

The background features a dark blue gradient with a series of curved, glowing lines that create a sense of depth and movement. On the right side, there is a grid-like pattern of light blue lines that recedes into the distance, suggesting a digital or technological environment.

Information Technology Primer

ICCCFO EMERGING LEADERS SESSION
APRIL 26, 2017

Topics

- Intro/Background
- Leadership Viewpoints
- IT Department Profile, Circa 2014
- Technology Adoption
- IT Security & Compliance
- The Cloud
- Discussion/Q&A

Intro/Background

Intro/Background

About me...

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IT Career...

- Instructor/Faculty
- Businessman first, technology enthusiast/leverager second
- Project Management fan

About you? (IT Self-Assessment?)



Intro/Background

- Educause Resources
 - [2017 Top 10 IT Issues](#)
 - [Top 10 IT Issues: 2000-2017](#)

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Leadership Viewpoints

Leadership Viewpoints

- $P=M \times A$
- Leading Geeks: How to Manage and Lead the People Who Deliver Technology, 2002
- How CIOs Should Motivate IT Staff, 11/18/16



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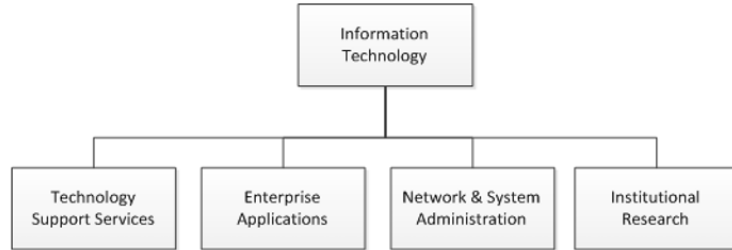
IT Department Profile, Circa 2014



Heartland Information Technology Profile

February 1, 2014

IT Department Organization



The Information Technology (IT) Department plans, manages, maintains and supports all college-owned computer hardware and software systems, local and wide area networks, voice and telecommunications systems, and audio/visual equipment and systems.

IT Department Goals

- ❖ IT will recruit and retain skilled staff, cultivate a collaborative culture that inspires continuous professional development and innovation, and implement IT best practices.
- ❖ IT will utilize data management standards and procedures that foster effective use of information for business needs and decisions while ensuring the accessibility, integrity, and security of institutional data.
- ❖ IT will continuously improve the availability, reliability, security, and performance of the technology infrastructure.
- ❖ IT will enable the use of advanced tools, systems, and self-supporting technologies to enhance the teaching, learning, and academic support environments.
- ❖ IT will follow structured processes to identify and implement projects that address business needs in a timely manner while meeting high quality standards and adhering to fiscally responsible practices.
- ❖ IT will provide exceptional timely service, support, and training for stakeholders in the effective use of technology resources.

Campus Technology Inventory

Software

Enterprise Software System	System and Version
Learning Management System (LMS)	Blackboard Learn v9.1
Student Information System (SIS)	PeopleSoft Campus Solutions v9.0
Human Resources System (HR)	PeopleSoft Human Resources v9.0
Financial Management System	PeopleSoft Financials v8.9
Faculty/Staff E-mail/Calendar	Microsoft Exchange/Outlook 2010
Student E-mail	Google Apps for Education

Software (Continued)

Portal	uPortal v3.1
Helpdesk	Crow Canyon IT Service Desk
Document Imaging	Perceptive Software ImageNow v6.6
Self-Service Password Utility	Avatier Password Station
Audio/Visual Equipment Monitoring	AMX Meeting Manager
Telephone/Voice Communications	Cisco Unified Call Manager v7.1.5 Cisco Unified Contact Center Express v8.0.2 Cisco Emergency Responder v8.0.1 Cisco Unity Connection v8.6.2

Hardware

Classrooms

- 66 "smart classrooms" each with
 - o LCD projector
 - o Stereo speakers
 - o VHS or DVD/VHS Player
 - o PC with DVD Player
 - o Document camera
 - o Laptop connections for video and audio
 - o Wireless presentation mouse

Computer Hardware

- 2298 desktop & laptop computers
 - o 72 computers, Heartland Pontiac Center (HPC)
 - o 55 computers, Heartland Lincoln Center (HLC)
 - o 2171 computers, main campus

Computer Labs

- 57 computer labs, each with "smart classroom" equipment (as noted above), as well as student computers and printer

Conference Rooms

- 38 conference rooms
 - o 20 basic conference rooms (no technology)
 - o 18 enhanced conference rooms (with computer and projector or wall mounted monitor)

