

TECHNOLOGY

@CCSN



Guiding the future direction of IT... CCSN's IT Strategic Plan

Work on the Information Technology Strategic Plan (ITSP) began in September 2006 as part of the college's 2006 institutional planning effort. SunGard's Strategic and Academic Consulting group used a participative and collaborative planning process that included twenty-two planning team members representing faculty, staff, administration, and OTS to develop the ITSP for 2007-2010. The plan describes CCSN's direction for technology through the adoption of seven goals that are designed to move the college toward its future vision for technology. The planning process that resulted in the development of these goals focused attention on how information technology can and should be used to further CCSN's mission.

1. Assess the technology needs of students, faculty and staff – It is critical for CCSN to stay in tune with the ever changing technology needs of its students, faculty, and staff. The technology expectations of those served are changing at a rate like no other time in history.
2. Provide current technology to our students – CCSN's students are preparing for professions where the technology requirements are rapidly increasing. The institution must stay aligned with industry trends to assure that the students are prepared for the future.
3. Provide quality support services – Today's students are demanding improved services which require the institution to continually improve the quality of support services that will ultimately support the student.
4. Meet the technology demands of a virtual college – Both traditional and non-traditional students are demanding access to education in an anytime, anywhere atmosphere.
5. Identify resources for technology through alternative funding – The demand for more programs and services in an atmosphere of tightening and shrinking budgets requires institutions to search for new sources of revenue.
6. Develop adequate infrastructure to support technology needs – As the institution grows in terms of programs and services, the support of infrastructure becomes even more critical in staying one step ahead of constituents' demands.
7. Inclusively plan technology services – It is critical that all planning at the institution includes technology and its support of both the academic and business environments.

Hot Summer Projects

- PC Lifecycle Management
- Active Directory Rollout
- Office 2007 Rollout

Did you know that starting October 20th, email addresses, web pages and links with the "ccsn.edu" domain will no longer work? Read the *Impact of College's Name Change* article on page 3 for more details.



What's inside this issue...

- OTS Communication Plan...p. 2
- Web Advisory Committee...p. 2
- Impact of College's Name Change...p. 3
- OTS Appreciation Luncheon...p. 4

OTS Communication Plan

As part of its continuing effort to enhance the effectiveness of technology services at CCSN, OTS staff, with help and guidance from the SunGard Strategic and Academic Consulting group, developed a communication plan for the Office of Technology Services (OTS) to strengthen the level and quality of communication between OTS and the college community. The final draft of the plan was presented at the Technology Open Forum on April 13th.

The plan centers communication planning around the "communication triggers" listed below, which are major events or activities that create distinct information needs for definable audiences. The OTS Communication Plan consists essentially of a matrix of notification priorities covering all possible routine and emergency events related to IT services, support, and planning on campus, and also lists responsible parties, affected groups (stakeholders), and preferred communication methods.

- System Wide Outage – Planned/ Unplanned
- System Specific Outage – Planned/Unplanned
- Start/End of Semester
- Issue – Technology Related
- New/Updated Project or Service
- Emergency/Disaster
- Internal Communications

The matrix's intended use is as a reference tool for staff who, when functioning as responsible parties, need to ensure that any change in IT policies and procedures, or emergency in an area of the information technology environment, is communicated to the appropriate stakeholders in a timely and consistent manner.

The development and implementation of this communication plan is an important step in further strengthening CCSN's technology services. As the college moves from planning to implementation of future IT projects, the CCSN community will benefit significantly from the ongoing dialogue the plan will establish between the college's OTS operations and their major clients.

Just as technology changes constantly, so do certain events and activities at the college. Therefore, this OTS Communication Plan will be reviewed with each use and updated as needed. We encourage feedback on this communication platform from faculty, students, and staff so that we can continuously improve our services and better manage customer expectations. Each new update to the plan will have the appropriate identifying version number on the cover page with the month it was updated. The plan will be posted to the OTS website soon. Please send any comments on the OTS Communication Plan to technology@ccsn.edu.

