# Technology: 5 Ws and 1 H

Tallahassee Community College District Board of Trustees Workshop January 20, 2015

#### Who

**How** What

Technology

Why

When

#### Who

Decides?

How

Do we buy it?

What

Are we doing?

Technology

Why

Are we doing it?

When

Will it be done?

Where

Are we going?

### Where are we going?

- Best technologies
- Harmonious with our infrastructure ("cloud first")
- Best price
- Support the Mission
- Consistent with the Strategic Plan
- Become more efficient
- ...and more effective
- (innovative, transformative)

#### **Strategic Plan and Mission**

#### **Our Vision**

To be recognized as the college of choice.

#### **Our Mission**

The mission of the college is to provide a learning environment that prepares students for success in a global economy by offering higher education pathways, workforce opportunities and civic engagement experiences.

#### **Strategic Priorities and Strategies**

- Student Access
- Student Success
- Technology
- Demand-driven programs
- Enrollment
- Communications/Marketing
- Talent
- Stewardship
- Partnerships



444 Appleyard Drive Tallahassee, Florida 32304-2895 850.201.6200 | www.tcc.fl.edu

June 23, 2014

#### MEMORANDUM

TO: Jim Murdaugh, President

FROM: Bret Ingerman, Vice President for Information Technology

SUBJECT: Information Technology Plan for FY 2014-15

As we begin a new fiscal year, I wanted to outline for you the Information Technology Plan for the upcoming year.

- Replace and/or upgrade the College's ERP system and related systems (including CRM, document imaging, cashiering and other systems that either require change due to ERP conversion or whose change in conjunction with the ERP conversion will benefit the College) (Strategic Priority: Technology)
- Replace and/or upgrade the College's LMS system (and other systems that either require change due to LMS conversion or whose change in conjunction with the LMS conversion will benefit the College) (Strategic Priorities: Student Success, Technology)
- Replace and/or upgrade aging networking equipment and servers. {Strategic Priority: Technology}
- Replace and/or upgrade aging desktop computers, laptop computers, tablets, etc. {Strategic Priorities: Technology, Stewardship}
- Explore and/or implement a virtual desktop infrastructure (VDI) environment (hardware and software, including application virtualization and desktop virtualization). {Strategic Priority: Technology}
- Explore and/or implement a secure wireless network, using modern encryption. {Strategic Priorities: Technology, Student Success}
- Explore and/or implement a campus "one-card" solution. {Strategic Priorities: Technology, Student Success}
- Replace and/or upgrade the technology used for the College's public website, intranet, and internal collaboration site (including Sharepoint). {Strategic Priorities: Technology, Communications/Marketing, Student Success}
- Replace and/or upgrade the security systems in use at the College (including video cameras and related systems, dispatch software, door access, etc.). {Strategic Priorities: Technology, Student Success}
- Replace and/or upgrade software and/or hardware to support the work of the TCC Foundation and the Alumni and Friends initiative. (Strategic Priorities: Technology, Stewardship, Communications/Marketing)

- Support technology needs and initiatives at all campus sites and locations. {Strategic Priorities: Technology, Student Success}
- Replace and/or upgrade the simulation management and capture system at the Ghazvini Center for Healthcare Education. (Strategic Priorities: Technology, Student Success)
- Explore and/or implement enhanced network security access controls (such as two-factor authentication, Identity Management tools, etc.). {Strategic Priorities: Technology, Student Success}
- Continue to merge the various units of Information Technology organizationally as well as physically. {Strategic Priority: Technology}

While the above list is not exhaustive, it does present a clear plan for IT for the upcoming year. I look forward to discussing this in more detail with you.

What are we doing?

Why are we doing it?

Who decides?





















