



# Office of Information Systems and Technologies Project Status Report

Reporting Date: March 30, 2018

## Project Timelines

<b>Legend:</b>	<b>On Target</b>	<b>At Risk</b>	<b>Behind Schedule</b>	<b>Complete</b>	<b>Closing</b>	<b>Not Started</b>	<b>On Hold</b>
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**OIST Division:** AT = Academic Technologies CMS = Computing and Media Support EA = Enterprise Technology IT = Information Technology

### Scheduled

Mar. 2018	Apr. 2018	May 2018	Jun. 2018	Jul. 2018	Aug. 2018	Sep. 2018	Oct. 2018	Nov. 2018	Dec. 2018	Jan. 2019	Feb. 2019
Axiom / Xenograde Implementation (01/2018 - 09/2018) - On Target - EA											
Banner - Preferred Name and Gender (09/2017 - 12/2018) - On Target - EA											
Banner Migration to Version 9 - INB (05/2017 - 12/2018) - On Target - EA											
Banner Migration to Version 9 - Self Service Banner (06/2017 - 12/2018) - On Target - EA											
Classroom Upgrades ( 10/2017 - 05/2025) - On Target - AT											
College Catalog Enhancements (10/2014 - 06/2018) - On Target - EA											
Cornerstone Learning Management System (07/2017 - 07/2018) - At Risk - EA											
Curriculum (11/2017 - 07/2018) - On Target - EA											
Cyber Security (06/2017 - 06/2018) - Behind Schedule - IT											
Data Security Improvements - Banner Audit Findings (11/2017 - 06/2018) - On Target - EA											
Daylight Rollout (07/2017 - 07/2018) - On Target - AT											
Develop & Deploy Classroom Technology Training (01/2018 - 06/2018) - On Target - AT											
Faculty Load and Compensation ( 09/2017 - 08/2018) - On Target - EA											
Harrisburg 10G Fiber Upgrade (01/2017 - 12/2018) - Behind Schedule - IT											
Non-Academic Scheduling (12/2017 - 06/2018) - On Target - IT											
OIST Business Continuity Plan (12/2017 - 08/2018) - On Target - IT											
Office365 Email Migration (06/2017 - 06/2018) - On Target - IT											
One Button Studio Deployment (01/2018 - 05/2018) - On Target - AT											
Oracle Application Express (11/2017 - 07/2018) - On Target - EA											
San Replacement (06/2017 - 03/2018) - On Target - IT											
User Identity Mgmt (09/2017 - 12/2018) - On Target - EA											
Video Connected Learning Spaces (07/2016 - 06/2020) - On Target - AT											
Virtual Desktop Infrastructure (09/2017 - 12/2018) - On Target - IT											
Zoom Desktop Video Conferencing (07/2015 - 06/2020) - On Target - AT											

### Overdue

Blackbaud (06/2016 - 08/2017) - Behind Schedule - EA
Wan Expansion (01/2017 - 12/2017) - Behind Schedule - IT

### In Queue

Banner Document Management Upgrades (6/2017 - TBD) - On Hold - EA
Data Governance - Decision Rights and Accountabilities (TBD) - Not Started - EA
Enhance Identity Management System (TBD) - Not Started - EA
Hatsize / Class Software Virtualization Pilot (07/2015 - TBD) - AT
Recruiter Upgrade (TBD) - Not Started - EA
System Access Request Form (02/2018 - 11/2018) - Not Started - CMS
TI Committee Process (02/2018 - 05/2018) - Not Started - CMS



