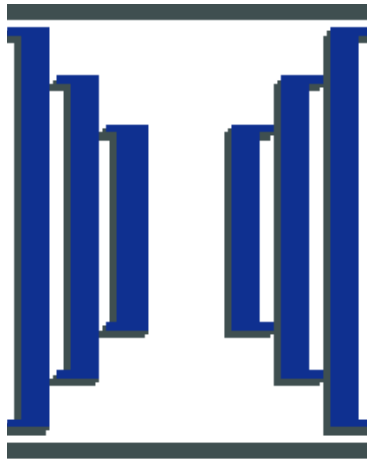


North Carolina Community College System

Information Technology Plan

2009-2011 Biennium

**Top Five Priority Initiatives
State Board of Community Colleges October 2008 Meeting**



***Creating...
Hope, Opportunity, Jobs***

To the State Board of Community Colleges for October 2008

Document Information and Revision History

Version	Date	Author(s)	Revision Notes
1.0	July 10, 2008	Bruce Humphrey	Conceptual Draft
1.1	August 29, 2008	Bruce Humphrey	Round 1: Consolidated Pre-Prioritization Draft Review
1.2	September 15, 2008	Bruce Humphrey	SCIO "Preview" Updates
1.3	Sept 15- Sept 22	Bruce Humphrey	Round 2: Consolidated Post-Prioritization Update
1.4	October 1, 2008	Bruce Humphrey	Final SCIO Submission Copy
SBCC version of the Top Five IT Priorities	October 5, 2008	Bruce Humphrey	Business and Finance in conjunction with the Chief of Technology and Workforce Development have asked that a description of the highest five priority technology initiatives be provided for the October meeting of the SBCC. This document intentionally is numbered and segmented to maintain traceability back to the completed IT Plan for 2009-2011 which was submitted to the SCIO before October 1 as required by North Carolina.

Document preparation and maintenance performed by the Department of North Carolina Community Colleges System Office IT Project Management Office

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Top Five IT Priorities

This table illustrates the relationship of each high priority initiative to the corresponding Advocacy and Budget Focus Areas. The three Advocacy and Budget Focus Areas were reviewed with the SBCC in the September meeting.

