Information Technology Department
Annual Report FY18-19

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Overall, the IT Department concluded a notable year filled with goals achieved and obstacles surmounted. We successfully completed or made significant progress on key projects that speed access to technology resources and upgraded services to meet the needs of the entire BCC community. Our achievements this year have built a solid base for future progress. All of this happened in addition to the extraordinary amount of work put forth by everyone on a daily basis to improve services; implement new tools; expand features and functions; keep the systems running; solve problems; help students, faculty, and staff; and generally keep up with the ever growing demand for technology. Moving forward, the IT Department will be undergoing a comprehensive assessment to find ways to keep improving service efficiency and effectiveness.

Selected Achievements FY18

- Developed electronic and analytical tools to support the ASAP program including the integration of CUNYfirst with Hobsons as well as the ability for staff member to review students ASAP eligibility status at any point during the semester through an advisement dashboard (Goal 1 Obj. 1.1)
- Created ASAP Program Acceptance and Textbooks Agreement forms.
- Developed ASAP Academic Planner. (Goal 1 Obj. 1.1)
- Completed Starfish file and active directory integration. (Goal 6 Obj. 6.3)
- Completed Simplicity file and active directory integration. (Goal 6 Obj. 6.3)
- Developed Academic Affairs Financial Planner. (Goal 1 Obj. 1.1)
- Developed Academic Affairs Pre-requisite Audit System. (Goal 1 Obj. 1.1)
- Developed Scheduling/Midterm conflict report System. (Goal 1 Obj. 1.1)
- Developed Immunization Information report System. (Goal 1 Obj. 1.1)
- Implemented Microsoft SQL Server Reporting Services (SSRS) System. (Goal 1 Obj. 1.1)
- Developed Student Feedback System. (Goal 1 Obj. 1.3)
- Developed BCC One Card Infrastructure - BB Transact & Canteen. (Goal 6 Obj. 6.3)
- Completed ASAP CUNY Central Database Virtualization. (Goal 6 Obj. 6.3)
- Developed Student Mobile ID. (Goal 6 Obj. 6.3)
- Implemented Scholarship Manager (NextGen) & College Work Study forms. (Goal 2 Obj. 2.3)
- Set up and Installed New WiFi Access Points in ASAP, Cafeteria, Registrar's Office, Financial Aid and Meister. (Goal 6 Obj. 6.1)
- Designed and Deployed New BCC Data Warehouse. (Goal 6 Obj. 6.3)
- Set up and Installed New College Firewall - Palo Alto. (Goal 6 Obj. 6.4)

- Built new IDF room and set up cameras in AG pool. (Goal 6 Obj. 6.1)
- Deployed VOIP to Registrar's Office, Bursar's Office. (Goal 6 Obj. 6.3)
- Developed CA and Adjuncts reappointment modules in ePAF. (Goal 6 Obj. 6.2)
- Implemented Single Sign On - One Path. (Goal 6 Obj. 6.3)
- Developed Campus Virtual Tour - YouVisit. (Goal 2 Obj. 2.3)
- Made BCC's current site fully ADA Compliant. (Goal 2 Obj. 2.3)
- Redesigned IT Governance Model and Launched Technology Oversight Committee. (Goal 1 Obj. 1.3)
- Implemented BCC One card Book Voucher & Web Deposit modules. (Goal 6 Obj. 6.3)
- BCC One card readers set up. (Goal 6 Obj. 6.3)
- Created and implemented PC Upgrade/Deployment Plan. (Goal 6 Obj. 6.3)
- Implemented Microsoft System Center Configuration Manager – SCCM. (Goal 6 Obj. 6.3)

Pending FY18

- Design and implement new Call Center voice and data infrastructure for BARFIT and ASAP. (Goal 6 Obj. 6.1)
- BCC New Website Launch. (Goal 2 Obj. 2.3)
- BCC Mobile App New Interface and Modules Launch. (Goal 2 Obj. 2.3)

Goals and Targets FY19

The tasks listed below are anticipated goals for FY19. Actual goals and targets will be established in collaboration with the Technology Oversight Committee.

- Establish in partnership with the BCC Technology Oversight Committee a 3 years technology operational plan for the College. (Goal 2 Obj. 2.3)
- Assist with the implementation and integration of an academic planning, scheduling, event management, and resource allocation system - Ad Astra. (Goal 1 Obj. 1.1)
- Implement NIST Information Security Framework: Adopt a College standard based on the National Institute of Standards and Technology (NIST) Framework for Improving Critical Infrastructure Security as the basis for a college-wide set of security guidelines, the UA Cybersecurity Framework. (Goal 6 Obj. 6.4)
- Develop a BCC Information Security Awareness Program. (Goal 6 Obj. 6.4)
- Implement a campus collaboration platform for faculty and staff to be able to store and share files in a secured environment. (Goal 1 Obj. 1.3)
- Develop Version 2 of the student mobile application. BCC students will have access to a wide range of new features that will help them make the most of their college experience. The app will provide access to numerous new services including BCC one card services (digital ID, e-wallet), early warning and student tracking, feedbacks support and many more (Goal 6 Obj. 6.3)
- Create a disaster recovery site in Colston for all BCC mission-critical applications including but not limited to the College's website, email system, OSSES and life & safety systems. (Goal 6 Obj. 6.4)
- Complete phase 2 of the Voice Over IP (VOIP) implementation and extend VOIP infrastructure to serve a total of 700-800 users. (Goal 6 Obj. 6.3)
- Fiber infrastructure improvements: Improvements in the underground fiber optic infrastructure on campus to leverage the new redundant network head-end and ensure the ability to grow overall network bandwidth in support of research and education. (Goal 6 Obj. 6.1)
- Support the HR Paperless project and provide employee self-service options. (Goal 6 Obj. 6.3)
- Implement Sustainability Dashboard using Remote Sensors to monitor the implementation of PLM measures at building level, particularly on peak load days, reporting back on implementation, issues and opportunities. (Goal 6 Obj. 6.2 and 6.3)
- Implement a portable device security program and implement full disk/storage encryption on all BCC owned portable devices including but not limited to tablets, laptops and cellphones. (Goal 6 Obj. 6.4)

- Deploy new network perimeter security device (Palo Alto Firewall) to accurately identify and control applications by user, scan content to stop threats, and prevent institutional data leakage. (Goal 6 Obj. 6.4).
- Provide ubiquitous indoor classroom coverage of WIFI services by upgrading wireless access points in all academic spaces. (Goal 6 Obj. 6.3)

Challenges

- **Staffing:** Multiple critical IT lines haven't been replaced to this date after the departure or transfer of these employees. Some of these positions include but are not limited to:

  – The Director for Information Services and Production Support (since May 2017)
  – The Manager for Campus Endpoint Service Delivery (since June 2017)
  – The Information Security Analyst (since May 2017)

  The success of the IT department depends more on the people that manage and support other IT employees than on the technology itself. These are skills IT contractors can't bring to BCC. When IT employees leave or transfer, their tasks and responsibilities are transferred to others, not eliminated. Besides impacting service delivery, this increases significantly the risk for burn-outs, out-of-title work and low morale.

Opportunities

- **IT Governance:** Significant benefits will be achieved by establishing a sound IT Governance program at BCC.

- **Information Governance:** Effectively using and managing BCC's information assets will derive maximum value and minimize information related risks. This will ensure that the right information is presented to the right employees at the right time.

- **Addressing the issue of BCC's aging network infrastructure.**