

A photograph of a modern, multi-story college building with a white facade and numerous windows. The building is set against a bright blue sky with scattered white clouds. In the foreground, there is a large green lawn and a concrete sidewalk. A tall light pole is visible on the left side of the frame.

Southwest Tennessee Community College
Information Technology Services Strategic Plan
2011-2016

Goals

Information Technology Services is a vital underpinning of all aspects of the College's operations. From teaching and learning, to administration, technology has permeated the core of our operations providing great opportunities and great challenges. This is a strategic plan intended to provide a clear direction for Information Technology Services at the college for the next 5 years. Four high level goals include:

1. Continue to develop an efficient, effective and resilient technology infrastructure.
2. Reduce technology cost and footprint using virtual technology.
3. Implement IT Software tools for better efficiency
4. Increase Automated Processes in Banner

Strategy

Each of the above goals will be accomplished by focusing on several key strategies.

1. Continue to develop an efficient, effective and resilient technology infrastructure.
 - a. Network Infrastructure Upgrade
 - i. Replace the 1 gig backbone with a 10 gig backbone
 - ii. Increase our wireless coverage from 20 % to 100 % on all campuses
 - iii. Implement ASA Firewall
 - iv. Implement Network Access Control to manage what is allowed on our network

- v. Design New IDF Closets
 - vi. Replace Unmanaged Switches (19)
 - vii. Replace 10/100 Switches with 10/100/1000 Switches(132)
 - viii. Refiber Macon and Union to new IDF design
 - b. Increase Bandwidth to remote sites
 - c. Upgrade VOIP/Phone System
 - d. Increase 21st Century Classrooms by 50%
2. Reduce technology cost and footprint using virtual technology.
- a. Implement Server Virtualization to reduce server count from 110 to less than 50
 - b. Implement Desktop virtualization to extend life of desktop and reduce PC replacement cost
3. Implement IT Software tools for better efficiency
- a. Implement Remote assistance software
 - b. Implement database monitoring tool
 - c. Implement network monitoring tool
 - d. Implement new ticket tracking system
4. Increase Automated Processes in Banner
- a. Automate Admissions Processes
 - b. Automate Financial Aid Processes