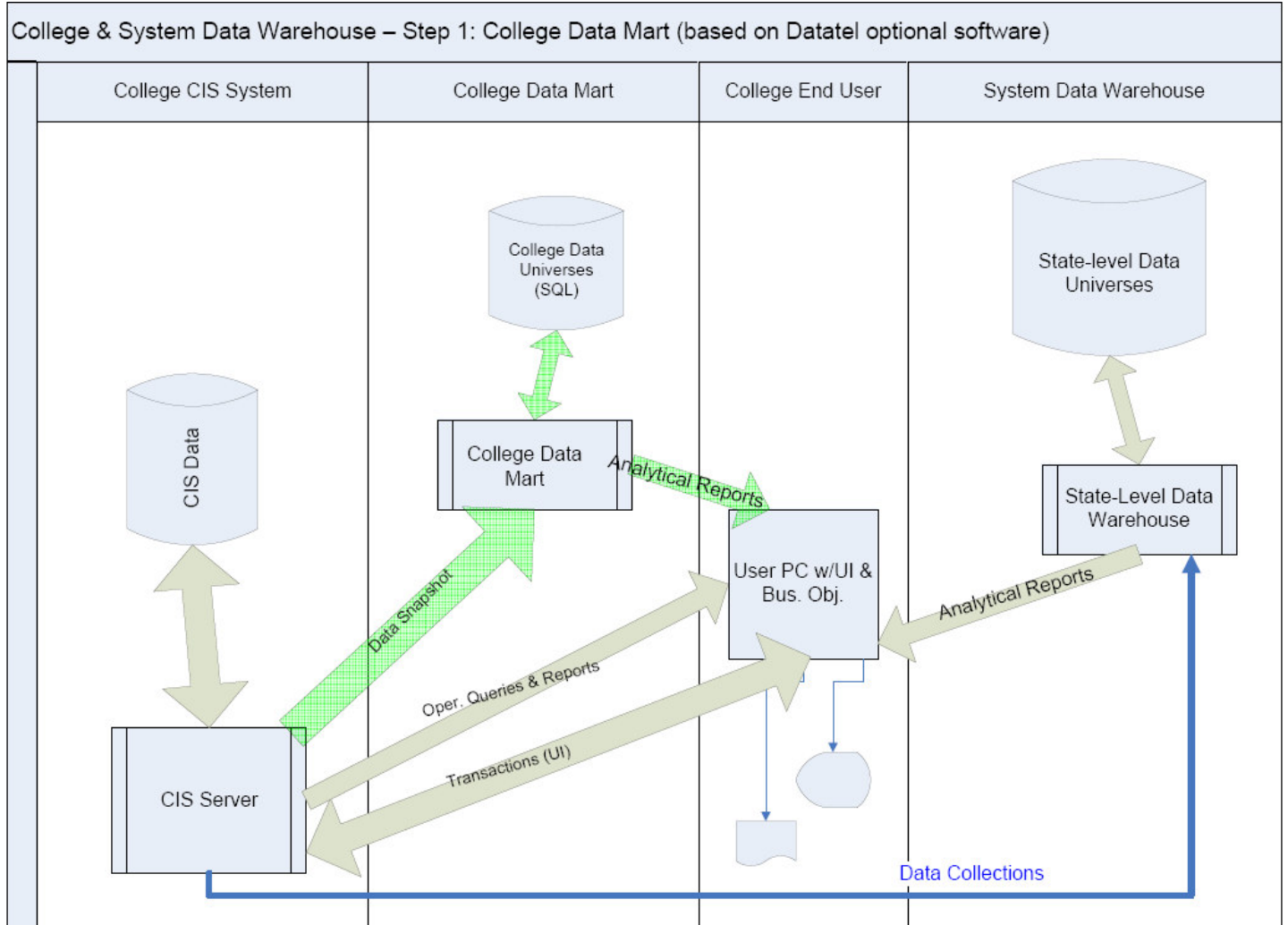
IT Initiative and Summary Description*	Advocacy and Budget Focus Area		
	Success for North Carolina Students	Success for North Carolina Critical Careers	Success for North Carolina Businesses
Website Bundle – Domain Branding E5.12, Mobile capable websites for BioNetwork E5.14, NCCCS Online support Portal E5.27, SBCN Website upgrade E5.10	<ul style="list-style-type: none"> - Students can better fill own needs for help - Students more attractive to employers - Effective Support Desk options for distance students 	<ul style="list-style-type: none"> - Effective advocacy for critical careers in NC - Accessible at all state regions for local interests with common brand - Showcase common themed successes with a thousand points across the state 	<ul style="list-style-type: none"> - Marketing the importance of the community college role - Community Colleges showcased to General Assembly and businesses earlier for more effective partnership opportunities
Data Warehouse Database upgrade E5.1	<ul style="list-style-type: none"> - Increase student data accuracy for colleges and SO - Enabler for our future of the System of colleges 	<ul style="list-style-type: none"> - Enhance the ability to perform data mining and analysis for decision making on critical careers by colleges and SO - Spans Academic Services for all colleges 	<ul style="list-style-type: none"> - Enhance the ability to perform marketing, forecasting, and pre-emptive opportunities to make businesses aware of the increased probability of success in our state
Update and replace Audit Builder E5.2	<i>MUST preserve audit ability</i>		
	Guidance	Verification	Reporting
Student Retention Management at Community Colleges E5.6	<ul style="list-style-type: none"> - Identify and engage at risk students earlier to enable mitigating counseling at the colleges 	<ul style="list-style-type: none"> - Increase the number of students that complete their programs 	<ul style="list-style-type: none"> - Increase the pool of qualified applicants in order to address the needs of the businesses in the North Carolina work force
NCCCS System Wide E-mail replacement E5.17	<i>Legislative Mandate</i>		
	NCCCS	SCIO Plan 11/01/08	Enactment

*Listed in priority order as of October 3, 2008.

A more detailed description of each of the initiatives in the **IT Initiative and Summary Description*** column is on the following pages.

