



*Yavapai*  
COLLEGE



# FY 2020 & FY 2021 IT Strategic Plan

YC Information Technology

# YC ITS

## Vision | Mission | Values

The Yavapai College ITS Department will be recognized as a high-performance team which provides technical services that enable our institution to be more effective in the areas of teaching, economic development, and cultural enrichment.

Vision

The mission of the Information Technology Services (ITS) Department is to increase the effectiveness of our institution in the areas of teaching, economic development, and cultural enrichment through the efficient use and cost-conscious management of information technology resources.

Mission

**Respect** – We value the experiences and opinions of our constituents.

**Collaboration** – We value knowledge sharing, partnerships, and relationships with our stakeholders.

**Service** – We value providing excellent, consistent, and reliable service.

**Fiscal Stewardship** – We value technological solutions that are standards-based and cost-effective.

**Continuous Improvement** – We value the on-going development of our staff and the technologies they support.

Values

# YC ITS Teams

## Presentation Technology Support Services (PTSS)

Responsible for designing, implementing, and maintaining all of the district's presentation (audio/visual) systems.

## Application Development (App Dev)

Accountable for the district's enterprise system (Ellucian Banner), myYC Portal, single sign-on, and custom applications.

## IT Security (IT Sec)

Responsible for protecting the College's information assets by utilizing the latest cybersecurity tools and best practices.

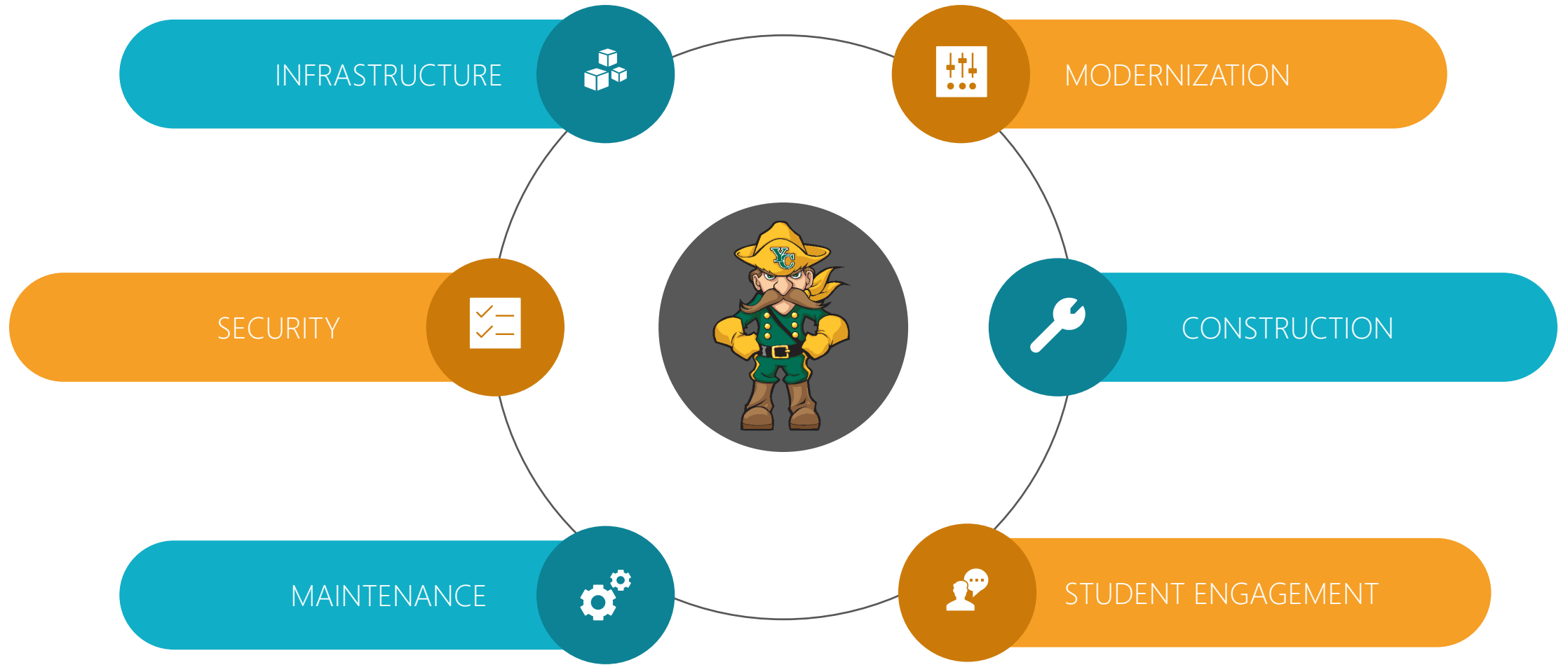
## Technology Support Services (TSS)

Operates the ITS Helpdesk, key card access system, and maintains all computer workstations and labs at YC.

