

2006-2007

Strategic Goal: Monitor and Deploy R18 Project Conversion

Action Steps	Action Leader	2006-2007											
		Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07
Exposed to the need to upgrade through multiple sources	IT team	X											
Signed up for Cohort 4 with Datatel	Ken Collier			X									
Training sessions	It team			X	X	X	X	X	X	X	X	X	
Create a project plan	Kris and the IT team					X	X	X					
Technical project kick off	IT team			X									
Stakeholder project kick off	All testing stakeholders							X	X				
Roll out new UI	IT team								X				
Database and Custom Evaluations Processes	Programming team						X	X	X	X	X	X	X
UNIX Level Custom Scripts	Ken Collier					X	X	X	X	X	X	X	X
Identify and Implement Third Party Interfaces	team, Power users					X	X	X	X	X	X	X	X
Hardware & OS sizing and pricing / Evaluation	IT team					X	X	X					
Determine need of professional services	IT team							X	X				
Installation of the R18 system	IT team								X	X			
Testing - IT team	IT team									X	X	X	X
Testing - Users	Testing team									X	X	X	X
Go Live with Colleague R18	IT team												X

Personnel: Technical Colleague Support team, Project Support, Stakeholders (all colleague users)

Success Indicators: "Go Live" with Colleague R18 on planned date.

2006-2007

Strategic Goal: Monitor Campus Wide Wireless Projects

Action Steps	Action Leader	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-06	Mar-07	Apr-07	May-07	Jun-07
Approval	Kris Tharp, Jon Neff, Mick S.	X											
Design: Create Wireless Committee, Host Meetings, Host Focus Group Meetings - Where, Why and Priority. Site Survey of Kirkwood	Kris Tharp, Baker Comm, Wireless Committee	X											
Communication Plan; Data on Website	Kris Tharp, Carrie Meyer	X	X	X	X	X	X	X	X	X	X	X	X
RFP	Kris Tharp, Jon Neff, Mick S., Baker Comm	X											
Create Formal Process	Kris Tharp	X											
Install Wiring	Kris Tharp, vendors and Jim Withrow	X	X	X	X	X	X	X	X	X	X	X	X
Procure Needed Hardware	Kris Tharp, Mark Zuber, Dana Lighthall, Foundry, Baker Comm	X			X			X					
Install/Configure Hardware (wireless access points and POE switches)	Kris Tharp, Mark Zuber, Jim Withrow, Phil Meaney, Zuber Sound Around, Ramsey Comm, Brian Happ	X	X	X	X	X	X	X	X	X	X	X	X
Test Equipment	Kris Tharp, Mark Zuber, Jim Withrow, Phil Meaney, Brian Happ	X	X	X	X	X	X	X	X	X	X	X	X
Train Staff	Kris Tharp, Mark Zuber, Jim Withrow, Phil Meaney, Brian Happ, Ken Collier, Todd Schuldt	X	X	X	X	X	X	X	X	X	X	X	X

Personnel: Kris Tharp, Jon Neff, Mark Zuber, Dana Lighthall, Jim Withrow, Phil Meaney, Todd Schuldt, Brian Happ

Darren Zabloudil, Holly Feldman, Lynda Nelson, Gina O'Connor, Desktop tech's, a contact person at each building

Success Indicators: 100% of Kirkwood's Wireless Needs would be addresses and implemented by June 2007.

2006-2007

Strategic Goal: DL Upgrade

Action Steps	Action Leader	<i>Jul-06</i>	<i>Aug-06</i>	<i>Sep-06</i>	<i>Oct-06</i>	<i>Nov-06</i>	<i>Dec-06</i>	<i>Jan-07</i>	<i>Feb-07</i>	<i>Mar-07</i>	<i>Apr-07</i>	<i>May-07</i>	<i>Jun-07</i>
Test w/4 ITFS beta sites	Phil							Jan. 30					
Run 4 ITFS beta sites parallel with existing ITFS system	Phil								Feb 10 - March 10				
McLeod cut from DS3 to 100Mg Resource Center & Marion Center	Mark									10-Mar			
Cut over and run all ITFS sites on new system	Phil									March 10 Forward			
Cut over Telelink system to new system	Phil											10-May	
Master Control remodel	Craig											10-May	
Develop engineering plans for dual purpose ICN rooms	Phil												1-Jun
Explore 4th DL classroom	Craig												1-Jun