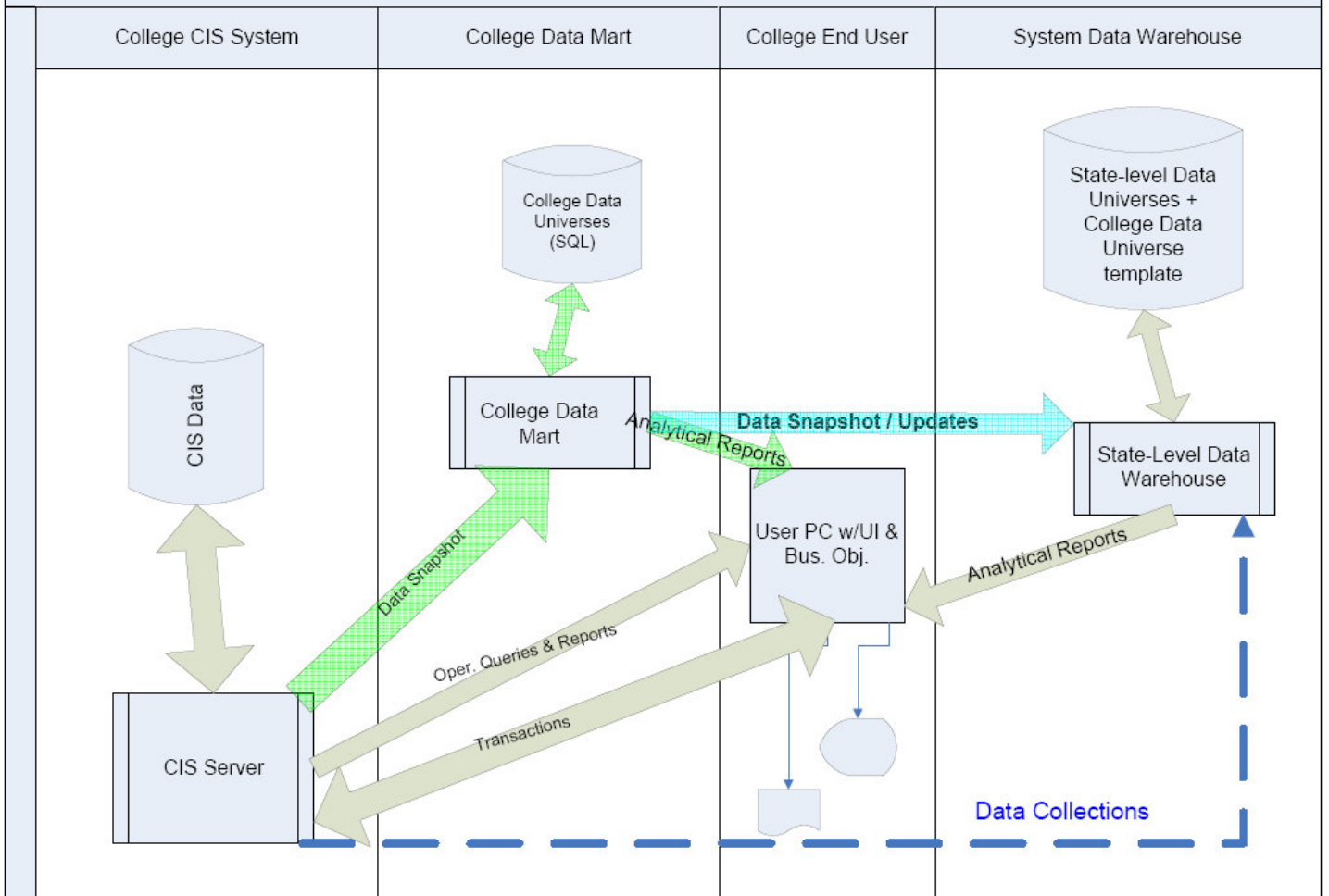
Appendix C: Restructured Data Warehouse Progression Steps 1-3

