

# TECHNOLOGY PLANNING & REVIEW PROCESS

## **Introduction:**

While there are many examples of successes, we are not yet to a point where the VCCS is recognized as a clear leader within higher education community for our use of cutting edge technology and innovative solutions to serve the needs of students and faculty. Additionally, VCCS students throughout the state experience varying levels of service.

It is also important to understand that the VCCS is under routine and increasing scrutiny for the manner in which we utilize and expend our resources on technology. We have internal auditors, the Auditor of Public Accounts, accrediting organizations such as the Southern Association of Colleges and Schools, professional association requirements, regulatory bodies such as the State Council on Higher Education and the Virginia Information Technology Agency, as well as internal processes. As a half billion dollar organization, we operate on a scale that covers every region of the Commonwealth. In order to meet the vision and direction of the Board and Chancellor, the strategic planning for technology implementation must be refined.

This document discusses revisions to the technology planning and review process to meet shared goals and objectives, with the intent of placing the VCCS Colleges and System as clear leaders both within Virginia and nationally.

## **VCCS Strategic Plan:**

The Achieve 2015 goals, strategic areas, and measurable objectives will be used as the VCCS Strategic Plan for the purpose of developing the Chancellor's Expectations.

<b>Task</b>	<b>Responsible Party</b>	<b>Responsible Individual</b>	<b>Start Date</b>	<b>Due Date</b>
Chancellor's Goals	Chancellor's Office	Chancellor	N/A	5/1
ITS Goal Accomplishments	System Office ITS	Vice Chancellor ITS	8/1	8/31
Presentation to State Board	Chancellor's Office	Chancellor	9/1	9/30
ITS Goal Accomplishments	System Office ITS	Vice Chancellor ITS	10/1	10/31
Presentation to State Board	Chancellor's Office	Chancellor	11/1	11/30
ITS Goal Accomplishments	System Office ITS	Vice Chancellor ITS	12/1	12/15
Presentation to State Board	Chancellor's Office	Chancellor	1/1	1/30
ITS Goal Accomplishments	System Office ITS	Vice Chancellor ITS	2/1	2/28

Presentation to State Board	Chancellor's Office	Chancellor	3/1	3/31
ITS Goal Accomplishments	System Office ITS	Vice Chancellor ITS	4/1	4/30
Presentation to State Board	Chancellor's Office	Chancellor	5/1	5/31
ITS Goal Accomplishments	System Office ITS	Vice Chancellor ITS	6/1	6/30
Presentation to State Board	Chancellor's Office	Chancellor	7/1	7/31

### Chancellor's Expectations:

A set of expectations for technology products and services identified from the Achieve 2015 goals and objectives and for ongoing operations in accordance with best practices and technical standards. The expectations establish and prioritize technology service levels and products to be delivered at both the enterprise and college levels to meet the business needs of the VCCS. The expectations are clearly written so as to have measurable goals and verifiable post audit compliance.

Task	Responsible Party	Responsible Individual	Start Date	Due Date
Formation of Workgroup	Technology Council		5/15	6/15
Create Draft of Proposed Changes	Technology Council Sub Committee <sup>1</sup>	Vice Chancellor ITS	8/1	8/31
Review	Chancellor's Cabinet	Vice Chancellor ITS	9/1	9/30
Review	Technology Council	Vice Chancellor ITS	10/1	10/31
Review	ACOP	Tech Committee Chair	11/1	12/15
Approval	Chancellor's Office	Chancellor	N/A	12/15

### Technology Funding Model:

The funding model seeks to distribute all available technology funding fairly and equitably to VCCS colleges and the System Office for ongoing operations and approved projects. Revisions will endeavor to align estimates of need to revised Chancellor's Expectations and current costs. Revisions will also seek to reflect the cumulative impact of all technology dollars, including technology fees that are paid by students.

<sup>1</sup> The Technology Council Sub Committee to revise the Chancellor's Expectations will be formed at the May Technology Council Meeting.

The FTES and technology fee amounts will be updated annually. The resources and associated costs will be updated each biennium as part of the revisions to the Chancellor’s Expectation. The ETF and General Funds funding amounts will be updated each biennium.

<b>Task</b>	<b>Responsible Party</b>	<b>Responsible Individual</b>	<b>Start Date</b>	<b>Due Date</b>
Revise Model with Updates to the Base Data	Technology Council Sub Committee	Vice Chancellor ITS	11/1	12/15
Review	Chancellor’s Cabinet	Vice Chancellor ITS	12/15	12/20
Review	Technology Council	Vice Chancellor ITS	1/1	1/31
Review	ACOP	Tech Committee Chair	2/1	2/28
Approval	Chancellor’s Office	Chancellor	N/A	3/1
Approval <sup>2</sup>	State Board	Chancellor	3/1	3/31

**VCCS Technology Strategic Plan:**

The plan identifies and prioritizes the enterprise technology objectives and technology projects and procurements required to meet these objectives.

<b>Task</b>	<b>Responsible Party</b>	<b>Responsible Individual</b>	<b>Start Date</b>	<b>Due Date</b>
Create Draft	System Office ITS	Director of Project Management and Administrative Services	1/15	2/15
Review	Chancellor’s Cabinet	Vice Chancellor ITS	2/15	2/28
Approval	Technology Council	Vice Chancellor ITS	3/1	3/31

**Technology Plan Template:**

The template is based on the Chancellor’s Expectations and planned enterprise technology projects. It serves as a guide for the colleges and System Office to use in the development of individual technology plans. College and System office roles and responsibilities for enterprise projects and operational baselines will be delineated within the template to facilitate college and System Office completion of individual technology plans.

