Date:     Friday, July 4, 2014
To:       Dr. David Wain Coon, President
           Greg Nelson, CFO
From:     Patrick Ekoue-totou, CIO/IT Director
Subject:  Information Technology updates

**Proposed IT Project’s Portfolio**

1. **Human Resources Program**
   a. Change in IT organizational structure – fig.1 & Fig.2
   b. Building the culture of collaboration, teamwork, & job ownership
   c. Skill enhancement and training
2. **Network Infrastructure Enhancement Program**
   a. Hardware acquisition – in-progress
   b. Network security improvement – fig.3 & fig.4
      i. Firewall configuration – in-progress
      ii. Remote connection implementation (VPN & Citrix) – in progress
   c. Cleanup of the Email system – fig.5 – in-progress
   d. Setup of an Identity Management system – fig.6 – in progress
      i. Automating user account provisioning/deprovisioning, from onboarding to exiting.
      ii. Single-Sign-On (SSO) for wireless, portals, VPN, AD, Banner, email, etc...
      iii. Re-adaptation of business processes
e. Email migration to the O365 Microsoft cloud (Staff & Students)
   i. Improvement of organizational collaboration (document sharing, chat, video conferencing, etc...)
   ii. Control of e-discovery liabilities
f. Phone system revamp
   i. Voicemail system upgrade – in progress
   ii. Conversion of handsets to IP-based phones – ongoing
   iii. Rebuilding the dialing plan
   iv. Considering a new phone system

3. Green Initiative
   a. Managed print services – in-progress
   b. Workflow management

4. Service Delivery
   a. Student Services
      i. Enhancement, support, & integration of A&R applications (Banner, LaserFiche, SARS, etc...)
      ii. Custom applications
      iii. Upgrading the Mycom student portal to Mycampus.
   b. Student Learning
      i. Quick response implementation
      ii. Moodle support
      iii. Custom applications
      iv. Improving MIS reporting
   c. HR
      i. Support for NeoGov
      ii. Custom Banner modules (Leave Management, TB automation, Domestic Partner codes, etc....)
      iii. Retirees’ database
   d. Institutional Support
      i. Policies and procedures development
ii. Accreditation

iii. Tech plan goals

iv. COM strategic plans