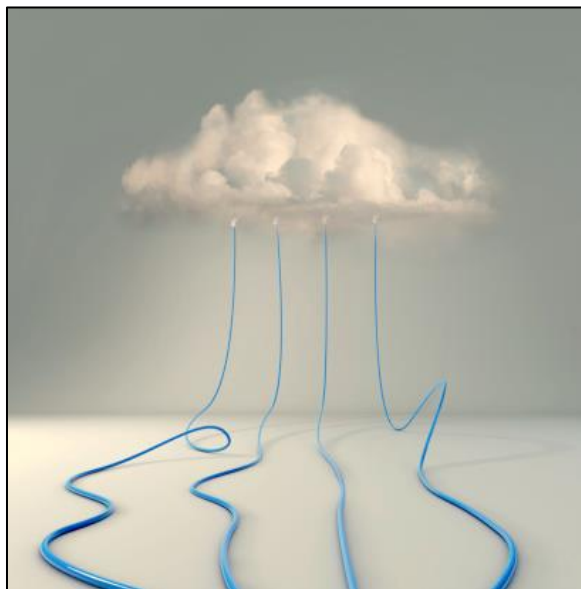


Vision 1 | Modern and Reliable Technology

All departments at SMC, both academic and administrative, are reliant on technology infrastructure and systems. Modern and reliable technology is crucial to student success.

SMC has been considering replacing its legacy integrated student information system (WebSIS) for several years. The system was developed in-house and supports critical College functions, including admissions, enrollment, catalog, scheduling, and curriculum. Although SMC appears to be headed toward a new enterprise resource planning (ERP) system, no official timeline has been established; funding is uncertain; and there is a lack of buy-in from faculty and staff. This uncertainty is impacting the morale within IT.



In addition, SMC has critical infrastructure that has reached end of life.

This section includes two initiatives:

1. **Plan for administrative systems** – Define and communicate a strategy for administrative systems at SMC, including implementing a modern ERP system; completing the work that needs to be done to get there; and supporting existing systems in the interim. A clear strategy will enable the College to approach a future ERP implementation in a thoughtful and structured way, and will serve to gain buy-in for change from the campus community. This [EDUCAUSE article](#) provides one strategy for SMC to consider.¹
2. **Implement refresh cycle for infrastructure and equipment** – Establish and maintain a realistic refresh cycle for technology infrastructure and equipment that prioritizes the areas of greatest needs and importance. An established refresh cycle will reduce risk of critical system failure, and support continuous and seamless access to existing and future systems.
3. **Support the Facilities Master Plan** - Collaborate work with Facilities Planning to support the successful deployment of technology infrastructure, hardware, and instructional technologies needed for construction projects.

¹ Berman, Michael. "New Life for Legacy Systems." *EDUCAUSE*, 2019, pp. 44–47.

Vision 1 | Modern and Reliable Technology

1.1 | Plan for Administrative Systems

Define and communicate a strategy for administrative systems at SMC, including implementing a modern ERP system; completing the work that needs to be done to get there; and supporting existing systems in the interim.

Action Items to Implement Initiative

Implementing a Modern ERP

- Continue work with the student information system (SIS) Steering Committee to define a timeline and strategy for implementing a modern ERP system. Work with Business Services to identify and consider budget implications.
- Engage an ERP consultant to facilitate the vendor selection process. This includes a fit gap analysis to identify third-party needs and cost estimates, including current state and required third-party vendors.

Preparing for a Modern ERP

- Assess the current risks to WebISIS and establish a strategy to sustain it in accordance with the timeline established for implementing a modern ERP system.
- Consider staffing to support WebISIS as part of the staffing plan (reference section 4.2).
- Limit development for WebISIS and implement a new approach for requesting additional functionality. Consider the following questions: Will the functionality be met by a future ERP? Can SMC wait until a new ERP is implemented? Are third-party products available?
- Develop business analysis and integrations skills internally
- Convert all Oracle forms to Oracle Application Express (APEX).

