



## INFORMATION TECHNOLOGY SERVICES DEPARTMENT and PROGRAM REVIEW: DEPARTMENT PLAN

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### Part 1: Department Mission Statement

Information Technology Services is committed to providing secure, robust, student-centered technology and information resources to those who Central Oregon Community College serves.

### Part 2: Strategic Plan Connection

- [Student-Ready College](#)
- [Workforce Development](#)
- [College Sustainability](#)

### Part 3 and 4: Goals/Outcomes and Activities

#### Goal 1: Foster and develop a skilled ITS workforce

- Provide training and professional development for all staff throughout the year
- Implement ITIL 4 service management framework to improve quality

#### Goal 2: Extend a robust and secure ITS infrastructure

- Enhance cyber security processes and protections (e.g., NIST, CIS, security training)
- Ensure resiliency through business continuity and disaster recovery planning
- Improve ITS operations through systems analysis and corrective actions

#### Goal 3: Provide technology and services for teaching, learning and student success

- Align ITS priorities with College goals through information technology governance
- Develop technology that encourages innovative teaching, student achievement and connection with the college
- Advance accessibility and universal design standards
- Provide security training for staff and students
- Enhance access to College data through a Unified Data Analytics Solution
- Support responsible exploration and application of AI tools across academic and administrative departments and for our students

### Part 5: Measurement Tool and Timeline

Measurement for Goal 1:

Employee Development: Employees engage in at least two (2) trainings prior to the end of their evaluation year. Timeline: ITS employees report these trainings on their annual evaluation.

- (1) Technical training (e.g., ITIL 4, technical project management, job-specific training, etc.)
- (1) Soft skills training (e.g., communications, collaboration, etc.)

ITIL Implementation: Develop (1) roadmap and timeline for initial ITIL implementation over the next year and (2) a plan for continuous improvement for the next two years. Timeline: 2025-2026 academic year.

Measurement for Goal 2: Availability, performance, maintenance, and security of essential IT systems are managed and tracked; issues are identified and resolved. Timeline: Ongoing, and per recommended industry standards.

- Lifecycle replacements for all infrastructure areas target industry-recommended schedules
- Routine preventative maintenance and patches are performed on critical infrastructure systems and equipment in a timely manner
- Information security roadmap will continue to be implemented to protect and enhance IT security posture.
- Continue to design and build out a redundant network and server infrastructure to ensure business continuity.

Measurement for Goal 3: Technology solutions and approaches meet the needs of both our staff and students. Timeline: 2025-2026 academic year.

- Technology implementations identify end user needs/requests, and include project plans, training, success criteria, and follow best practice project implementations. Project retrospectives are conducted to evaluate project delivery against identified success criteria.
- Annual ITS Year-in-Review (c. December) highlights team accomplishments and identifies improvement opportunities. Improvements tracked for completion.
- Conduct (2) Technology Forum meetings each academic year to engage with the College community regarding IT governance and IT strategy.