Telephones

- 667 Phones

2 Data Centers

- 65 physical servers
- 70 virtual servers
- 40 TB in Storage Area Network (SAN) systems
- 140 TB in Tape Library systems
- 32kVA and 50kVA Uninterruptible Power Supplies (UPS)

Printers

- 150 Printers

LAN Network

- 180 Cisco network switches distributed among 30 telecom closets across campus

Wi-Fi Network

- 226 Wi-Fi Access Points covering all internal building areas on campus and at HLC and HPC sites

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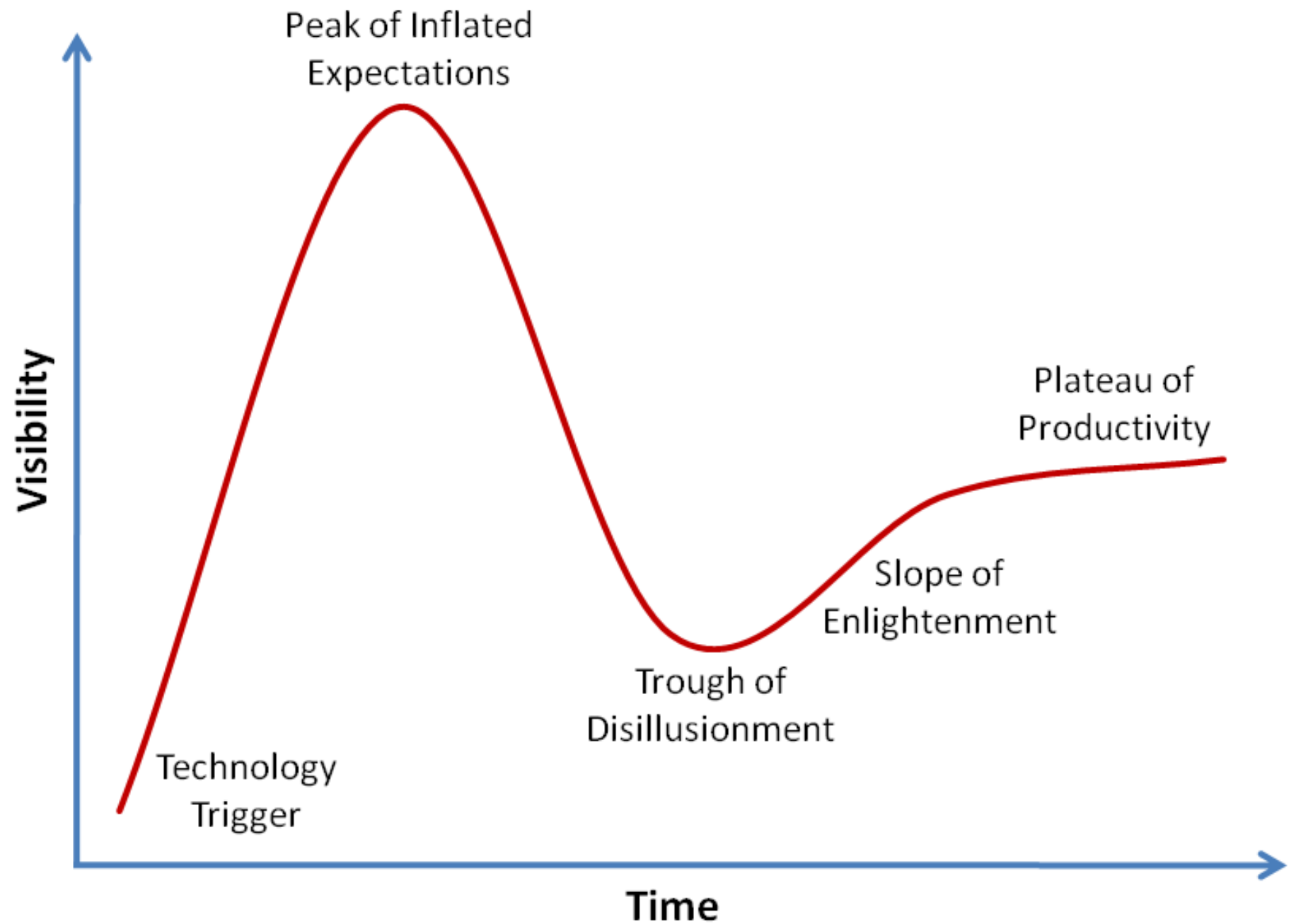
Technology Adoption

