

Information Technology  
Implementation Plan  
Completion fall 2006

<b>Theme</b>		<b>Institutional Effectiveness</b>	
<b>Goal</b>		<b>Restructure Information Technology Customer Service Component</b>	
<b>Objective</b>		<b>To provide timely and efficient service to College constituents</b>	
<b>Strategy One</b>		Develop an informational technology strategic plan that addresses and plans for current and future technologies to 2010 and encompasses usage, understanding and support for those technologies.	Responsibility: Information Technology Resource Management Committee
<b>Time</b>	2/06-7/06		
<b>Cost</b>	N/A		
<b>Strategy Two</b>		Review current College technology and develop a base training document for all current employees to attend and master general systemic technologies.	Responsibility: Information Technology Director, IT Staff
<b>Time</b>	1/06-2/06		
<b>Cost</b>	N/A		
<b>Strategy Three</b>		Determine and review employee strengths and develop tasks assignments around those strengths and outsource areas where expertise is not at a professional/expert level.	Responsibility: IT staff, surveys, Information Technology Director and Dean of Administration
<b>Time</b>	3/06-4/06		
<b>Cost</b>	N/A		
<b>Strategy Four</b>		Review current vacancies and determine best use of position filling based on matters of customer satisfaction.	Responsibility: Dean of Administration
<b>Time</b>	5/06-6/06		
<b>Cost</b>	N/A		
<b>Strategy Five</b>		Review and or purchase customer services or desk help software for task assignment, establishing standards, reporting and analysis.	Responsibility: Information Technology Director
<b>Time</b>	1/06-2/06		
<b>Cost</b>	5,000		
<b>Strategy Six</b>		Maintain IT training budget for current and new technologies to ensure human resources serving the technologies are at professional/expert levels.	Responsibility: President and Deans
<b>Time</b>	1/06-6/06		
<b>Cost</b>	12,000		
<b>Strategy Seven</b>		Restructure current office space to provide friendly view, access and build professional relationships.	Responsibility: Dean of Administration
<b>Time</b>	6/06- 8/06		
<b>Cost</b>	15,000		
<b>Strategy Eight</b>		Recruit, hire and train student workers in personal computer and minor hardware troubleshooting, internet usage and Microsoft products.	Responsibility: IT Staff
<b>Time</b>	6/06-8/06		
<b>Cost</b>	18,000		