



Information Technology Master Plan

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INTRODUCTION

Blue Mountain Community College Vision, Mission, Values, and Goals

Vision

Blue Mountain Community College (BMCC) will be a recognized educational leader in achieving student success, completion, and advancement.

Mission

Blue Mountain Community College provides responsive and high quality innovative educational programs and services that promote personal and professional growth to strengthen our communities.

Values

In support of our vision and mission, Blue Mountain Community College values:

- **Integrity** that promotes trust, honesty, ethical behavior and professionalism
- **Communication** that is open, honest, and encourages a cooperative exchange of thoughts and ideas
- **Compassionate** relationships based on empathy, kindness, and reliability
- **Access** to all in an equitable manner
- **Respect** of individuals for their uniqueness and diversity
- **Excellence** in an educational environment that engages challenges, advances, intellectual curiosity, and fosters lifelong learning

PURPOSE

The Information Technology Master Plan provides a roadmap for the future of information technology at Blue Mountain Community College (BMCC). The premise of the plan is any new technology must meet the academic, student, and administrative needs of BMCC, while remaining fiscally responsible. The plan establishes a main theme with goals for information technology services and an infrastructure that will keep abreast of the evolving technology landscape, allow for a collaborative learning environment, provide seamless access to data, be upgradeable, be sustainable, and meet the needs of BMCC's community today and into the future. This plan is intended to articulate the infrastructure and support necessary to allow BMCC staff to use technology effectively and efficiently, while delivering quality services. Administrative Procedure 04-2022-0001 Technology and Computer Equipment Replacement is Blue Mountain Community College's approach to upgrading or replacing computer technology and equipment through an annual cycle.

Operating Principles:

- Our interactions will be professional and respectful
- Our customer service will be attentive, responsive, focused, and detailed
- Our responses will be simplified, even for complex problems

The Information Technology department is a service organization that provides technology-related support and guidance to the BMCC campus communities. This support includes:

- Keeping computer labs and classrooms equipped with up-to-date technology to meet instructional needs, by following industry best practices as budget allows
- Keeping campus users equipped and functioning adequately
- Managing and maintaining the technology infrastructure

The following guidelines establish a foundation for an ongoing, college-wide information technology planning and implementation process. They are:

- Technology initiatives will be developed based on "best practice" standards using a system-wide approach, beginning with a solid foundational infrastructure
- Technology planning will use a comprehensive perspective of the entire college, with input from individual departments and security at the forefront

- Technology acquisitions and purchases must be evaluated for their ability to be integrated into existing systems, the feasibility to support and sustain the new technology, and for ongoing and future financial sustainability

THEME AND SUPPORTING GOALS

After reviewing the status of technology, the IT department has prioritized our goals for the next year.

IT Organization

- Sustain and Improve the IT infrastructure
 - Following best practice and industry standards for equipment replacements
 - Reviewing equipment specifications to ensure they meet the needs
 - Performing routine maintenance on all infrastructure equipment
 - Performing recommended updates on all equipment
 - Providing budget dollars for planned replacements and upgrades
 - Using technology to streamline support and management of infrastructure by acquiring systems that are manageable by a small staff
 - Expanding internet network services to support cloud-based technologies
 - Create virtualized environments whenever feasible for desktop computers, to streamline management
- Enhance cybersecurity processes and protections
 - Updating and implementing Security Awareness Training and Testing procedure
 - Updating the Password procedure to latest best practices and service providers requirements
 - Upgrading security appliances and applications to provide a high level of protection

Technology Support

- Provide Technologies that support instruction and student success
 - Budgeting to provide resources needed
 - Providing support for Microsoft 365
 - Providing support for academic technology
 - Partnering with Tech Hub and the instructional technologist for academic technology requirements
 - Being available to assist faculty and students with questions
 - Plan and implement solutions that are flexible and adaptable to best support academic and non-academic needs

- Continue to improve services that support students' connection to the college
 - Partnering with the library in providing access to the software and hardware students might need for their classes
 - Continuing improvements in accessing student resources
 - Partnering with Marketing and the Web support team on improvements to the website

Operations

- Continue to deliver outstanding customer service
 - Responding to service requests promptly
 - Asking relevant questions to assist the customer
 - Communicating in a professional manner
 - Ensuring communication between team members is ongoing and there is a cohesive effort to resolve an issue
 - Follow up with the customer to ensure satisfactory resolution
- Continue to foster professional development to provide a skilled IT workforce
 - Provide all staff with training opportunities and resources
 - Review and update professional development plans for each employee
 - Encourage communication, providing input, and asking questions

Conclusion

This plan is designed to provide an overall direction for the technology of the college, and will be reviewed annually by the Technology Committee. The details of each goal will be included in the departmental planning document. This document will include the activity, task, or project, the strategic goal it supports, intended outcomes, indicator(s), anticipated budget, and the status. We will regularly refer to the IT Master Plan and the Departmental planning document throughout the year to ensure our planned activities are in alignment.