With input from the Cabinet, the President makes final approval of 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.

**Recommendations**

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

Hired full time programming staff (Yvonne Miller); contracted professional services staff on an as needed basis

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

1) Director should increase formal communications to HCC, and not just in times of problems.

*No progress – deferred to the next planning cycle*

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.

*Regular participant in AACC and ASAC meetings*

3) Enhance the OIT website to provide more robust and useful information regarding OIT roles and responsibilities, and related services and processes.

*OIT Website enhancements implemented*

4) Clarify the Help Desk and its role within Administrative Systems and Desktop Support/Networking and Telecommunications.

*Metrics in place to better manage the support process and identify trends; Help Desk transition in progress with the launch of the Call Center (Presidium) Project*

**#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.**

*Provided workshops for end-users (System Agents) on address hierarchy and field sequencing; provided training for FootPrints. Training classes identified in scheduled audits (Financial Aid audit, Ferrilli audit)*
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)

Developed initial documentation for the System Agents Succession Plan, and transitioned this responsibility to the System Agents.

#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.

    Regular participant in AACC meetings and activities

2) Continue to use and refine IT Governance processes:
    a. Project Management

    No progress – deferred to the next planning cycle

    b. Change Control

    Steve Gorham implemented a Change Control process that encompasses both Network & Telecom, and Administrative Systems

    c. Configuration Management

    No progress – deferred to the next planning cycle

    d. Requirements Management

    No progress – deferred to the next planning cycle

3) Establish Service Level Agreements that govern problem management.

    No progress – deferred to the next planning cycle

4) Enhance Help Desk knowledge of Datatel and other Administrative Systems.

    Training & documentation provided for new Datatel feature (e-Advising) and Campus Card (Heartland interface)

5) Provide clarification of roles and responsibilities as processes are developed and changed.

    Roles & responsibilities defined with the development of the System Agents Succession Plan
#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.

Implementation in progress – Campus Cruiser extract / synchronization; Search for Sections feature; performance enhancement for computed columns; new platform implementation for Datatel ERP.

2) Review Datatel modules to determine any unused features/functions that may help HCC as well as process improvements through usage audits.

Financial Aid audit recommendations to make better use of Datatel being implemented; Payroll audit recommendation launched Web Time Entry project


Initial Business Impact Analysis completed, recommendations moving forward; Disaster Recovery recommendations completed.

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.

No progress – deferred to the next planning cycle

5) Evaluate and implement enhanced systems monitoring and testing tools.

Rhapsody (printer management) tool has been procured – currently scheduling implementation

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.

No progress – deferred to the next planning cycle