Step 1



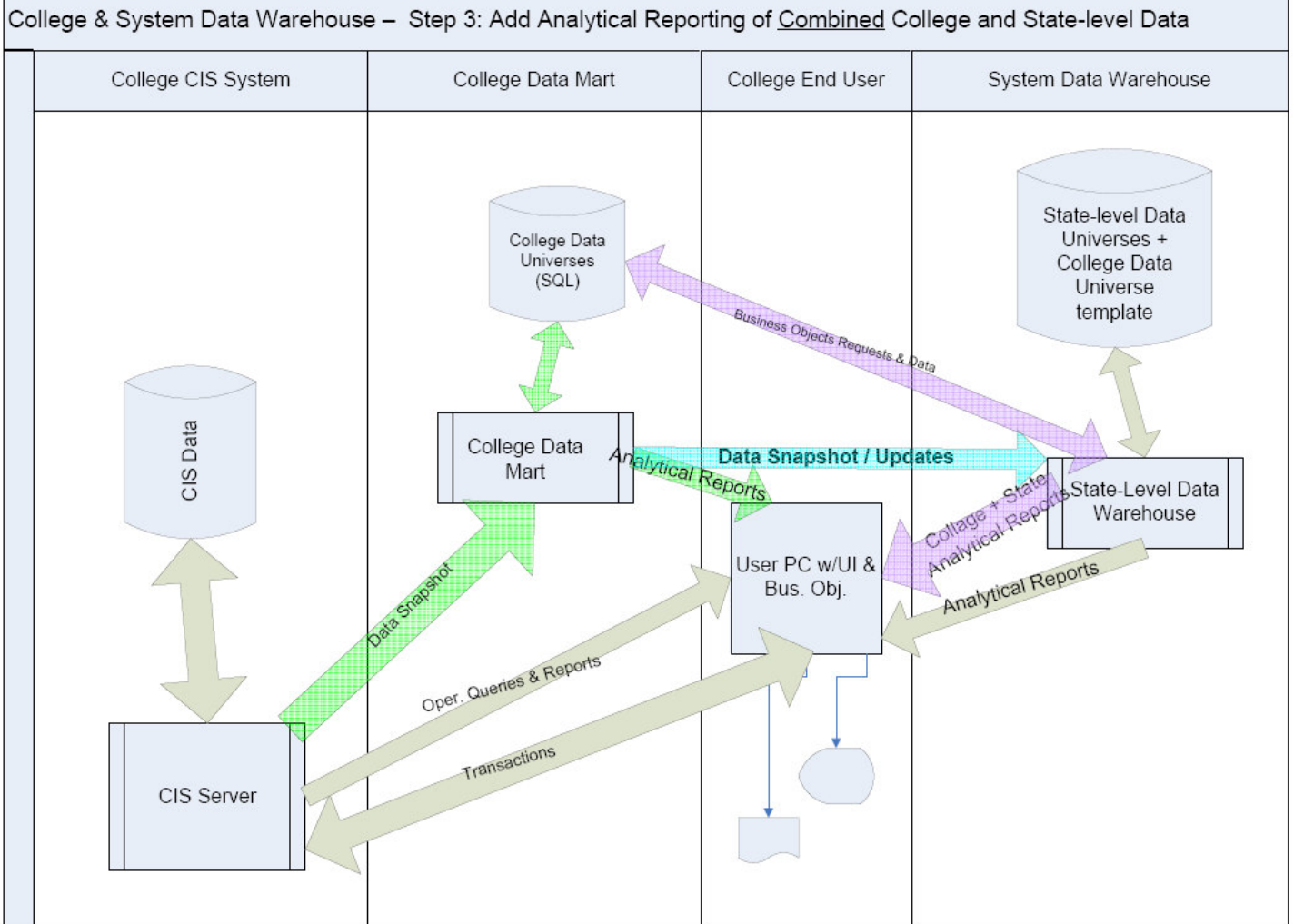
Step 2

College & System Data Warehouse – Step 2: Replace Data Collection(s) with Data Snapshots from College Data Marts



(Section Numbers and Appendices were intentionally not renumbered in order to maintain traceability with the full version IT Plan submitted to the SCIO on 10/01/2008 and previewed by the SBCC at the September meeting.)

Step 3



Appendix D: NC Legislature Email Law

SINGLE ELECTRONIC MAIL SYSTEM

SECTION 6.14.(a) The State Chief Information Officer shall develop a detailed plan providing for the transition of all State agencies, departments, and institutions to a single statewide electronic mail system by January 1, 2010. This plan shall be developed in consultation with each organization not currently using the Office of Information Technology Services electronic mail system and shall specifically address any issues identified by these organizations.

SECTION 6.14.(b) The plan shall be presented to the Joint Legislative Oversight Committee on Information Technology by November 1, 2008, and may be implemented after consultation with the Committee.

SECTION 6.14.(c) In preparing the Governor's proposed budget for 2009-2011, the Office of State Budget and Management may utilize the plan required under subsection (b) of this section.

