Information and Technology Strategic Plan

2022/23 – 2026/27
Information Resources

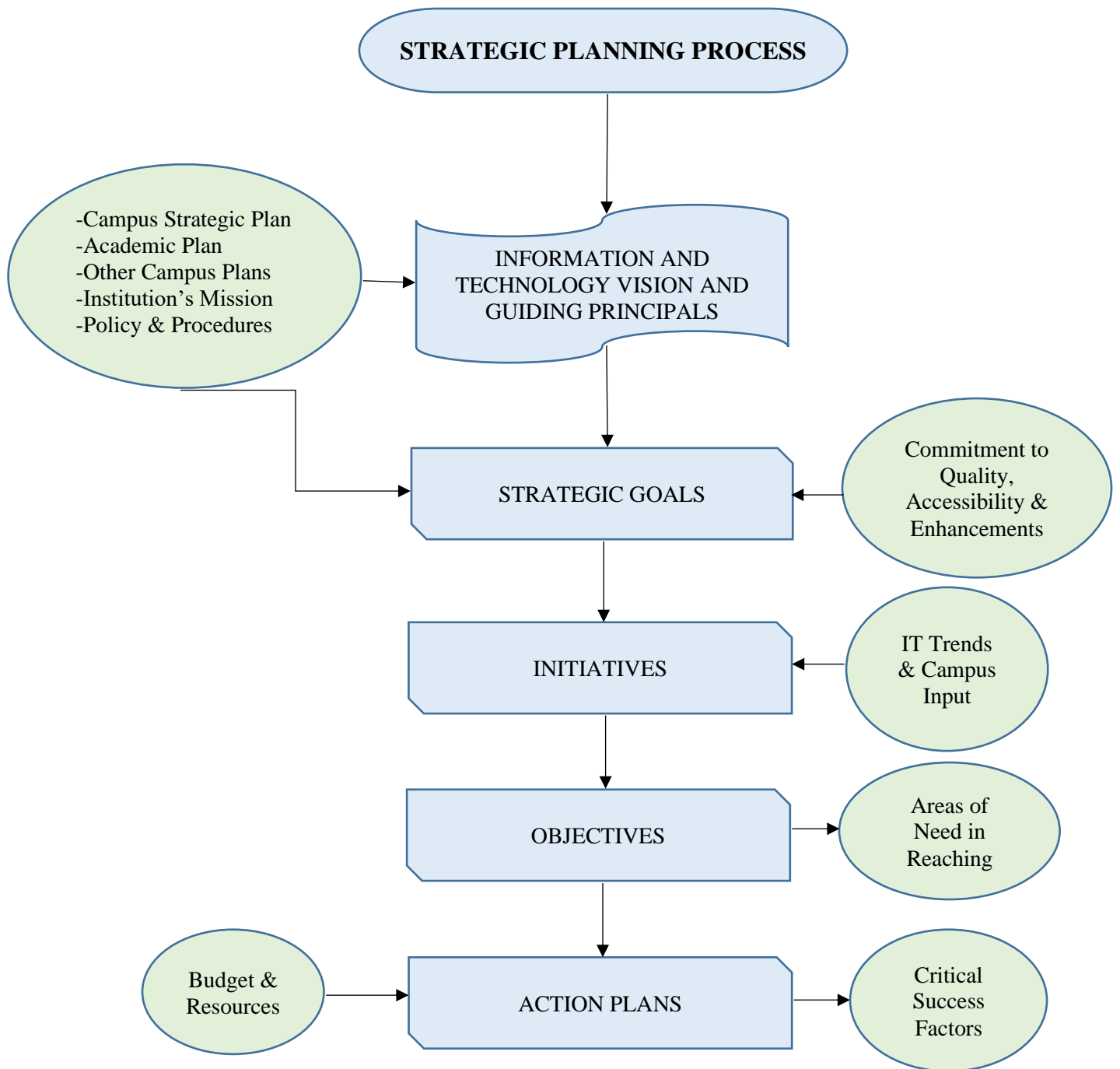NOC NORTHERN Oklahoma College

Introduction

I am pleased to share with you the Information and Technology Strategic Plan for fiscal years 2022/23 – 2026/27. The plan identifies a set of goals to be accomplished during the next five years. This plan focuses on extending and enhancing the information and technology foundation already in place at Northern Oklahoma College, while also delivering new solutions and services to meet the needs of the college community and the changing technology landscape.

Information technology continues to be a key component in how we support our faculty, students, and staff on campus. Technology not only supports the demands of the academic environment, the needs of our administration, and the learning and quality of life of our students but also the well-being and safety of our entire community. NOC's commitment to an Information Technology Strategic Plan and its periodically review, as the needs of our college community change and new technologies become available, speaks to our ongoing focus on the expanded use of technology and its importance in all areas of the college.

The Information Technology Strategic Plan is organized around four strategies: Improve Northern's cybersecurity infrastructure, development, training and support; Provide resources and processes that foster continuous improvement and organizational effectiveness; Provide technologies and processes that facilitate NOC's commitment to technology and enhancing the learning experience of students; and Governance. We propose to pursue each area through several initiatives with lists of major projects and proposed approaches to implementation.

The Information Technology Department remains committed, through our values of collaboration, service, continuous improvement, and innovation, to the delivery of quality solutions in support of the college's mission. On behalf of the entire Information Technology team of dedicated staff, thank you for your continued interest and support!

