



Information Technologies Strategic Plan 2022-2026



October 23, 2020

Table of Contents

Introduction 3
Mission of IT 3
Primary Service Objectives..... 3
IT Risk Management & Security 4
FY21 Accomplishments..... 5
Conclusion 6

Introduction

Information Technology is vital to the success of any organization and involves arranging the right mix of skilled individuals who share common objectives and defined processes to deliver services and solutions that support the mission of the College. Lake Michigan College is served by a dedicated team whose purpose is to deliver technology to students, faculty, and staff in an accountable and cost effective manner.

Mission of IT

Together we empower people and communities to thrive through education, innovation, and experiences.

Primary Service Objectives

IT has three constant objectives as it provides services and solutions for the College based upon the College Wide Goals of academic excellence, student success, and community impact.

- The first objective targets the focus on IT leadership and the need to implement the strategic plan and become collaborative to gain input from the academic and administrative representation within the college to ensure the needs of the students, staff/faculty, and community, are met
- The second objective is a progressive focus on improving the integration of the ITIL guiding principles to better service the LMC community through project management
- The third focuses on the strategic execution of technology to evaluate all current customer and 3rd party apps to remove duplication of capabilities and implement new technologies with guidance of IT governance and change controls that follow the ITIL Framework to promote academic excellence, student success, and create a positive community impact.

#1 IT Leadership

IT leadership's transition throughout the fiscal year will maintain a focus on governance, planning, communication, and transparency. Below are the key areas of leadership focus

- Continue improving Technology Governance where proposals are documented & shared, priorities are weighed against the Collegial strategic plan & collaborative input from academic & administrative representatives via IT Governance (e.g. software purchase requests)
- Continue to maintain a culture of short, medium & long range technology

- planning including multi-year project plans with funding
- Consistently align IT with the Lake Michigan College strategic goals & objectives
- Create a comprehensive Technology Communication Plan including maintenance periods, software upgrade schedule/testing plan, etc.
- Continue to create technology project roadmap

#2 Improving Integration of ITIL

ITIL (IT Infrastructure Library) provides a framework of best practice guidance for IT service management based on process, and has grown to become the most widely accepted approach to IT service management in the world. ITIL processes are implemented so that they underpin the organization business, and play the core role in the framework.

- Delivering maximum value to customers
- Optimizing resources and capabilities
- Offering services that are useful and reliable
- Planning processes with specific goals in mind
- Defining roles clearly for each task.

#3 Technology Execution

IT must partner with key organizations within the College to select and deploy innovative solutions that grows and furthers the mission of the College. One of the key roles for IT is to align its internal goals and objectives with that of the organization. This is a continuous process that involves developing a constructive dialog with members of the College. A key element of success involves IT building trust with members of the College to work collaboratively to solve problems and build solutions. IT must listen collectively and embrace positive tension as an opportunity for building a more effective organization.

- Continue to evaluate all current custom and 3rd party software for duplication of capabilities and total lifecycle costs; reduce or eliminate as much as possible
- Continue to implement robust project management principles (objectives, deliverables, tasks, timelines)
- Implement change control process to manage all system changes and updates
- Continue to grow IT governance / management group to deal with cross – department data issues/decisions & associated processes

IT Risk Management & Security

As the IT department works toward improving technology execution and Banner optimization, risk and security are at the forefront of every decision. To maintain high standards that minimize risk, the IT department will work diligently to collaborate so a possible event that

could cause loss/ harm or affect the ability to achieve objectives is minimized and mitigated early. The steps in dealing with risk include identifying the risk, analyzing the risk, and managing the risk. Areas covered in risk management include:

- Problem management
- Change Management
- Service Delivery
- Availability Management
- IT Service Continuity

FY21 Accomplishments

Despite the impact of COVID-19, the IT service and operations department accomplished multiple tasks over the course of the fiscal year. Some of the accomplishments include those listed below.

- Staff / Faculty Email Migration to Office 365
- Passed two new project initiatives through the IT Governance program
- Implemented the new Employee Portal built on the SharePoint Online platform
- Implemented new password policy to increase email and login security
- Implemented Service Level Agreements
- Increased bandwidth to accommodate cloud initiative
- Increased presence on remote campuses to improve service, will continue to evaluate
- Facilitated multiple office and departmental moves in response to College construction
- External DNS Services Migration to Amazon Web Services Route 53
- Reduced physical servers by 50%
- Added 71 new security cameras across the Benton Harbor campus, increasing out total cameras to 302 total cameras
- Implemented Zoom to allow remote presence during COVID-19
- Worked collaboratively to prepare all staff and faculty to work remotely during COVID-19 stay-at-home orders

IT Mission and Strategy Roadmap

The following roadmap outlines the major initiative goals of the LMC IT department over the next five fiscal years. Each goal will be re-evaluated annually and adjusted as necessary.

FY22 Major Initiatives

- Continue ITIL Adoption
- Upgraded Windows Build
- End of Life Hardware
- Prepare for Cloud-First Strategy
- Data Security Incident Response Plan
- Reduce remaining Physical Servers by 20%

FY23 Major Initiatives

- Copier Fleet Replacement RFP
- Increase of Bandwidth and Redundancy for AWS Cloud
- Two-Factor Authentication
- Migrate 20% of remaining On-Prem Servers to AWS
- Files Services Migration
- Domain Controller Upgrades
- Reduce Physical Servers by 12%

FY24 Major Initiatives

- Increase ITIL Maturity
- Enhance ITSM Solutions
- Align Project & Portfolio Management with IT Governance
- Cloud-First Strategy: Migrate 20% of remaining on Premise Servers to AWS
- Plan onsite virtualization and storage infrastructure Replacement
- Reduce Physical Servers by 13%
-

FY25 Major Initiatives

- Plan for End-of-Life Hardware Replacements
- Cloud-First Strategy: Migrate 20 of remaining on-Premise Servers to AWS
- Replace On-premise Virtualization and Storage Infrastructure

FY26 Major Initiatives

- Plan for End-of-Life Hardware Replacements

Conclusion

The IT Service department will track all progress via JIRA, our internal ticketing system. Doing so will allow for Key Performance Indicators (KPIs) to be reported showing progress in all areas mentioned above, as well as other areas of the IT Service department. Updates and progress of projects will also be shared via the employee portal to provide transparency.