SECTION 6.14.(d) This section shall not apply to the General Assembly, the Judicial Department, or The University of North Carolina and its constituent institutions. These agencies may utilize the electronic mail service operated by the Office in accordance with the statutes, policies, and rules of the Office.

Appendix E: IT Initiatives developed from and aligning with Plan Drivers and Investments

E5.1 Community College System Data Warehouse Database Upgrade

- A. Summary description - An in-depth study of the future needs of users for analytical tools and the effectiveness of the current data warehouse structure to meet those needs should be conducted in order to assure on point decision making into the next decade of community college operations.
- B. Problem or opportunity to be addressed – As a carry over item from the Agency 2007-2009 IT Plan, improved integrity of curriculum and continuing education student data will reduce the required time for System Office and college staff members to investigate and resolve discrepancies between local college data and data submitted to and loaded into the system-level data warehouse is part one of this opportunity to be addressed. Part two of this opportunity to be addressed is the re-architecting of the data warehouse in proper as well as providing the upgraded technology required by data analysis processes of the knowledge workers in the community colleges and the system office that is growing year to year as the knowledge workers are rapidly becoming information miners as part of the data adoption growth curve.

E5.2 Update/Replace Audit Builder

The mission and mandated responsibility (NCGS § 115D-5(m)) of the Audit Services Unit is to ensure accountability and credibility of the North Carolina Community College System in a consultative and proactive manner. In having this responsibility for ensuring accountability, Audit Services is also responsible for fostering “system simplification” in terms of what the colleges must do to complete these audits. The IT priorities expressed here can enable both colleges and auditors to be more efficient and effective when engaging in an audit and can help colleges to maintain compliance on a daily basis.

- A. Summary Description – The 58 community colleges have mandated audit requirements that must be met. The software used by the System Office has been in existence for almost ten years and must be updated or replaced to meet growing audit business needs as well as access more data in quantity and types of data.
- B. Problem or opportunity to be addressed - The Audit Services unit needs this software upgrade in order to meet present day rises in frequency of audits as well as the type of college information and data to be audited. Efficiency of audits utilizing the present software fall short of audit business needs with the present outdated software based process.

E5.6 Retention Management at Community Colleges

- A. Summary Description – Colleges need technology that can address the issues of retention and completion rates for students via early identification by faculty and advisors of at-risk students. The Colleague Template needs to be modified to allow the fifty-eight colleges the capacity to set up processes and procedures based on student data to address problem areas for at risk students via consistently earlier identification methods than are currently possible. Once earlier identification of a student at-risk is achieved, advisors armed with appropriate resources can intervene for the purpose of increasing the probability a student successful completion of an educational program. This initiative will allow the colleges methods for identification, alerting, intervention, and monitoring.
- B. Problem or opportunity to be addressed - Too many North Carolina community college students are not completing their prescribed programs.

E5.10 SBCN Website Upgrade

The SBCN website went “live” on June 30, 2008 and was well received by the SBC Directors, Community College staff, and community leaders. This website allows each SBC Director to update their portion of the site thus increasing relevance of the site and reducing the need for a full-time “web master”. Through a partnership with the NC Department of Revenue, the website provides the most current and relevant tax information contained on any Technical Assistance provider site within the state.

- A. Summary Description – Continue use of the SBCN Website while concurrently moving the website users into Web 2.0 experiences; complete work on the “restricted access” area of the website to allow SBC Directors a repository for limited access data and files; explore expanding the scope of website by introducing avatars, additional business simulations, and other technologies such as blogs; expand partnerships within the website and provide a means to “push” strategic information to the small business community; implement

statewide searchable combined calendaring system in conjunction with the seminar management system (currently Colleague).

- B. Problem or opportunity to be addressed - The mission of the SBCN is to increase the success rate and number of small businesses within North Carolina. One of the main means the network accomplishes that mission is through confidential one-on-one counseling. Another means is by providing a resource center for current and prospective business owners. More and more, these individuals are turning to the Internet as a means by which to locate resources and services. The SBCN needs an easy to find and navigate web presence that will provide relevant data and services as well as a means to connect clients with the local SBCs. Additionally, SBC Directors need access to current forms, files, and other information of use in operating a local SBC. Given the quick pace of change in the business arena, a site is needed that will allow SBC Directors to modify locally oriented data without the intervention of a webmaster. www.sbcn.nc.gov provides a solution to these needs.