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FY2018-2020 Technology Plan	Enterprise Applications	<b>Project Title: Axiom / Xenegrade Implementation</b>  <b>Project Description:</b> Workforce Registration system deployment  <b>Project Sponsor:</b> Stephen Ampersand, Cindy Doherty	Cindy Gavazzi, Aginah Chambers, Heather Reber	01/2018	09/2018	On Target	1. Need to identify cost, timeline and funding source for XenDirect and CashNet integration. Will attempt to complete tasks within existing timeline to minimize impact to the overall project. 2. Need to build the new system around new structures which will not be effective until 7/1/18: - New WFD ORG and Funds - New WFD campus programs - HACC Academy	None.
FY2018-2020 Technology Plan	Enterprise Applications	<b>Project Title: Banner - Preferred Name and Gender</b>  <b>Project Description:</b> The Banner system including all custom processes and third party integrations must be updated to reflect the College's Gender Acknowledgement and Accommodation Policy.  <b>Project Sponsor:</b> Robert Messner	Cindy Gavazzi	09/2017	12/2018	On Target	1. Contingent on Banner 9 admin deployment. 2. Working to define short term workaround in Banner 8 for preferred name.	None.
FY2018-2020 Technology Plan	Enterprise Applications	<b>Project Title: Banner Document Management Upgrades</b>  <b>Project Description:</b> Research and enhance Banner Document Management to be Banner 9 compliant  <b>Project Sponsor:</b> Robert Messner	Matt Gordon, Cindy Gavazzi	prior to 06/2017	TBD	On Hold	1. Contingent on completion of SAN project.	None.
FY2018-2020 Technology Plan	Enterprise Applications	<b>Project Title: Banner Migration to Version 9 - INB</b>  <b>Project Description:</b> Banner 9 migration from Internet Native Banner to Application Navigator  <b>Project Sponsor:</b> Robert Messner	Cindy Gavazzi	estimated 05/2017	12/2018	On Target		None.
FY2018-2020 Technology Plan	Enterprise Applications	<b>Project Title: Banner Migration to Version 9 - Self Service Banner</b>  <b>Project Description:</b> - Finance Module Upgrades: My Finance Query Implementation - Student Module Upgrades: Student Self Service Implementation - Human Resources Upgrades: Employee Self Service Enhancements  <b>Project Sponsor:</b> Robert Messner	Cindy Gavazzi	prior to 06/2017	12/2018	On Target	1. Testing Banner 9 Application Navigator, Admin Forms, and Custom Forms is prioritized over Banner 9 Self Service due to the timeline imposed by the vendor. Banner 9 testing can begin in March 2018.	None.
Other	Enterprise Applications	<b>Project Title: Blackbaud</b>  <b>Project Description:</b> Support the implementation of Blackbaud Raiser's Edge/Financial Edge software.  <b>Project Sponsor:</b> Linnie Carter	Cindy Gavazzi, Mike Wagner	prior to 06/2016	08/2017	Behind Schedule	1. Contention of resources in functional area has led to delays. 2. Remaining tasks: Finalize AP Integration (95% complete); Payroll Integration; Graduate Integration; Phone Number corrections; College Code corrections.	None.
Goal 1: Advance Academic Excellence, Goal 3: Strengthen Institutional Sustainability	Academic Technologies	<b>Project Title: Classroom Upgrades</b>  <b>Project Description:</b> Seven year implementation of classroom technology upgrades to presentation and/or collaboration specifications.  <b>Project Sponsor:</b> Robert Messner	Sue Savidge, Jason Beaudin	10/2017	05/2025	On Target	1. Account codes have been provided for consolidated procurements. However, additional work is required to secure remaining FY2019 funds and that work is in progress. Risk will remain open until all funding for FY2019 is confirmed. 2. Potential resource contention with already planned upgrades outside of project scope. Estimates have been provided for outsourcing needs and are pending approval.	1. Requesting confirmation / approval (to be provided by March 2018) to hire and funding source for additional 1.5 resources requested for Academic Technologies group (Project Sponsor).