Michael Machia
Director of Information Technology

STRATEGIC PLANNING PROCESS

-Campus Strategic Plan
-Academic Plan
-Other Campus Plans
-Institution's Mission
-Policy & Procedures

INFORMATION AND TECHNOLOGY VISION AND GUIDING PRINCIPALS

STRATEGIC GOALS

Commitment to Quality, Accessibility & Enhancements

INITIATIVES

IT Trends & Campus Input

OBJECTIVES

Areas of Need in Reaching

Budget & Resources

ACTION PLANS

Critical Success Factors

Northern Oklahoma College Mission Statement
Northern Oklahoma College, the State's oldest community college, is a multi-campus, land-grant institution that provides high quality, accessible, and affordable educational opportunities and services which create life-changing experiences and develop students as effective learners and leaders within their communities in a connected, ever-changing world.

Northern Oklahoma College Strategic Goals (2019-2025):

Strategy 1—Student Quality of Life (including facility maintenance and renovation)
Strategy 2—Recruitment/Retention/Graduation (including program development and academic partnerships)
Strategy 3—Employee Quality of Life and Professional Development
Strategy 4—Increased Revenue Streams (including financial partnerships/sponsorships, grants)

Department of Information Technology Vision Statement
The Department of Information Technology strives to provide technology excellence that advances learning, instruction, support and student experiences in alignment with NOC's mission and goals. With these efforts we expect NOC to be recognized as an innovative and dynamic college that integrates technology throughout the institution by providing students, faculty, and staff with the information, tools, and services needed to accomplish its mission.

Department of Information Technology Mission Statement
Information Technology at Northern Oklahoma College covers many areas such as computing, media, interactive television, wireless, classroom instruction, and telephone services for each of our three locations. It's a complex and rapidly changing environment that demands constant review and innovation. Our goal is to continually enhance the resources and expertise of the college community in support of its role in maintaining an exceptional learning environment for Northern Oklahoma College students.

Department of Information Technology Value Statement
Our core values drive and guide us as we serve Northern Oklahoma College. As staff of IT, we are committed to:
- Collaboration: We are dedicated to a constructive, team-oriented environment, gathering varied perspectives, sharing knowledge and building effective partnerships with key associates.
- Continuous Improvement: We strive for operational excellence through the on-going development of the staff and the organization as a whole.
- Innovation: We encourage creative and critical thinking in the development of technology services and solutions.
- People: We listen to, respect, and care for faculty, staff, students and one another, both professionally and personally.
- Service: We strive to provide excellent service by being consistent, reliable and accessible to all.
- Stewardship of Resources: We are dedicated to the efficient and effective use of resources. We accept the responsibility of the college's trust and are accountable for our actions.

Goals, Objectives, and Action Items

GOAL 1	Improve NOC's Cybersecurity

OBJECTIVES	ACTION ITEMS
Research and evaluate new or added security services to NOC's network and communication systems. Develop training material and a repository for that material. Evaluate current security audit vendors and procedures.	• Enhance or upgrade NOC's network and communication services (email filtering, firewall, Microsoft 365, virus protection) • Continuously develop material for employee and student cybersecurity training. Development should include current security risks for the general public and those risks impacting the college community • The IT Department will research and develop a dedicated web page within the IT web site for cybersecurity information and resources • Due to legislation, we will begin evaluating additional security features such as multi-factor authentication and enhanced security audits
Continue to research the implementation of exterior door access utilizing an NOC ID card.	• Continue to look for Grants and other opportunities for funding. as well as current door features needing replacement • Current exterior door features and mechanics will need to be evaluated

GOAL 2	Provide resources and processes that foster continuous improvement and organizational effectiveness, taking into consideration the need for efficiency, availability, capital planning, risk management, and the goals of other organizations

OBJECTIVES	ACTION ITEMS
Continue to improve technology resources taking into consideration the need for efficiency, availability, capital planning, and the goals of other organizations.	• Continue to evaluate the best use of technology, it's specifications and quantity. Demands fluctuate and therefor its vital we continuously stay flexible to those increases and decreases in demands • Upgrade current document management system. Enable a more efficient and cost-effective system • Implement SMS services for the college within its current telecommunication system

OBJECTIVES	ACTION ITEMS
Develop a capacity planning and continuous improvement practice, including sustainability, for servers, storage, and networks.	• Maintain and enhance the storage infrastructure • Monitor need for high-‑‑performance computing and storage as it relates to the institutions need • Research the implementation of storing NOC's digital media for archiving
Continue to leverage effective analysis and advisory structures and processes to ensure information and technology services and initiatives are meeting the needs of the college.	• Continue to maintain and create policies and procedures in the use of NOC's technologies • Continue to develop management tools in overseeing the use of NOC's networks

GOAL 3	Provide technologies and processes that facilitate NOC's commitment to technology and enhancing the learning experience of students

OBJECTIVES	ACTION ITEMS
Continue to enhance accessibility of course materials and learning environments inside and outside the classrooms. Taking into consideration outcomes of NOC's Student Satisfaction Survey, Employee Satisfaction Survey & information collected by the IT Help Desk.	• With the Academic Department we will be evaluating the current LMS system and its move to the Cloud. We also will evaluate other possible LMS systems • Begin an evaluation on implementing a replacement of projection systems to large flat screen displays • Continue to evaluate new technologies within NOC's classrooms for ITV and O-Live courses. Cost and reliability being key factors in this research