Personnel:

Success Indicators:

Much rides on the first action step and results from the second as well

Technology Services 2006-2007

Strategic Goal:

Document Device Solution

Action Steps	Action Leader	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07
Release Request for Proposal	Jon Neff						X						
Bidders Conference	Team							X					
Due Date for RFP Submission	Vendors								X				
Review of RFP Submissions	Team									X			
Contract Award	Team									X			
Begin Implementation	Vendor									X			
Completion - 4/1/08	Vendor												

Personnel:

Jon Neff, Dana Lighthall, Julie Hime, Angie Held, Jim Choate, Tom Kaldenberg

Success Indicators:

Increased device uptime, Increased functionality, Decreased paper usage

Decreased overall cost

We have a large opportunity to increase operational efficiency, reduce cost, improve reliability, functionality and speed of printing devices. Everyone will have their printing, copying, scanning and faxing needs met, in many cases where we have slow, inefficient, unreliable devices we will see great improvement in service. In all areas we will see operational efficiency gains and cost reduction.

2006-2007

- Develop a plan and implement Colleague version R18 on the Kirkwood Community College Campus and have the project completed by Aug 31, 2007.

2006-2007

Strategic Goal: Continued Colleague Information Access Improvement

Action Steps	Action Leader	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07
1. Implemented a data warehouse to convert Unidata to SQL database for reporting usage.	Nancy McCoy Prior to July-installed Kore software to build data warehouse, training, began export of files process	Completed most export tables to load to SQL. Worked through errors and made corrections	Tables loading successfully	Kore delivered enhancement for table loading	Built master package to automate process of updating tables	Upgrade needed to better automate processing. Worked on by Koretech	Eleven services are being updated weekly. Verification of correct data. Starting building views to deliver reports	Used the data warehouse for CE report. Successfully have several views. Continue testing	Work toward a complete automated refresh. Establish security for end users.	Test using the data warehouse to deliver the HR state report	Enhancing views and building more to deliver more reporting	Work on delivery method of reports, especially from the web	
2. Continued the Communication and Training Team to deliver more information for Colleague end users	Allison York Jane Snook	Built a means of communication through list-serve and Colleague e-tempo	Worked on better communication plan for students and eaglenet	Jill Horn built a cross reference for information viewed by students on EagleNet and information that is viewed on UI This will be reviewed and communicated by team	Viewed e-advicing demo to develop a plan for better student advising	Discussed several identified needs for communication and training for Colleague	Restructured the webpages to update information more easily Communicated new webpages available through Colleague e-tempo	Started process of 1 hour meeting and discussion and 1 hour of team work or viewing of demos from Datatel	Ongoing discovery of communication and training needs for Colleague users.	Ongoing discovery of communication and training needs for Colleague users.	Ongoing discovery of communication and training needs for Colleague users.	Ongoing discovery of communication and training needs for Colleague users.	Ongoing discovery of communication and training needs for Colleague users.

