

Information Technology – Department Review

Summary

The Information Technology Department supports the technology infrastructure of the college ensuring reliable and consistent delivery of technology services to students, faculty and staff across Mohave County. This includes, but is not limited to, the following:

- Telecommunication, telephony and network infrastructure
- Server, personal computing and data storage infrastructure
- Definition of, and adherence to, robust security standards that protect the technology/data assets of the college
- Ensuring that applications in use at the college are on secure, responsive hardware/software platforms. These applications include: Interactive video conferencing (ITV), Learning Management Systems, college web site, administrative management systems such as Jenzabar and NoliJ
- Wireless communication with mobile applications such as smartphones, tablets and laptops
- Student computer lab/classroom technology that is configured, current and available to support the instructional mission of the college
- Support for the virtualized/cloud environment at the MCC

Mission Statement

Providing the necessary technology infrastructure that supports the instructional, research, and administrative activities of the college in a timely, responsive and cost effective manner.

Major Department Goals

- Continue thin client technology implementation
- Define standards for inclusion/support of personal devices in the college infrastructure
- Continue implementation of Information Technology Infrastructure Library (ITIL) service desk, request and change management processes
- Finish virtualization of remaining physical servers
- Establish an asset management systems for all information technology at the college

SWOC Analysis

Strengths

- Staff has extensive experience with the technology implemented at the college
- New standards based processes for customer service utilizing Help Desk software compliant with ITIL standards
- Adherence to formal change management processes leading to reliable, stable processes/systems being implemented

Weaknesses

- Technology innovation is rapid, costly and extremely dependent on training
- Economic downturn has affected the college and the technology area
- Many legacy systems in place are functional but need to be upgraded
- Skill sets within the department are specific and employee absences can affect daily processes until staff return, even with cross-training

Opportunities

- Continued innovation in the classroom such as thin client technology, Smartboards and enhanced wireless access supporting personal devices
- Greater coordination with the Center for Excellence in Learning and Teaching (CELT) to improve instruction at the college
- Final conversion of existing physical servers to the virtual environment on the network to improve service/reliability
- Continued investigation of cloud based systems (SaaS) to support/replace existing services

Challenges

- Student, faculty and staff perceptions of the Information Technology Department continue to challenge how the department can meet staff expectations.
- Individuals/business units purchasing/installing technology without IT department knowledge, input, review or management (“Shadow IT”)
- Numbers of IT staff are often insufficient for the volume of work necessary to support the college
- Maintaining the necessary skill sets within the IT department to support the college as MCC rapidly adopts new technology

Action Recommendations

- Continue implementation of thin client technology and wireless access supporting personal devices to support instruction and administration
- Continue implementation/enhancement of the tele-communications network linking the campuses into a robust “cloud” based network based on standards, redundancy and bandwidth on demand.
- Continue implementation of ITIL based IT Service management practices as applicable to the college
- Continued outreach to identify “Shadow IT” processes and integrate them into the MCC IT infrastructure
- Finalize push to virtualize remaining physical servers and continue to move forward bringing redundant server/systems into service
- Implementation of computer/web based training for technical staff in the information technology department