboration
  - Target: Enhanced collaboration across all College departments
  - KPI: Increase overall collaboration satisfaction by 2028
  - 2023-2024: Identify current communication and collaboration challenges and opportunities
  - 2024-2025: Implement collaborative platforms and communication strategies
  - 2025-2026: Measure effectiveness of implemented collaboration platforms and communication strategies
  - 2026-2027: Expand and refine collaborative initiatives
  - 2027-2028: Help to foster a campus wide culture of continuous interdepartmental communication and collaboration
- **Lead:** Shannon Burruss
- **Cross-Departmental Collaboration:** Continuous engagement with all College departments to build campus-wide communication network
- **Stakeholder Involvement:** Include administration, faculty, and staff in the design of collaborative communication platforms.
- **Resources needed:**
  - Collaborative communication software
  - Training programs
  - User feedback mechanisms
  - Budget for collaborative initiatives

### **Goal 3: Improve Project Planning and Management**

#### **Objective 3.1: Establish Clear ITS Project Planning Processes**

- **Progress Indicator:**
  - Baseline (FY23): No determined ITS project planning processes
  - Target: Implementation of standardized project planning
  - KPI: Increase project completion rates by 2028
  - 2023-2024: Evaluate current project planning procedures
  - 2024-2025: Develop and implement standardized ITS project planning process
  - 2025-2026: Monitor project planning efficiency and effectiveness
  - 2026-2027: Make improvements based on project assessments
  - 2027-2028: Sustain and continuously improve project planning processes
- **Lead:**
- **Cross-Departmental Collaboration:** Collaborate with project stakeholders to support communication regarding the status of projects and cross-department collaboration throughout.
- **Stakeholder Involvement:** Involve relevant departments in the development of project planning standards.
- **Resources needed:**
  - Project management software
  - Training programs
  - Documentation tools

- Budget for process improvements

### **Objective 3.2: Enhance Ticketing Systems**

- **Progress Indicator:**
  - Baseline (FY23): Existing ticketing systems
  - Target: Improved efficiency in ticket resolution times
  - KPI: Increase ticketing system satisfaction by 2028
  - 2023-2024: Evaluate current ticketing systems
  - 2024-2025: Implement enhancements for ticket resolution
  - 2026-2027: Monitor ticketing system performance
  - 2026-2027: Make adjustments based on feedback and assessments
  - 2027-2028: Sustain and continuously improve ticketing systems
- **Lead:** Tabitha Keeler
- **Cross-Departmental Collaboration:** Work with all College departments to streamline ticketing processes.
- **Stakeholder Involvement:** Gather feedback from end-users on the ticketing system.
- **Resources needed:**
  - Ticketing system enhancements
  - Training resources
  - Budget for system improvements

## **Goal 4: Implement Advanced Inventory Management and Procurement System**

### **Objective 4.1: Introduce Automated Inventory Management System**

- **Progress Indicator:**
  - Baseline (FY23): Multiple manual inventory tracking methods
  - Target: Implementation of a single, automated inventory management system
  - KPI: Achieve 95% accuracy in inventory tracking by 2028
  - 2023-2024: Evaluate current inventory processes and requirements
  - 2024-2025: Research and select suitable inventory management software
  - 2025-2026: Implement and integrate automated inventory system
  - 2026-2027: Train staff and users on the new system
  - 2027-2028: Evaluate system effectiveness and optimize workflows
- **Lead:**
- **Cross-Departmental Collaboration:** Collaborate with Business Services for seamless integration on future projects.
- **Stakeholder Involvement:** Involve helpdesk technicians and systems admin in testing and provide training sessions.
- **Resources needed:**
  - Inventory management software
  - Staff training resources
  - Budget for system integration and training programs

#### **Objective 4.2: Incorporate QR Code Integration**

- **Progress Indicator:**
  - Baseline (FY23): Absence of QR code utilization in inventory management
  - Target: Integration of QR codes for streamlined inventory asset tracking
  - KPI: Achieve 90% of inventory assets tracked using QR codes
  - 2023-2024: Investigate QR code technology and its applicability
  - 2024-2025: Implement QR codes for inventory items and locations
  - 2025-2026: Test QR code efficiency and accuracy in inventory tracking
  - 2026-2027: Enhance QR code utilization based on feedback
  - 2027-2028: Standardize QR code usage for efficient inventory management
- **Lead:** Shannon Burruss
- **Cross-Departmental Collaboration:** Collaborate with Inventory Management Lead and Facilities department for QR code integration.
- **Stakeholder Involvement:** Seek feedback from end-users on the use of QR codes.
- **Resources needed:**
  - QR code technology
  - Testing resources
  - Budget for system integration