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FY2018-2020 Technology Plan	Enterprise Applications	<p><b>Project Title: College Catalog Enhancements</b></p> <p><b>Project Description:</b> Data review and clean-up; Department Code updates; College Code Conversion</p> <p><b>Project Sponsor:</b> Robert Messner</p>	Cindy Gavazzi	estimated 10/2014	06/2018	On Target	1. Project to convert college codes was reopened after issues with the translation table arose.	None.
FY2018-2020 Technology Plan	Enterprise Applications	<p><b>Project Title: Cornerstone Learning Management System</b></p> <p><b>Project Description:</b> Support the deployment of Cornerstone Learning Management System</p> <p><b>Project Sponsor:</b> Aimee Brough</p>	Cindy Gavazzi, Cavil Anderson	07/2017	07/2018	At Risk	1. Risk: project work delayed; project has been reopened with vendor as of 3/26/18. Consultant has been allocated 20 hours to complete implementation. 2. Data integration in testing with vendor.	None.
FY2018-2020 Technology Plan	Enterprise Applications	<p><b>Project Title: Curriculog</b></p> <p><b>Project Description:</b> Support data integration from Banner to Curriculog for the course approval process.</p> <p><b>Project Sponsor:</b> Lynold McGhee</p>	Erika Steenland, Meredith Jenkins, Cindy Gavazzi	11/2017	07/2018	On Target	1. Risk: Contingent on College Code Conversion (Mitigated: College Code Conversion completed) 2. Risk: Data integrity dependent on maintenance of course catalog descriptions. 3. Risk: Data integrity dependent on identification and inactivation of courses no longer offered by Academic Affairs. 4. Risk: Contingent on deployment of Ethos (targeted for June). Ethos deployment is dependent on the SAN replacement.	None.
FY2018-2020 Technology Plan	Information Technology	<p><b>Project Title: Cyber Security</b></p> <p><b>Project Description:</b> Develop a HACC Security Plan to protect the college network systems.</p> <p><b>Project Sponsor:</b> Bob Messner</p>	Russ Bricker, Kevin Nutt	06/2017	06/2018	Behind Schedule	1. While some progress has been made over the last year on this project, more staff time and leadership needs to be dedicated to this effort.	None.
FY2018-2020 Technology Plan	Enterprise Applications	<p><b>Project Title: Data Governance - Decision rights and accountabilities</b></p> <p><b>Project Description:</b></p> <ul style="list-style-type: none"> <li>- Establish data governance committee</li> <li>- Create mission and vision for data governance</li> <li>- Identify data stewards across functional areas</li> <li>- Begin development of data governance rules</li> </ul> <p><b>Project Sponsor:</b> Robert Messner</p>	Cindy Gavazzi	TBD	TBD	Not Started	1. This project has not been started due to time constraints and other priority initiatives.	None.
FY2018-2020 Technology Plan	Enterprise Applications	<p><b>Project Title: Data Security Improvements - Banner Audit Findings</b></p> <p><b>Project Description:</b></p> <ul style="list-style-type: none"> <li>- Remove elevated access</li> <li>- Restrict ODBC connections through VPN</li> <li>- Migrate Microsoft Access reports to Argos</li> </ul> <p><b>Project Sponsor:</b> Robert Messner</p>	Cindy Gavazzi	11/2017	06/2018	On Target		None.
Other	Academic Technologies	<p><b>Project Title: Daylight Rollout</b></p> <p><b>Project Description:</b> Desire2Learn requires all Brightspace users move to their "Daylight" user interface by Fall 2018</p> <p><b>Project Sponsor:</b> Amy Withrow</p>	Jason Beaudin, Roger Garber, Joe Mendrzycki	07/2017	07/2018	On Target	1. Competing projects and low staffing levels could limit the time available to the Center for Design and Instruction staff to complete all projects. This can be mitigated by filling the vacant position, or, as needed, temporarily augmenting staff with part-time hires. 2. Students may not be aware of the visual aspects of the change. This can be mitigated through implementation of the developed communication plan.	None.