<b>Task</b>	<b>Responsible Party</b>	<b>Responsible Individual</b>	<b>Start Date</b>	<b>Due Date</b>
Create Draft	System Office ITS	Director of Project	1/15	2/15

<sup>2</sup> If a recommendation is made to increase the technology fee, the State Board will have to review the change and grant its approval by the March meeting for the increase to take effect in the following academic year.

		Management and Administrative Services		
Review	Chancellor's Cabinet	Vice Chancellor ITS	2/15	2/28
Approval	Technology Council	Vice Chancellor ITS	3/1	3/31

### **System Office Technology Plan:**

The System Office will prepare and submit a Technology Plan based on the prescribed planning template. This plan will reflect the technology needs and requirements for enterprise services and will be used as a guide for the colleges as they complete their technology plan.

<b>Task</b>	<b>Responsible Party</b>	<b>Responsible Individual</b>	<b>Start Date</b>	<b>Due Date</b>
Create	System Office ITS	Director Technology Services and Operations Analyst	2/1	2/28
Review	Technology Council	Vice Chancellor ITS	3/1	3/31
Review	Chancellor's Cabinet	Vice Chancellor ITS	4/1	4/30
Approval	Chancellor's Office	Chancellor	N/A	4/30

### **College Technology Inventory and Gap Analysis:**

The inventory will provide a list of all major college technology assets by category. The gap analysis will provide a comprehensive list of where the college's current technology and services fall short of baselines and expectations established by the Chancellor's Expectations.

<b>Task</b>	<b>Responsible Party</b>	<b>Responsible Individual</b>	<b>Start Date</b>	<b>Due Date</b>
Create Draft of Proposed Changes	System Office ITS	Operations Analyst	8/1	8/31
Review	System Office AS&R	Director, Instructional Technology	8/1	8/15
Review	System Office ITS	Vice Chancellor ITS	9/15	9/30
Review	Technology Council	Vice Chancellor ITS	10/1	10/31
Complete Survey	Colleges	College President	N/A	10/31

### **College Technology Plans:**

All college technology plans will be prepared using the prescribed planning template and submitted in electronic file format to the System Office via e-mail. All plans received by the July 1<sup>st</sup> due date will be processed and a formal response sent to the college from the

Chancellor’s office by July 30. All plans received after July 1 will require up to 45 calendar days (from date of original receipt of the plan or resubmission) to be processed.

<b>Task</b>	<b>Responsible Party</b>	<b>Responsible Individual</b>	<b>Start Date</b>	<b>Due Date</b>
Create	Colleges	College President	3/15	7/1
Review	Peer Review Team	Vice Chancellor ITS	7/1	7/15
Review	Chancellor’s Cabinet	Vice Chancellor ITS	7/15	7/30
Approval	Chancellor’s Office	Chancellor	N/A	7/30

### **SCHEV Equipment Trust Fund**

Annually, each college prepares a list of equipment to be purchased using the Equipment Trust Fund (ETF). The equipment on the college list must be approved by the VCCS ETF Coordinator and SCHEV. Once the list is approved and all allocated funds from the previous fiscal year are spent, the college can begin spending for the current fiscal year.

<b>Task</b>	<b>Responsible Party</b>	<b>Responsible Individual</b>	<b>Start Date</b>	<b>Due Date</b>
Create	Colleges	College President	7/1	9/1
Approval	VCCS - Fiscal Services	VCCS ETF Coordinator	9/1	9/15
Approval	SCHEV	Associate for Finance Policy	9/15	9/30
Authorization to Spend	Department of Education	Secretary of Education		10/1
Submit Requisitions	Colleges	Business Manager	10/1 <sup>3</sup>	12/31 <sup>4</sup>

### **Equipment Inventory for HEETF Allocation**

In the second year of each biennium, the VCCS compiles a list of each college’s HEETF inventory from FAIS. The VCCS submits the inventory information to SCHEV. This equipment list is used to determine the VCCS’s ETF allocation for the next biennium.

<b>Task</b>	<b>Responsible Party</b>	<b>Responsible Individual</b>	<b>Start Date</b>	<b>Due Date</b>
Compile HEETF Inventory from FAIS	VCCS Fiscal Services	Inventory Manager	7/1	7/30
Submit	SCHEV	Associate for Finance Policy		

<sup>3</sup> Funds for the current fiscal year cannot be spent until the college completes spending allocation for the previous fiscal year. <sup>4</sup> All requisitions for reimbursement should be submitted no later than December 31 after the end of the fiscal year.

Allocation Amount	General Assembly			
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**Technology Funds Released:**

The earliest date when technology funds can be made available is August 1. Spending of technology funds will be done in accordance with approved technology plans.

Task	Responsible Party	Responsible Individual	Start Date	Due Date
Release of Technology General Funds	System Office Fiscal Services	Controller	N/A	8/1

**User Satisfaction Survey:**

User satisfaction is a primary goal of technology investments and improvements. The user survey is intended to provide quantifiable data to inform and prioritize future investments and initiatives.

Task	Responsible Party	Responsible Individual	Start Date	Due Date
Administer	Colleges	College President	N/A	9/15

**Technology Audit and Analysis:**

Audits will be ongoing and used primarily as a tool for improving the overall planning process. Audits will verify implementation of the Chancellor's Expectations and results of the college's Inventory and Gap Analysis. Input will be solicited as to best practices that can be shared with other colleges and provide ideas for future revisions of the Chancellor's Expectations.

Task	Responsible Party	Responsible Individuals	Start Date	Due Date
Administer	System Office	Director Internal Audit ITS Operations Analyst	N/A	

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