E5.12 North Carolina Community College System Website – Domain Branding Initiative

- A. Summary Description – Redesign of System website to allow for “intra-net” as well as public website, with capacity for video files, web-based forms and applications and greater public interactivity. The System website functions as the first point of contact about North Carolina’s community colleges for the general public, including students, potential students; and those who advise them; colleagues from other educational systems; employers, economic developers and others engaged in workforce and economic development; government officials, lawmakers and other decision makers; and media. The System Office website also serves as a repository of information and a medium of communication for the leaders, faculty and staff of the North Carolina Community College System Office and of the community colleges. This initiative will support and greatly improve both sets of functions.
- B. Problem or opportunity to be addressed – The System website was initiated in the late 1990’s as a basic information website for the colleges and System Office personnel, with strong focus on technology and limited attention to collaboration and interactivity, due in part to constraints of funding, staffing and bandwidth. Over time, the System developed a “distributed” model for website content and governance, with uneven results. Technology and bandwidth now exist to support a more comprehensive approach to meeting rapidly expanding needs within the higher education community for multi-media capability, prompt response and secure interactivity and to more strongly mesh the web presences of individual units of the System.

E5.14 Mobile Capable Websites Initiative for BioNetwork

- A. Summary Description: – Websites (System and BioNetwork) that can be easily accessed using smart mobile devices (such as iPhones, Blackberry, and PDA).
- B. Problem or opportunity to be addressed - 1. Access to information - increasingly students want information instantaneously on their mobile devices. Currently NCCCS and BioNetwork’s websites are not mobile device friendly. 2. New learning formats - additionally, BioNetwork is piloting several augmented learning formats that utilize mobile devices in the course. Access to BioNetwork’s website is necessary to participate in the

BioNetwork course content. Business employers also are growing in expectation that students come to work on day one with course background experience consistent with smart mobile devices.

E5.17 NCCCS System Wide Email Replacement

- A. Summary Description – In consultation with the SCIO, all State agencies not currently using the Office of Information Technology Services (ITS) electronic mail system are required to prepare plans for moving to the ITS electronic mail system as part of a Statewide single electronic mail system. Appendix D. depicts the legislative wording (Reference: GENERAL ASSEMBLY OF NORTH CAROLINA SESSION 2007, SESSION LAW 2008-107, HOUSE BILL 2436, SECTION 6.14 (a)-(b)-(c)-(d)). The System of fifty eight community colleges and the System Office are affected by this legislation as we do not currently use the ITS electronic mail system for our business communications.
- B. Problem or opportunity to be addressed - All colleges in the North Carolina Community Colleges System and the System Office are affected due to communications business requirements unique to the community colleges and the System Office.

E5.27 NCCCS Online Support Portal

The NCCCS (online) e-Portal will provide accurate and accessible information for all prospective and current community college students regarding online courses, programs, support services, and links to other K-20 online learning resources/services.

- A. Summary description - NCCCS (Online) e-Portal Initiative
 - a. \$100,000 to establish and maintain an e-portal to provide accurate and accessible information for all students interested or requiring information related to online learning. Available information will include: Links to individual community college distance learning/online web resources; Searchable list of community college online courses and programs; Searchable list of transfer programs and links to university sites; Lists of technical and learning skills required for success; curriculum calculator to provide students will comparative list courses leading to associated degrees; FAQs for online learners; link to online help desk; Links to UNC institutions and online resources for students in the military.
 - b. NCCCS Online will be a companion piece to UNCOonline (www.online.northcarolina.edu)
 - c. Contract with LEARN NC to establish the website to (1) provide companion site to UNCOonline (2) interface with proposed NC e-Learning Commission project to establish a state-wide e-portal (3) provide template resources by which individual community colleges can provide updatable lists of courses, programs, and online support resources for current and prospective students.
- B. Problem or opportunity to be addressed - Currently, no one online resource is available to direct student inquiries regarding a wide variety of questions and needs. A centralized site will (1) benefit all community colleges, (2) be more cost-effective than 58 separate sites, (3)

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provide links to UNCOline and other K-20 partners in NC, and (4) take advantage of consortia development and support costs.