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Other	Academic Technologies	<p><b>Project Title: Development and Deployment of Classroom Technology Training</b></p> <p><b>Project Description:</b> Center for Design and Instruction will develop and offer training and/or workshops on new classroom technology at each physical campus, as well as deploying self-help materials in classrooms.</p> <p><b>Project Sponsor:</b> Robert Messner</p>	Jason Beaudin, Joe Mendrzycki	01/2018	06/2018	On Target	1. Lack of available spaces to conduct trainings at some campuses limits the ability of CDI staff to offer sessions. Installing new spaces at all campuses is not a viable option; mitigation efforts include offering sessions at college-wide events help on campuses with suitable spaces. 2) Reduced staffing and competing projects threaten the ability of the CDI staff to complete all necessary tasks on time. This can be mitigated by filling a currently vacant position.	None.
FY2018-2020 Technology Plan	Enterprise Applications	<p><b>Project Title: Enhance Identity Management System</b></p> <p><b>Project Description:</b> Propose and implement lifecycles for:            - retired employee accounts            - admitted student accounts            - registered student accounts            - graduated student accounts</p> <p><b>Project Sponsor:</b> Robert Messner</p>	Cindy Gavazzi	TBD	TBD	Not Started	1. This project has not been started due to time constraints and other priority initiatives.	None.
FY2018-2020 Technology Plan	Enterprise Applications	<p><b>Project Title: Faculty Load and Compensation (FLAC)</b></p> <p><b>Project Description:</b> Support the implementation of FLAC - Faculty Load and Compensation.</p> <p><b>Project Sponsor:</b> Aimee Brough</p>	Cindy Gavazzi, Amy Berrier	09/2017	08/2018	On Target	1. FLAC Testing and Training workshop scheduled for March 20-22. 2. FLAC uses College Codes therefore timelines for testing and deployment are being coordinated for both projects. (Mitigated: College Code Conversion completed.)	None.
Other	Information Technology	<p><b>Project Title: Harrisburg 10G Fiber Upgrade</b></p> <p><b>Project Description:</b> Upgrade of fiber connectivity between 8 buildings on the Harrisburg campus.</p> <p><b>Project Sponsor:</b> Bob Messner</p>	Russ Bricker, Rich Cardamone	01/2017	12/2018	Behind Schedule	1. Last year has been spent reviewing options for management of this project. Recent decision has been made to use EasternPCM to manage this project. Kick-off meeting was held on 1/12/2018. 2. This project is considered behind schedule as it was part of the 2015-2017 Technology Master plan, however it took longer than expected to finalize who would manage the project. 3. Risk - recent design meeting revealed need for further technical design from outside vendor. Project will be divided into two phases. Phase 1 will complete conduit work and will be completed by late summer. Working on Phase II needs to determine timeline for fiber install	None.
FY2018-2020 Technology Plan	Academic Technologies	<p><b>Project Title: Hatsize / Class Software Virtualization Pilot</b></p> <p><b>Project Description:</b> Provide access required course software to remote students on multiple devices.</p> <p><b>Project Sponsor:</b> Robert Messner</p>	Jason Beaudin	07/2015	TBD	On Target	1. Hardware requirements for some software (e.g.: AutoCad) limits performance in a virtualized environment through Hatsize. This cannot be mitigated using Hatsize. 2. Long-term sustainability of increased usage and growth may not be fiscally feasible in current funding model. This could be mitigated by collection of lab fees.	1. Continue to explore alternatives to provide access to high requirement software.
FY2018-2020 Technology Plan	Information Technology	<p><b>Project Title: Lancaster Backup Data Center</b></p> <p><b>Project Description:</b> Create a backup data center that will provide business continuity for mission essential systems.</p> <p><b>Project Sponsor:</b> Bob Messner</p>	Russ Bricker, Dave Shaffer	01/2017	12/2017	Complete	1. Data center was completed on 12/6/2017. Will move on to second phase to identify mission essential systems that will be installed at this location.	None.



