

BROWARD COMMUNITY COLLEGE STRATEGIC TECHNOLOGY PLAN (2007-2010)

EXECUTIVE SUMMARY

To leverage the strategic potential of technology, BCC must align its technology vision and initiatives with national, state and college priorities. The Plan provides a roadmap for the future of technology at Broward Community College and guidelines for getting there. Our mission is to provide the technological proficiency, infrastructure, services and assistance that students, faculty and staff need to advance teaching and learning, regardless of physical boundary, in a diverse and changing environment. Our vision paints a vivid picture of the seamless integration of virtual teaching and learning through electronic communication where the sharing of knowledge and information content occurs almost effortlessly through a single convenient access point. In addition, we envision a diverse community that is actively engaged in frequent interaction with electronic media, always embracing technology. Student success modeling and the analysis of complex data has become an essential and extraordinary part of higher education for teaching, learning, and community outreach.

To accomplish this, BCC has undertaken the creation of this Strategic Technology Plan (STP). The motivations for creating this plan are multiple:

- Assure that the technology solutions being delivered are the appropriate ones, have a significant impact on the College mission, and are used to enable and empower people to change.
- Create an awareness of the strategic potential of technology among the College community and make an attempt at coordinating technology solutions across BCC's multiple technology providers to assure coordinated vision and effort.
- Ensure technology initiatives are strategic, solving problems, encouraging knowledge transfer, and, most importantly, student-centered.
- Facilitate long term planning via continuous research and development efforts required to stay current with new innovative technology solutions that are available in the industry.
- Advance our "systems thinking" mentality to leverage and utilize technology when appropriate, and to transform inefficient and outdated business processes into strategic, cost-effective and best practice solutions.

Principles are guidelines or philosophies used to develop strategic initiatives and criteria that will be used to prioritize projects. They provide additional

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detail (the "how") on the way in which a technology organization will achieve its mission and vision:

- Services will be delivered in the most effective and efficient manner.
- Solutions delivered will be aligned with the institutional mission and transform the way we do business.
- We will participate in the development of, requirements for, and enhancement of, core administrative systems, outsource the execution of these, and implement the results.
- We will free BCC resources to concentrate on providing value-added services by outsourcing technology services and/or collaborating with other entities on non-core administrative systems, when advantageous.
- Institutional priorities, technology directions, client needs, and usage trends will be used to create criteria for the prioritization of technology initiatives and drive the application of technology solutions in a college-wide direction.
- The institution will leverage its investment in administrative and academic systems, data sources, connectivity, and institutional knowledge to provide strategic services.
- IT will support departments and process owners in the development, review, and redesign of their business processes, providing technology and institutional perspectives.
- IT will recognize and respond to the need for appropriate academic, library and support services required to assist with the growth in on-line learning.
- To accommodate projected growth, avoid obsolescence, and maintain competitiveness, we will proactively execute technology initiatives and lifecycle replacements.

The implementation of this plan can have substantial impacts on Broward Community College and its clients. As the focus of technology moves from operational to strategic, successful projects rely on the understanding and support of the entire institution to integrate advancements into the overall mission, goals, and operation of the College.

Listed below are some of the Key Success Factors required from the successful implementation of BCC's Strategic Technology Plan.

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- **College-wide Support and Ownership**
- **Executive Management Support**
- **Communication**
- **Culture Change**
- **Appropriate Staffing and Resources**
- **Willingness to Share and Analyze Data**
- **Financial Support for Infrastructure and Lifecycle Replacement**
- **Professional Development and Training**
- **Technology Standards & Compliance**
- **Integrate and Continually Revise Plan**

The next step is to implement this plan by doing the following:

- **Create awareness and ownership of technology vision** – The BCC community must understand and support this plan for it to succeed. There will be a variety of communication efforts launched to obtain feedback and to build understanding and support.
- **Develop tactical business plans** – Technology providers and College departments will use this Strategic Technology Plan to guide the development of tactical business plans, assuring that projects are in line with the technology vision, strategic initiatives, and prioritization criteria.
- **Create measurements and a process to review and update the STP** – To assure that projects are supporting the technology vision, and ultimately the College mission and vision, measurements will be developed to assess success. A process must be developed to review and update the plan based on these measurements, and in response to the changing needs and goals of the College.

STRATEGIC TECHNOLOGY INITIATIVES 2007-2010

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1. Provide a high performing, reliable and secure infrastructure that provides anywhere, anytime access to college services
2. Improve operational efficiency and communication through automation
3. Expand & enhance teaching and learning through the use of technology
4. Establish leadership and development programs that will create a new generation of tech-savvy leaders at every level and showcase technology excellence
5. Expand reporting, data collection and research efforts to include data-modeling and performance measurement
6. Maintain and encourage creative technology partnerships that realize cost efficiency through diversity, innovation and collaboration