Web Advisory Committee

The college administration believes it is of the utmost importance that CCSN's web site present the very best CCSN has to offer in an easy to navigate, well-organized, and consistent way. Established in January 2007 as one of four new technology governance committees to ensure this goal, the Web Advisory Committee (WAC) recently held its first meeting in April.

The roles and responsibilities of the twenty-four member WAC, chaired by Eric Garner, include:

- Developing and assisting with enforcement of web policies
- Overseeing web infrastructure analysis
- Assisting with strategic alignment
- Developing need and vision statements
- Recommending and prioritizing tactical deployment
- Making recommendations to the Technology Executive Council

At its initial meeting, the committee discussed the importance and role of web governance and reviewed the SunGard assessment of CCSN's website conducted in April. The assessment focused on the following areas: site content, site navigation, broken and under-utilized links, timing and performance of existing pages, site features and applications, and hardware/software platform configuration.

Look for reports from the other technology governance committees in upcoming newsletters.

Upcoming Technology Open Forum

Join us for the final OTS Technology Open Forum of the spring semester on Friday, May 11th at 11 a.m. at the West Charleston campus in Room K101. This month's topics will include the Active Directory and Office 2007 rollouts. The forum is open to all faculty, staff and students. These forums are designed to allow for an exchange of ideas and for you to get updates, ask questions, and learn about upcoming technology-related initiatives at CCSN.

In the event you're unable to attend a forum, you can view a live broadcast of the forum via the Internet. Instructions on how to view the streaming video broadcasts, as well as broadcast archives, are available on the OTS web site.

OTS is looking to change the day and/or time of future forums. To assist us in scheduling dates for the 2007-08 forums, we'd appreciate your input on the most convenient days and times to hold the forums. Email your suggestions to technology@ccsn.edu.

OTS negotiates software deal worth millions for employees and students

After reviewing CCSN's current software license agreement with Corel and evaluating available options, Academic Technology Services successfully negotiated with Corel to offer a bundle of its software applications to all current employees and students through the Corel Higher Education Licensing Program.



The software bundle includes full versions of these Corel software applications licensed with "take home rights" for personal use.

- **WordPerfect Office X3** – Student & Teacher Edition (includes WordPerfect, Quattro Pro, Presentations and Paradox)
- **Designer Technical Suite 12**
- **CorelDRAW Graphics Suite X3** – Education Edition (includes CorelDRAW, PowerTRACE, PHOTO-PAINT and CAPTURE)
- **Painter IX.5**
- **Paint Shop Pro Photo XI** – Education Edition

The cost of this bundle at educational pricing is \$1,357.97! Using conservative numbers, this presents a potential value of over \$51,500,000! Assuming that only 2% of all faculty, staff, and students actually get this powerful set of software packages, the return on CCSN's investment would be \$1,032,057.20.

This amazing deal will likely be offered to employees and students for only the cost of software duplication. Look for more information in the Fall 2007 newsletter on how you can request the Corel Suite software bundle.

Impact of college's name change

Beginning July 1, 2007, Community College of Southern Nevada will become College of Southern Nevada. The Board of Regents approved the name change at its March meeting. The push to rename CCSN came after students at the college, led by student body president Presley Conkle, collected 10,000 signatures favoring the name change.

The name change will necessitate changing the college's Internet domain name from "ccsn.edu" to "csn.edu." This change will affect all college network systems, including web pages, the online directory, and email addresses. However, this change will not take place until July 1st.

Starting on July 1, CCSN's web site will be accessible at both the ccsn.edu and the new csn.edu URL. Per Educause, the licensing agency that regulates who can have an ".edu" web extension, institutions are limited to a single name in the .edu domain. When an institution changes a domain name, the old domain name can remain active for up to six months to assist in the transition. After six months, the old domain name will become available for selection by another eligible institution.