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Plan	OIST Division	Project	Project Lead	Start	End	Status	Issues / Risks and Mitigations	Request for Actions
Other	Enterprise Applications, Information Technology	<p><b>Project Title: Non-Academic Scheduling</b></p> <p><b>Project Description:</b> Select and implement one or more solutions for non-academic scheduling and usage reporting as well as decommission CollegeNET services.</p> <p><b>Project Sponsor:</b> Robert Messner</p>	Aginah Chambers, Cindy Gavazzi, Russ Bricker	12/2017	06/2018	On Target	1. Implementation timeline change from 12/2018 to 06/2018 may create resource contention issues. Team is detailing tasks for revised deadline of 06/30/18 and will identify any additional resource needs.	None.
Goal 3: Strengthen Institutional Sustainability	Information Technology	<p><b>Project Title: Office of Information Services and Technologies Business Continuity Plan (OIST BCP)</b></p> <p><b>Project Description:</b> Development of OIST Business Service Catalog and Business Continuity Plan.</p> <p><b>Project Sponsor:</b> Robert Messner</p>	Aginah Chambers, Russ Bricker	12/2017	08/2018	On Target	1. Potential for institutional feedback may cause need to define more detailed processes than planned, additional research and/or approval from Leadership which may impact implementation timeline. Will work activities in parallel to minimize impact to schedule. 2. Team has confirmed milestones resulting in additional tasks moving completion from 6/2018 to 8/2018. OIST BCP is still planned to be delivered by 6/30/2018.	None.
Goal 3: Strengthen Institutional Sustainability	Information Technology	<p><b>Project Title: Office365 Email Migration</b></p> <p><b>Project Description:</b> Migration from on-prem physical email servers to Microsoft's online email service</p> <p><b>Project Sponsor:</b> Bob Messner</p>	Russ Bricker, Megan Koss, Mary Beth Yandrasitz	06/2017	06/2018	On Target	1. Continuing to work on the setup and testing phase. Have migrated several test users.	None.
Other	Academic Technologies	<p><b>Project Title: One Button Studio Deployment</b></p> <p><b>Project Description:</b> Create a One Button Studio on Harrisburg Campus</p> <p><b>Project Sponsor:</b> Robert Messner</p>	Jason Beaudin, Derek Zellers, Rich Cardamone	01/2018	05/2018	On Target	1. Ongoing delays in construction projects at Harrisburg Campus could threaten the current projected completion date (original completion estimate was 11/2017, but was pushed back by delays). This risk must be accepted. 2. If room configuration is not set up appropriately, additional costs and labor could be incurred to address issues. This can be mitigated by having facilities contractors consult with Derek Zellers when building the space. 3. Competing projects may threaten the ability of IT and facilities staff to complete this project if the timeline is pushed back further, as this will conflict with other projects. 4. Lack of awareness of the finished space could limit use. This can be mitigated through advertising efforts by the campus.	None.
FY2018-2020 Technology Plan	Enterprise Applications	<p><b>Project Title: Oracle Application Express (APEX) - Banner Custom Forms</b></p> <p><b>Project Description:</b> Development of custom forms for use in Banner 9 Application Navigator</p> <p><b>Project Sponsor:</b> Robert Messner</p>	Cindy Gavazzi	11/2017	07/2018	On Target	1. Risk: APEX learning curve. Consultant on-site March 13-15. 2. Risk: Delays in finalization of custom form analysis (initial target was 12/20). Final input due by 1/22/18. Requested sign-off from functional users of final analysis before decommissioning forms by 3/5/18; several outstanding.	None.
FY2018-2020 Technology Plan	Enterprise Applications	<p><b>Project Title: Recruiter Upgrade</b></p> <p><b>Project Description:</b> Upgrade Recruiter to version 4.x and move to cloud.</p> <p><b>Project Sponsor:</b> Robert Messner</p>	Matt Gordon, Cindy Gavazzi			Not Started	1. Received quotes from vendor - host on prem or move to cloud; need to evaluate business need with Student Affairs. 2. Working with functional product owner to champion project.	None.