IT Systems

- Technology
- Process
- People
- Culture



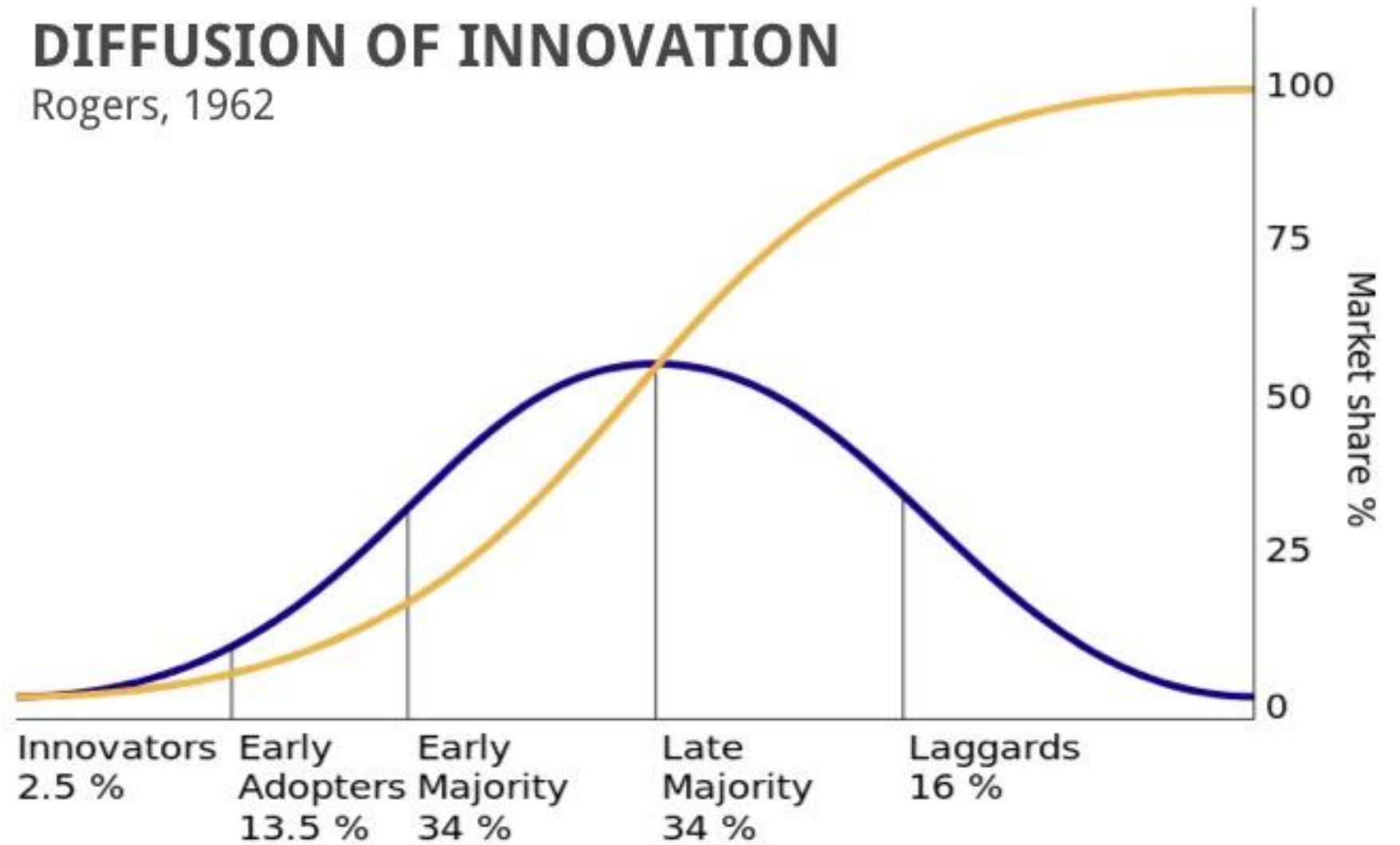
Gartner Hype Cycle



Diffusion of Innovation

DIFFUSION OF INNOVATION

Rogers, 1962



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IT Security & Compliance

IT Security & Compliance



IT Security & Compliance



IT Security & Compliance

- NACUBO Higher Education Compliance Alliance – [MATRIX](#)
- [Norse Attacks Map](#)
- [SANS Securing the Human OUCH Newsletter](#)

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The Cloud

The Cloud



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Parting Thoughts...

- A computer program does what you tell it to do, not what you want it to do.
- All wiyht. Rho sritched mg kegtops awound?
- If only women came with pull-down menus and online help.
- To err is human; to really foul things up requires a computer.
- WINDOWS is actually an acronym...

Will Install Needless Data On Whole System

THANK YOU!!!