#### **Objective 4.3: Utilize SharePoint for Inventory Management Tracking Integration**

- **Progress Indicator:**
  - Baseline (FY23): Limited integration of SharePoint in inventory management
  - Target: Seamless integration of SharePoint for inventory tracking
  - KPI: Achieve 80% integration efficiency by 2028
  - 2023-2024: Explore integration possibilities between SharePoint and new Inventory Management System
  - 2024-2025: Develop and implement integration strategies
  - 2025-2026: Integrate SharePoint and System Center for inventory monitoring and updates
  - 2026-2027: Evaluate integration performance and refine functionalities
  - 2027-2028: Optimize SharePoint integration for enhanced inventory management
- **Lead:** Zach Willms
- **Cross-Departmental Collaboration:** Collaborate with Facilities department for unified inventory management and efficient integration.
- **Stakeholder Involvement:** Gather feedback from end-users on the integrated system.
- **Resources needed:**
  - Integration tools
  - Evaluation resources
  - Budget for integration enhancements

#### **Objective 4.4: Improve Purchasing Process Efficiency**

- **Progress Indicator:**
  - Baseline (FY23): No current official purchasing process

- Target: Streamlined and efficient procurement procedures
- KPI: Establish College-wide purchasing and procurement process
- 2023-2024: Identify bottlenecks and challenges in the procurement process
- 2024-2025: Redesign and optimize purchasing procedures
- 2025-2026: Implement improved purchasing processes
- 2026-2027: Measure procurement process efficiency and user satisfaction
- 2027-2028: Continuously improve procurement procedures based on evaluations
- **Lead:** Shannon Burruss
- **Cross-Departmental Collaboration:** Collaborate with Business Services and other college departments for streamlined procurement.
- **Stakeholder Involvement:** Engage end-users in the testing and improvement of the procurement process.
- **Resources needed:**
  - Procurement process redesign tools
  - User satisfaction measurement tools
  - Budget for process improvements

## **Goal 5: Modernize ITS Training Lab in Randolph Hall Room 9**

### **Objective 5.1: Develop Plan for Training Lab Redesign**

- **Progress Indicator:**
  - Baseline (FY23): Outdated training lab layout and infrastructure
  - Target: Modernized and efficient training lab with up-to-date technology and infrastructure
  - KPI: Develop detailed improvement plan for Randolph Hall Room 9
  - 2023-2024: Conduct a thorough evaluation of Randolph Hall Room 9
  - 2024-2025: Establish priorities for modernization
  - 2025-2026: Complete plan for lab layout redesign and technology upgrades
- **Lead:** Heather Balogh
- **Cross-Departmental Collaboration:** Collaborate with facilities and Office of Instruction for determination of needed improvements
- **Stakeholder Involvement:** Involve faculties and all department management in assessing lab functionality and gather input in development of redesign plan
- **Resources needed:**
  - Redesign planning tools
  - Budget for infrastructure improvements
  - Budget for redesign planning

### **Objective 5.2: Redesign Lab Layout, Technology, and Infrastructure**

- **Progress Indicator:**
  - Baseline (FY23): Outdated lab layout, technology, and infrastructure
  - Target: Modernized and efficient multi-functional training lab
  - KPI: Completion of Modernized Lab, with increased functionality satisfaction by 2028

- 2025-2026: Implement Improvement Plan for layout changes, improved infrastructure, and technology upgrades
  - 2026-2027: Test and optimize the functionality of the redesigned lab
  - 2027-2028: Develop ongoing improvement plan to maintain modern training conditions
- **Lead:** Heather Balogh
- **Cross-Departmental Collaboration:** Collaborate with Facilities for lab redesign.
- **Stakeholder Involvement:** Involve faculty, staff, and students in the lab layout redesign process.
- **Resources needed:**
  - Budget for technology upgrades
  - Staff time for project completion
  - Budget for infrastructure improvements