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Goal 3: Strengthen Institutional Sustainability	Information Technology	<p><b>Project Title: SAN Replacement</b></p> <p><b>Project Description:</b> Replacement of existing NetApp storage appliance that has reached end-of-life.</p> <p><b>Project Sponsor:</b> Russ Bricker</p>	Russ Bricker, Megan Koss	06/2017	03/2018	On Target		None.
Goal 3: Strengthen Institutional Sustainability	Computing and Media Support	<p><b>Project Title: System Access Request Form</b></p> <p><b>Project Description:</b> Develop a new SAR process and form.</p> <p><b>Project Sponsor:</b> Bob Messner</p>	Chris Fuller	02/2018	11/2018	Not Started		None.
Goal 3: Strengthen Institutional Sustainability	Computing and Media Support	<p><b>Project Title: TIC Process</b></p> <p><b>Project Description:</b> Develop formal charter, mission and vision statements, enhance guidelines for members and establish formal annual meeting dates.</p> <p><b>Project Sponsor:</b> Bob Messner</p>	Chris Fuller	02/2018	05/2018	Not Started		None.
FY2018-2020 Technology Plan	Enterprise Applications	<p><b>Project Title: User Identity Management - Custom Integration between Banner and Active Directory</b></p> <p><b>Project Description:</b> Support address verification, password reset portal, and mobile device messaging for password resets</p> <p><b>Project Sponsor:</b> Robert Messner</p>	Matt Gordon, Cindy Gavazzi	09/2017	Password Portal: 03/2018 FIM Replacement: 12/2018	On Target		None.
Goal 1: Advance Academic Excellence	Academic Technologies	<p><b>Project Title: Video-Connected Learning Spaces</b></p> <p><b>Project Description:</b> Leverage video-conference capabilities to design learning-centric spaces that can be connected across campuses to increase program offerings to students.</p> <p><b>Project Sponsor:</b> Robert Messner</p>	Jason Beaudin	07/2016	06/2020	On Target	<p>1. Appropriate spaces must be identified at each campus. Campuses may be inclined to want to use these spaces for multiple purposes rather than dedicated learning spaces.</p> <p>2. Rooms will likely have somewhat more limited / different capabilities than traditional classrooms, so training and faculty selection must be used to mitigate confusion.</p> <p>3. Low student interest in new offerings and engagement in classes offered in these spaces would threaten their usefulness. This must be mitigated through advertising by the campuses and training / selection of faculty.</p>	None.
Goal 3: Strengthen Institutional Sustainability	Information Technology	<p><b>Project Title: Virtual Desktop Infrastructure</b></p> <p><b>Project Description:</b> Establish a pilot for providing a virtual desktop for 50 concurrent CIS 105 students.</p> <p><b>Project Sponsor:</b> Bob Messner</p>	Russ Bricker, Gavin Harvey	09/2017	12/2018	On Target		None.
Goal 3: Strengthen Institutional Sustainability	Information Technology	<p><b>Project Title: WAN Expansion</b></p> <p><b>Project Description:</b> Migration of campus connections from Affiniti to KINBER</p> <p><b>Project Sponsor:</b> Bob Messner</p>	Russ Bricker	01/2017	12/2017	Behind Schedule	1. Gettysburg campus has not yet been migrated to KINBER service due to legal easement issues between Weis and Comcast.	None.



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FY2018-2020 Technology Plan	Academic Technologies	<p><b>Project Title:</b> Zoom Desktop Video Conferencing</p> <p><b>Project Description:</b> Deploy Zoom as an option for peer-to-peer and institution-to-student meetings</p> <p><b>Project Sponsor:</b> Robert Messner</p>	Jason Beaudin	07/2015	06/2020	On Target	<p>1. Lack of webcams and headsets is slowing adoption. These must be provided to faculty and staff adopters.</p> <p>2. Lack of student awareness of this tool may limit initial use. This can be mitigated through working with the Student Government Association to raise awareness of the utility and training materials.</p>	<p>1. Funding source must be identified to support provision of webcams and headsets (short term through limited purchasing - long term deployment will be handled through computer rollouts)</p>