

**FIRST FOLLOW-UP REPORT:**  
**A RECORD OF PRESIDENTIAL APPROVAL**  
**TO TASK FORCE RECOMMENDATIONS FOR**  
Office of Information Technology, Administrative Systems, 8/25/09

With input from the Cabinet, the President makes final approval of program review recommendations. This report articulates those decisions. Approval of task force recommendations requiring funds beyond the base budget of the reviewed unit is not tantamount to receipt of additional funds. Those funding requests must be channeled through the institutional budget process. Nonetheless, special consideration will be given to requests stemming from program review recommendations.

A progress report toward implementation of recommendations must be drafted one year following completion of the task force report by the chairperson. The report will be sent electronically to the Special Assistant to the President for Strategic Planning & Analysis for college-wide distribution and archiving. Recommendations not achieved within a year are to become "objectives" in the corresponding unit plan to ensure a continued focus on their achievement.

The President accepts the recommendations of the task force with additions to #3 and #5.2 as indicated in **bold and underline**.

**Recommendations**

#1 Resources: Add programming and systems administration staff to meet the application deliverable demands of the college. (W1)

#2 Enhance communications by implementing the following recommendations: (W2)

- 1) Director should increase formal communications to HCC, and not just in times of problems.
- 2) Director should plan to increase face-time opportunities with end users, via established committees, such as IAC, FIT, and Deans and Directors. Also through attendance and presentation at College functions.
- 3) Enhance the OIT website to provide more robust and useful information regarding OIT roles and responsibilities, and related services and processes.
- 4) Clarify the Help Desk and its role within Administrative Systems and Desktop Support/Networking and Telecommunications.

#3 Establish formal training programs for end-users and OIT personnel with Datatel and Administrative Applications. This function does not have clear ownership within HCC .

**Work with System Agents to grow functional knowledge base and to ensure succession and documentation of System Agent skills to increase the number of System Agents and power users across the College.** (W3)

#4 Processes: Work to continually improve the process and governance of IT and technology initiatives through implementation of the following recommendations: (W4)

- 1) Work closely with the AACC committee to enable their activities and those of their sub-committees.
- 2) Continue to use and refine IT Governance processes:
  - a. Project Management
  - b. Change Control
  - c. Configuration Management
  - d. Requirements Management
- 3) Establish Service Level Agreements that govern problem management.
- 4) Enhance Help Desk knowledge of Datatel and other Administrative Systems.
- 5) Provide clarification of roles and responsibilities as processes are developed and changed.

#5 Environment: Continue to monitor and establish the proper technological environment that meet the capacity requirements and application demands of the College. (W4)

- 1) Implement recommendations – Performance Health Check.
- 2) Review Datatel modules to determine any unused features/functions that may help HCC **as well as process improvements through usage audits.**
- 3) Complete IBM Business Impact Analysis. Identify Disaster Recovery recommendations.
- 4) Continue to sponsor Datatel and external vendor audits of how Datatel is used/administered and supported in HCC with the ultimate goal of implementing best practices.
- 5) Evaluate and implement enhanced systems monitoring and testing tools.
- 6) Establish and implement a standard technology architecture plan that considers technology strategy and capacity drivers of new applications, as well as increased utilization by users of those respective technologies.