3. Built a training plan for processes in Colleague that either have been changed or needed additional explanation	Jill Horn	Identified immediate needs. Jill Horn and Peg Julius trained 80 staff on FA, Enrollment and EagleNet Cross reference was created for EagleNet and UI	Additional training before classes started in the fall.	Held meeting and training session for schedule builders problem areas.		Jane and Jill met and planned three months of training.	Updated the Colleague website and created training registration on the website.	Build documentation for training, create video tutorials and identify more training needs.	Build documentation for training, create video tutorials and identify more training needs.	Build documentation for training, create video tutorials and identify more training needs.	Build documentation for training, create video tutorials and identify more training needs.	Build documentation for training, create video tutorials and identify more training needs.	Build documentation for training, create video tutorials and identify more training needs.
4. Implemented an Information Use team from Technical and End User staff	Jane Snook Heidi Hansel				Need for a committee for data review was established	Formed a committee to review data needs and reports	Delivered first administrative report to Instructional Branch Reviewed software to force standardization of demographic data	Partnered with Institutional Research to determine reporting needs, types and priority	Discuss prioritization of reporting and needs	Continued review and determination of needed data. Determination of best practices and methods of delivery.	Continued review and determination of needed data. Determination of best practices and methods of delivery.	Continued review and determination of needed data. Determination of best practices and methods of delivery.	Continued review and determination of needed data. Determination of best practices and methods of delivery.
5. Built several new processes to enhance access to information and provide data that will help with strategic decision making.	Lori Bascom	Received request to research custom process for CE to collect marketing source during registration.	Created custom RGN front-end screen.	Copied and modified Datatel subroutines used in RGN process		Moved custom screen and sobroutines into LIVE3 for testing	Additional programming required to allow users to drop sections.	Moved into LIVE account.					

6. Examined new product that will provide a better means of gathering data for strategic decision making.	Jon Neff Jane Snook				Discussion with ACCESS schools about data warehousing and I Strategy product	First Demo for ACCESS schools and Kirkwood Admin.	Received I-Strategy purchase pricing	Share demo of product to End Users	Share demo of product to End Users	Purchase software	R18 implementation takes place before I-Strategy		Begin Implementation
7. Implimented Resource 25 to provide a means of viewing room scheduling to better communicate facilities usage.	Susan Spraker Bobbi Hagist		Encountered R25 import problems because of date range issues with Cabinet definitions	WebViewer customization on planning started. www.kirkwood.edu/eventscalendar	Discovered cross-listing import restrictions (based on R25 programming). Still struggling with date ranges. WebViewer filters fine tuned. Colleague customization to get a more user-friendly name to appear in WebViewer.	Cannot automatically import cross-listed section information if sections at different locations. They will be manually entered in R25, if necessary. Memory increased for the Tomcat Java virtual machine and the DB server to make WebViewer run faster.	Workaround resolved for cabinet date ranges. Sections for terms 2007SU, 2007FA and CE07/08 batched into R25. Automatic interface turned on. More customization of WebViewer links.	R25 updated every 10 minutes from Colleague via automatic interface. WebViewer announced in E-Tempo for employee-only testing and feedback. Open-house training for www.kirkwood.edu/eventscalendar for employees. Issue discovered with new CE cabinet and security settings.v	Ongoing training	Build web viewer	Roll out the webviewer to Kirkwood employees (gather recommendations/suggestions for changes)	Update the webviewer (customize the webviewer based on faculty/staff suggestions)--we will be asking help from Carrie on customizations	Book training sessions for schedulers Review report options

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|---|----|
| 1. Nancy McCoy, Jane Snook, End-users with ability to test data and require information. | 2. |
| Allison York, Jane Snook, Jill Horn, Angie Gillis, Barbara Arceneaux, Barrie Ramer, Cherrie Thompson, Jenny Lensch, Karol Spores, Lori Weitzell, Lorna Trachta, Michelle Cherrie, Pat Weidman | 3. |
| Jill Horn, Lorna Trachta, Jane Snook, Other experts on needed topics | |
| 4. Heidi Hansel, Jane Snook, John Henik, Jon Neff, Todd Prusha, Jill Horn, Dena Campie, Sue Bennett, Kay Nebergall, Peg Julius, Allison York | |
| 5. Lori Bascom, End users needing processes | |
| 6. Jon Neff, Jane Snook, team to be determined | |
| 7. Susan Spraker, Bobbi Hagist, Lorna Trachta, Michelle Cherrier | |

Success Indicators: Staff, faculty, and administration will have more information to make better decisions on strategic matters. Students will have access to information so they can plan their future at KCC. Better communication will occur so staff is

2006-2007

- Develop a plan and implement Wireless on the Kirkwood Community College Campus and have the project completed by June 30, 2007.