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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Heartland Community College  
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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
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- P=MxA
- **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

<table>
<thead>
<tr>
<th>Enterprise Software System</th>
<th>System and Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning Management System (LMS)</td>
<td>Blackboard Learn v.1</td>
</tr>
<tr>
<td>Student Information System (SIS)</td>
<td>PeopleSoft Campus Solutions v.9.0</td>
</tr>
<tr>
<td>Human Resources System (HRS)</td>
<td>PeopleSoft Human Resources v.6.0</td>
</tr>
<tr>
<td>Financial Management System</td>
<td>PeopleSoft Financials v.6.9</td>
</tr>
<tr>
<td>Faculty/Staff E-mail/Calendar</td>
<td>Microsoft Exchange/Outlook 2010</td>
</tr>
<tr>
<td>Student E-mail</td>
<td>Google Apps for Education</td>
</tr>
</tbody>
</table>

Hardware

- Cisco Unified Call Manager V7.1.4
- Cisco Unified Contact Center Express V8.0.2
- Cisco Emergency Responder V6.0.1
- Cisco Unity Connection V8.6.2

Classrooms

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

Computer Hardware

- 2258 desktop & laptop computers
- 72 computers, Heartland Pontiac Center (HPC)
- 55 computers, Heartland Lincoln Center (HLC)
- 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
  - 20 basic conference rooms (no technology)
  - 18 enhanced conference rooms (with computer and projector or wall mounted)

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)

LAN Network

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

Wi-Fi Networks

- 236 Wi-Fi Access Points covering all internal building areas on campus and at HLC and NPC sites
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Technology Adoption
IT Systems

- Technology
- Process
- People
- Culture
Gartner Hype Cycle

- Peak of Inflated Expectations
- Trough of Disillusionment
- Plateau of Productivity
- Slope of Enlightenment
- Technology Trigger

Visibility vs. Time
Diffusion of Innovation

DIFFUSION OF INNOVATION
Rogers, 1962

- Innovators: 2.5%
- Early Adopters: 13.5%
- Early Majority: 34%
- Late Majority: 34%
- Laggards: 16%
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• NACUBO Higher Education Compliance Alliance – MATRIX
• Norse Attacks Map
• SANS Securing the Human OUCH Newsletter
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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!!!