A. **ACADEMIC SUPPORT**  
**Summary:** Work closely with campuses to design classrooms to be more versatile and supporting multiple disciplines.  
**Actions:**  
1. Develop an instructional technology unit in collaboration with the Provost’s office  
2. Develop internship program for students to work within IT  
3. Collaborate with other College units to develop and support mobile technologies  
4. Collaborate with Institutional Advancement on the implementation of a new portal  
5. Investigate ways to improve classroom technology  
6. Research the feasibility of attaining grants to improve IT services  
7. Work with OED to develop training opportunities for faculty regarding the use of classroom technology and report on utilization of training through a metrics regime  
8. Improve services and support for distance learning users

B. **DEVELOP EXTERNAL PARTNERSHIPS**  
**Summary:** Develop relationships with members of the community in order to improve IT efficiencies and the student experience.  
**Actions:**  
1. Investigate federated identity with other institutions in the state of Arizona including higher education and K-12  
2. Reach out to K-12 for opportunities with IT staff to participate in career day events  
3. Develop regular contact with school districts throughout the county to ensure a consistent student experience with technology.  
4. Develop regular contact with similarly sized community colleges across the country to improve relationships with major vendors.

C. **IMPROVEMENTS AND EFFICIENCIES**  
**Summary:** Improve our infrastructure and services while also seeking efficiencies. Identify and resolve infrastructure issues which adversely impact us at peak times, while setting us up to be nimble to anticipate and meet future needs.  
**Actions:**  
1. Evaluate current 24/7 call support needs and costs with comparison of outsource vs. insource  
2. Update and enhance the network infrastructure  
3. Develop a revised information security risk analysis plan and implement.  
4. Implement a new metrics regime for IT  
5. Develop Business intelligence strategy  
6. Development of cloud strategy  
7. Conduct a data center risk assessment and business impact analysis and perform remediation  
8. Implement Data Loss Prevention
D. **SKILLS DEVELOPMENT AND TRAINING**

**Summary:** Develop and train staff to support current and future systems. Provide job specific training to functional users to enhance business operations.

**Actions:**
1. Implement banner platform skills enhancement for functional users
2. Establish an annual IT survey on customer service
3. Recommend a training program is implemented on Business Intelligence skills development
4. Develop professional development roadmaps for IT staff on a technical and managerial tracks