

System IT Board Report

April 12, 2023

Overview of System Information Technology

The role of System Information Technology (IT) is to support all of the enterprise systems used by the system and the thirteen colleges. This includes software applications such as Banner, which is our Enterprise Resource Platform (ERP) which includes Student, Financial Aid, Finance and Human Resources/Payroll, in essence all of our key administrative systems used by students, faculty and staff; DegreeWorks, which is a degree audit, academic planning system; the Portal which is a gateway to applications, information and services for students and employees; CRM Recruit (CRM – Customer Resource Management) for accepting applications and marketing and recruiting potential students; EAB Navigate (Education Advisory Board) which provides student onboard, advising, early alerts, registration (using Banner APIs (Application Programming Interface)) and academic planning; and Ad Astra which provides room and course scheduling as well as scheduling analysis. Key system-wide projects that are currently underway involving a significant number of System IT staff from all areas include development of the technology and Banner integration for Colorado Online and the Rural College Consortium, conversion from concentrations to majors, standardized pre- and co-requisites, program and CIP code alignment, implementation of Experience, a replacement for the Portal and a significant migration from Banner Self Service 8 to Banner Self Service 9.

System IT's Infrastructure department provides Microsoft's Office 365 for all employees and students, the Wide Area Network (WAN), telephony and call centers, cyber and information security and all the technical support required by servers, infrastructure, disaster recovery/business continuity and second tier Help Desk support for the colleges and first level Help Desk support for the system office. Second tier or tier two means that we are the next level after college help desks can't resolve the problem. Infrastructure also coordinates monthly meetings with the colleges' IT Directors to establish best practices, identify collaborative opportunities and ensure broad compliance especially with cyber security and information security requirements. Infrastructure is overseen by Katherine Stevenson, Chief Technology Officer (CTO) and Deputy Chief Information Officer (CIO).

Business Technology takes the lead on the support of all the administrative systems noted above, but also provides a significant level of third level help desk support on those systems, operates the Project Management Office (PMO) and works extensively with system office functional areas such as Academic and Student Affairs, Finance and HR/Payroll on their technology needs at the system level and across all colleges. Business Technology is managed by Nancy Hoffman, Director of Business Technology.

Application Development is a support service primarily to Business Technology projects but also to Infrastructure and Institution Research/Business Intelligence as needed. Application Development, for example, is the primary provider of the technology needed for Colorado Online and the Rural College Consortium. Mahdi Omar is the Director of Application Development.

Institution Research/Business Intelligence (IR/BI) provides many system-wide reports and analysis including all the reports provided to the Board such as Concurrent Enrollment, Adult Education and Strategic Planning Metrics and Goals. IR/BI is also a resource to the colleges' IR departments and

provides an Operational Data Store (ODS) and Cognos reporting that provides a couple hundred reports that are available to all colleges and their administrative offices. Because of the significant emphasis on Academic and Student Affairs data, IR/BI has a dotted reporting line to Dr. Landon Pirus, Vice Chancellor of Academic and Student Affairs. Samantha Kalinowski is the Director of Institutional Research and Business Intelligence.

The primary take-away from all of this is that we are highly centralized, operationally efficient and strive to ensure that all colleges have a solid foundation of technology available to them. For example Banner is run as a single database for all thirteen colleges. Each college is kept separate since each is its own institution, but system-wide data is also available. Over the years, the Colorado Community College System has been a model for other state systems in terms of our technology and operational structure. Our complex structure does require a significant level of high level technical support as well as a well established governance structure and significant level of collaboration between the colleges and the system office. System IT staff attend a variety of ongoing functional meetings such as Registrars, Recruit Directors, Controllers, Vice Presidents of Student and Academic Affairs, Business Officers, Presidents meetings to ensure that our enterprise technologies remain aligned with college needs and requirements. College IT staff are primarily responsible for their local area networks (LAN), college specific application systems, classroom technology and local adds, moves and changes. However, college IT directors provide input and participate in system-wide technology projects such as the migration to a single Microsoft tenant and governance of that tenant.

Managing this enterprise technology takes a significant level of communication and stakeholder input across many levels of the enterprise organization. Functional groups make the business process decisions that use the technology. A college-based Vice President IT Governance Committee makes the approval decisions regarding project approval and prioritization based on a significant level of stakeholder input and an Executive Information Technology Strategy Committee provides guidance and recommendations on significant and enterprise technology projects and high level technology strategy. This group includes four college presidents and most of Executive Staff and the Chancellor. Major decisions with a significant impact and/or cost is taken to the Presidents' Council.

Our system IT staff are highly skilled and dedicated to the mission and goals of the Colorado Community College System. Many of them have been at colleges and universities in functional roles, including system colleges. Many of our projects require an understanding of college and student needs both at a metro college but also at a rural college with more limited staff and resources. It is always a balancing act to provide technology that meets both rural and metro needs without creating an undue burden on rural colleges. A lot of the work system IT does is behind the scenes and in a support role to strategic and business initiatives. System IT's Vision Statement sums up our focus as an organization: Be a model information and technology organization recognized for proactive leadership, collaboration, innovation, transparency, resource stewardship and responsive customer service.