Supporting Existing Systems

- Document existing business processes.
- Develop a change management plan for implementation of a modern ERP system.
- Identify and document specific information about SMC data, including: where it resides, its structures, its quality, who has data access, and who has responsibility.
- Identify additional skills and training needed.

Measures of Success

- Established strategy and timeline for future direction for ERP.
- Active and visible executive sponsorship for ERP implementation.
- Increased buy-in and stakeholder satisfaction measured through surveys.
- WebISIS no longer needed nor in use by SMC.

Primary Linkage to the SMC Strategic Initiatives	Level of Effort and Budgetary Considerations	Organizational Impact
Improve facilities and technology infrastructure, integration, and staffing.	⬆️ + - Significant funding and effort required.	●●● - District-wide impact. Significant business process changes required.

Key Initiative Stakeholders

Initiative Owner	TBD. This is not solely an IT initiative. SMC leadership needs to define an initiative owner.
Consultative Role	Senior staff, Chief Director of IT, IT staff, all functional areas

Vision 1 Modern and Reliable Technology	1.2 Implement Refresh Cycle for Infrastructure and Equipment	
Establish and maintain a realistic refresh cycle for technology infrastructure and equipment that prioritizes areas of greatest needs and importance.		
Action Items to Implement Initiative		
<ul style="list-style-type: none"> Identify and categorize existing infrastructure and equipment, including but not limited to: cabling, DR equipment, door access, firewalls, IP phones, mobile devices, routers, security cameras, servers, storage, switches, uninterruptable power supply (UPS), and wireless access points. Establish policies for when each item should be replaced based on industry standards and SMC budget considerations. Identify the physical equipment that can be replaced by infrastructure-as-a-service (IaaS) and determine associated costs. Consider adopting an IT asset management tool. 		
Sample of Planned Projects		
<ul style="list-style-type: none"> Upgrade firewall to provide 10G internet speed. Discontinue use of backup tapes in favor of cloud services. Migrate to Office 365 and decommission Exchange server. Expand wireless coverage. Decommission end of life wireless controllers. Replace audio/video (A/V) infrastructure. Retire and decommission end of life servers. 		
Measures of Success		
<ul style="list-style-type: none"> Five-year infrastructure replacement plan and budget provided to senior leadership. All infrastructure and systems are updated and under support. No equipment passes end of life. 		
Primary Linkage to the SMC Strategic Initiatives	Level of Effort and Budgetary Considerations	Organizational Impact
Improve facilities and technology infrastructure, integration, and staffing.	◀ 📌 - Effort upfront to inventory equipment and establish replacement cycles. May require additional funding to maintain.	● - District-wide impact. Work completed by IT.
Key Initiative Stakeholders		
Initiative Owner	Chief director of IT	
Consultative Role	VP for business and administration, IT management, IT staff	

Vision 1 Modern and Reliable Technology		1.3 Support the Facilities Master Plan	
Collaboratively work with Facilities Planning to support the successful deployment of technology infrastructure, hardware, and instructional technologies needed for construction projects.			
Action Items to Implement Initiative			
<p>In support of the Facilities Master plan, IT will:</p> <ul style="list-style-type: none"> • Provide current standards documentation for each construction project. • Provide consultation and technology recommendations. • Adhere to construction schedules and timelines. • Provide requested equipment in a timely manner. • Plan for impact new construction projects will have on existing staffing and infrastructure resources 			
Measures of Success			
<ul style="list-style-type: none"> • Technology Standards are met. • Schedules and timelines are followed. • No disruption to technology resources for students, faculty and staff. 			
Primary Linkage to the SMC Strategic Initiatives		Level of Effort and Budgetary Considerations	
Organizational Impact			
Improve facilities and technology infrastructure, integration, and staffing.		< † - Significant funding and effort required. Will vary based on capital projects.	
● - District-wide impact. Significant business process changes required.			
Key Initiative Stakeholders			
Initiative Owner		Director, Network Services	
Consultative Role		Business Services, Facilities Planning, Chief Director of IT	