## Systems and Networking Services (SANS)

Designs, implements, and maintains the wired and wireless network, storage, virtual desktops, and the phone system.

# Key Strategic Areas




# Student Development Tech Team

Advising  
Communication  
Engagement  
Analytics



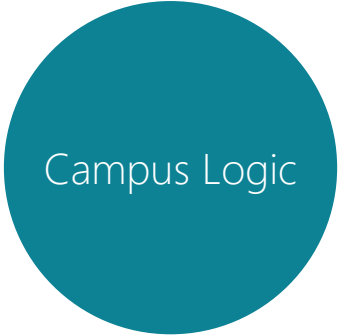
Salesforce CRM

Student ID  
Door Access  
Dining Services  
FlexiCash




OneCard

Campus Logic




Financial Aid  
Document Management

Ellucian Banner



SIS Support  
Data Management  
Testing

Student Management




Testing  
Disability Resources  
Conduct

Jotform



Online Form  
Management

System Support



Dual Enrollment  
Degree Audit  
Custom Apps

# YC Software and Services

## Banner Related

DegreeWorks  
Civitas Scheduling  
25 Live Room Scheduling

Cashnet Payments  
Campus Logic -FinAid  
Cognos Reporting

Blackbaud Raiser's Edge  
Transact – Card ID  
Salesforce CRM

## Admin Software

M-Files Doc Management  
Neogov – HR  
JotForm – Online Forms  
Adobe eSign

Maxient – Conduct Mgmt.  
Accommodate  
Blumen Trio  
Cascade CMS  
AudienceView - Tickets

myYC Portal  
Early College  
Account Info  
Contact Management

## YC Custom

## Productivity & Academic

Zoom Conferencing  
Office 365  
Adobe Creative Suite  
Canvas LMS  
Panopto  
Turnitin- Anti-Plagiarism

MS Office  
Solidworks  
Autodesk FeatureCAM  
Autodesk Maya  
Grammarly  
WEPA Printing

## Lab Image

VmWare  
Duo Mobile Security  
Jamf – Apple Mgmt.  
Kace – Helpdesk  
Splunk  
MainBoss - Facilities

## Admin & Security



- Residence Hall Network Update (Fall 2019 to Spring 2020)
  - Switch from cable modems in each room to 100% wireless solution
  - Student ResNet Portal
    - Add devices, Private network for each student
- District Bandwidth Increases
  - Increase internet bandwidth (Fall 2019)
  - Continue partnership with Sun Corridor/Internet 2 (Fall 2019)
    - Direct connections to AWS, Google, Microsoft
    - Mitigate Distributed Denial-of-Service (DDoS) attacks



- Campus Network Upgrades (Fall 2019 to Spring 2021)
  - Continue to upgrade intra-campus connections to 10 Gb
- Wireless Improvements (Fall 2019 to Spring 2021)
  - Continue to improve district wireless coverage
- Complete Cisco ACI Project (Fall 2019 to Fall 2020)
  - Network segmentation for added security





## MODERNIZATION

- Student Information System (Banner Related)
  - Update Self-Service Banner applications to version 9 (Spring 2020 to Fall 2020)
  - Develop custom registration application (Fall 2019)
    - Designed to work on smartphones
- Cashnet Implementation (Fall 2019 – Spring 2020)
  - Payment Processing – Payment Plans
- Continue to convert classic ASP applications to .NET (Fall 2019 to Summer 2020)
- Convert custom Banner Self-Service applications to Oracle Apex (Fall 2019 to Fall 2020)



- Collect updated student contact information (Fall 2019)
  - SMS, Voice, Personal E-Email, Mailing Address
  - Invite students to opt-in to new/updated communication channels
    - Academic Calendar, Account Notifications, Account Recovery, alertYC, Student Activities and Events
- AI Powered Chatbot
  - Research chatbot technologies and student contact best practices (Fall 2019)
  - Explore modalities (SMS, Web, FB Messenger, Alexa) (Fall 2019)
  - Implementation (Spring 2020 to Fall 2020)
    - Develop FAQ database, brand/market new service
    - Continue to train the chatbot, evaluate efforts



## STUDENT ENGAGEMENT

- Enhance CRM System (Salesforce) (Fall 2019 to Spring 2020)
  - Incorporate SMS for campaigns and one to one communication
  - Incorporate Student Success Score for focused outreach possibilities
  - Refine advisor interface, automate existing processes
- myYC Portal Enhancements
  - Add additional account notices to help students identify common issues and how to remediate (Fall 2019 –Spring 2020)
  - Incorporate task level nudges (Spring 2020 to Spring 2021)
- Implement New Helpdesk Ticketing Features
  - Ticket Templates/Service Catalog
  - SAML Integration