So please be aware that the transition or overlap period between the two web sites will continue only through October 19th. All ccsn.edu email addresses and web sites will work as before. Visiting www.ccsn.edu and sites within the domain will automatically redirect users to the new site. Any emails sent to username@ccsn.edu will be forwarded to the new email address. **Beginning October 20th, however, any web page, email address or Internet hyperlink with the ccsn.edu domain will no longer work.**

Following the changeover, remember to ...

- Update your signature file in your email program
- Update your email address on relevant web sites, listservs, etc.
- Use your new email address in future correspondence, etc.
- Please make a note of the new address in future print and online documents.

Shop at Dell and save up to 12%

Save up to 12% on Inspiron notebooks, Dimension desktops, and other Dell products through CCSN's participation in the Dell Employee Purchase Program.

All CCSN students, faculty, and staff are eligible to receive discounts on orders placed online through the Dell/CCSN Premier Web Portal at www.dell.com/ccsn.

Place your order online, or call a Dell sales representative at 1-888-987-3355 to assist you with your purchase. When calling, please be sure to reference CCSN's unique member ID US36638675 to ensure you get your special discount.

Look for news on more great deals as OTS works to obtain discounts from other vendors.

CCSN thanks OTS staff for great first year of service

OTS staff were treated to a special luncheon at Russell's Restaurant in February in honor of their service to the institution during the first anniversary of the partnership between SunGard Higher Education and the college.

President Richard Carpenter and Rand Key, Executive Vice President for Planning and Development, presented staff with certificates of appreciation, recognizing them for a job well done and for the excellent teamwork they've demonstrated during the past year. CIO Shah Ardalan also was recognized for his leadership and presented with a certificate and plaque.

In his remarks, Carpenter reflected on the enormous progress that SGHE has made in upgrading the college's technology to help CCSN become a "world-class institution." In so doing, he commended the staff for their dedication and commitment in meeting the institution's needs. "For all you've done, thank you, thank you, thank you," he told the audience.

During the past year, the OTS team has accomplished many tasks, including upgrading and stabilizing the network infrastructure, helping the college develop strategic, tactical, and communication plans, implementing full campus wireless capability on CCSN's three main campuses, and installing and maintaining several hardware and software applications.

Key praised Ardalan's ability to lead the OTS team and work effectively to overcome some internal resistance to change. In thanking all of the staff for their dedication of service, he added: "We applaud all of you and thank you for strengthening the technology foundation upon which all of our programs and services depend. As with so many things, being part of a unified effort multiplies all of our involvement."



President Richard Carpenter posed with members of OTS' User Services Department following the luncheon. Pictured left to right are: Martha Dominguez, Robert Lord, President Carpenter, Hans Wilson, and Robert Schaefer.

Microsoft Outlook training

In collaboration with CAPE, OTS will continue to provide Microsoft Outlook training sessions throughout the remainder of the semester. Topics will include the use of email, contacts, calendar, and tasks, as well as interactive and global features such as calendar sharing.

CHARLESTON, Room C-115

May 3, 9:00-10:30 a.m.

CHEYENNE, Room 2769

May 17, 9:00-10:30 a.m.

Registration for these sessions is required. To register, call the CAPE office at x7521 or email CAPE@ccsn.edu.

Office 2007 training coming soon

Look for CAPE announcements on training sessions for Microsoft Office 2007 starting this summer and continuing through the fall semester.

For more info on the Office 2007 deployment project, come to the May 11th Technology Open Forum.

Office of Technology Services Contact Information

Technology@CCSN is published by CCSN's Office of Technology Services (OTS). Your feedback is appreciated. Email your comments, questions or suggestions to technology@ccsn.edu.

Shah Ardalan, Chief Information Officer
Bonnie Sines, Administrative Assistant II
Josh Feudi, Technical Services Director
Michael Judge, Academic Technology Services Director
Raymond Perez, Enterprise Application Svcs Director
Brian Porter, User Services Director

Mailing Address

Office of Technology Services
Community College of Southern Nevada
6375 W. Charleston Blvd. - W32E
Las Vegas, NV 89146-1164
(702) 651-5900
(702) 651-5867 FAX