## CONSTRUCTION

- CTEC Fabrication Lab (Fall 2019 to Spring 2020)
- Building L – Verde Campus (Summer 2019 to Fall 2020)
  - New classroom/labs
  - Nursing/EMS Simulators – rooms, observation
  - Student gathering spaces – digital signage
  - Fabrication lab
- Building 19/32 Renovations (Fall 2019 to Spring 2020)
- New Outdoor Digital Signage (Fall 2019 to Fall 2020)
  - Prescott, Prescott Valley, CTEC, Verde Valley
- Verde Skilled Training Center (TBD)



- Reporting System Upgrade (Fall 2019 to Summer 2020)
  - Update Operational Data Store (ODS) – Reporting database
  - Update Cognos – Web based reporting system
- Inventory Project – WASP (Fall 2019)
  - Move inventory to a centralized system from disparate systems
- Equipment Replacement Plan Projects
  - PTSS classroom updates – Prescott library breakout rooms, CTEC, Building 1, 3-119, 2-216 (Fall 2019 to Summer 2020)
  - Verde Core Network (Cisco ACI) (Fall 2020 to Spring 2021)
  - District Firewall Upgrade (Fall 2019)
- Upgrade MSSQL & Web Server Environments (Fall 2019 to Spring 2020)



- Finalize NIST CSF [National Institute for Standards and Time (NIST) Cyber Security Framework (CSF) ] Standards/Procedure Alignment (Summer 2019 to Summer 2020)
- Refine Risk Assessment Processes (Fall 2019 to Spring 2021)
  - Revise Secure Data Inventory Progress/Business Impact Analysis
- Improvements to Routine Internal Audit Activities (Fall 2019 to Spring 2020)
  - Improve patching and vulnerability remediation timing
  - Enhance workstation security
- Establish Security Metrics and KPIs (Fall 2019 to Summer 2020)

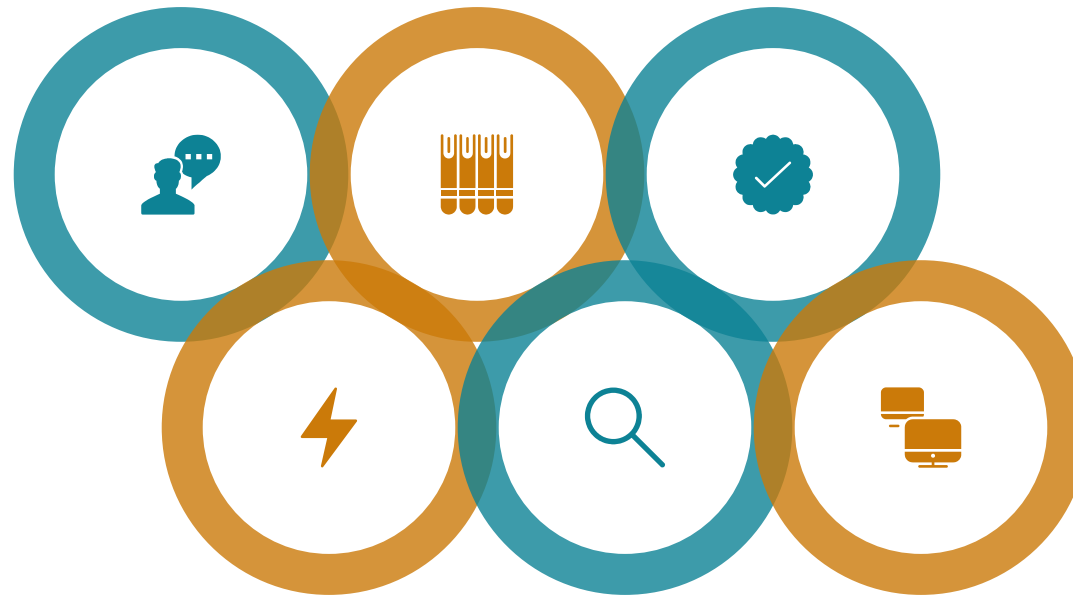
# Additional Goals

Complete Outward Mindset training and apply principles to constituent interactions

Support strategic initiatives –  
Online Learning, Open Educational Resources, Enrollment Management

Continue to support new instructional spaces and methods such as WebLive

Enhance Advising Early Alerts



Refine Enrollment Processes

Continue to evaluate and improve our IT security posture.

Evaluate options for Enterprise Resources Planning platforms

Assist partners such as Student Development and Human Resources with their efforts to increase engagement



# Thank You

Questions/Comments:  
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