#### **Software License Agreement**

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(the	'Effective Date') by and between			Inc				(the		"Company")
and				comoral	tion (Tice	l'agen				

The Company and Licensee make agreement that the following terms and conditions will pertain to any Licensee order to ficense use of the Company's \_\_software, in markine readable following code) from an explained more fully in this agreement (the "Company Software"). The Company Software and associated documentation and supporting materials provided by the Company from trise to time in either soft copy or hard copy from the "Documentation") are referred to jumply in this Agreement, the miss Agreement as the Tucensed Materials." In consideration of the shared coverable contained from the Agreement, the parties agree as follows:

#### Grant of License:

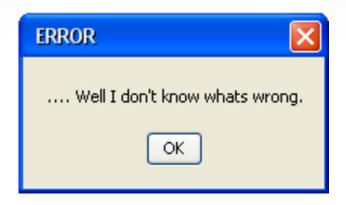
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  (b): Limitation of Rights: Licensee's recognizes that Licensee's rights in and to Licensee' Materials are exclusively as set forth in Section \_\_hereto and do not comprise any rights of tenure in any of the Licensee's Materials. Licensee makes agreement that the Company own all right, titls and benefits, nicitodial to limited to exclusive rights, paint, operating secret and all other logical properly rights, in and to the Licensee's Licensee shall not be the Licensee Materials, including but not limited to copyright rights, and makes agreement to accomplish and documents compulsively to secretic and effect such displaces. Licensee shall not understand the licensee Materials, including but not limited to copyright rights, and makes agreement to accomplish and documents compulsively to secretic and effect such displaces. Licensee shall not understand the licensee shall not a contained to a district state of any attrict decomplish, under on user the Licensee Materials apart from the level allowed in this Agreement, or in discovering the licensee with not record or advantage to any other licensees and the licensees and the licensees and pursuant hereof may not be allocated, sublicinesed or otherwise steel may not be all coulded, sublicinesed or otherwise transferred by Licensee without the earlier united permission of the Company. Except as expressly set forth in this agreement, Licensee with not recover on however.

































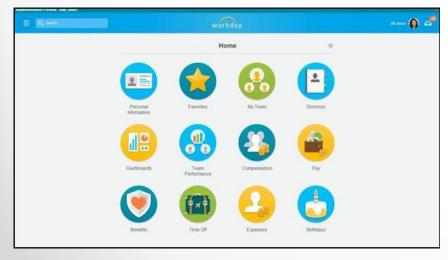






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How do we buy it?

# 4 Steps

- Understand the need
- Identify the vendors
- Negotiate the price
- Procure the item(s)

#### Understand the need

- Goals, needs, desires (conversations)
- Escalating costs
- End of (long-term) contract
- No longer works (for us)
- Outdated technology (end of life / end of support)
- Opportunistic
- Mandate

#### RFP (Request for Proposals)



- Formal, structured process
  - Procurement is the goal
- Good when you know <u>exactly</u> what you want
- RFP posted online
  - TCC & State Vendor Bid System (VBS)
- Vendors respond to the RFP
- Purchase decision based solely on RFP Score

RFP (Request for Proposals)







#### RFI (Request for Information)



- Formal, structured process
  - Information is the goal
- No procurement from RFI
- Good when you <u>don't</u> know exactly what you want or who can provide it
- RFI posted online
  - TCC & State Vendor Bid System (VBS)
- Vendors respond to the RFI
- Procurement happens by another process

RFI (Request for Information)











"Issues" with RFP and RFI



#### "Issues" with RFP and RFI



Request for Proposals For Network Cabling Installation and Services

RFP 2014-07



Proposals Due – June 13, 2014@ 1:45 p.m. EDST

Proposals Opening – June 13, 2014 @ 2:00 p.m. EDST

http://www.tcc.fl.edu/purchasing

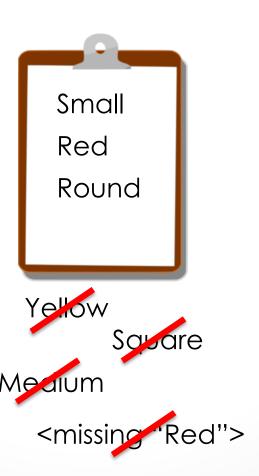
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#### "Issues" with RFP and RFI























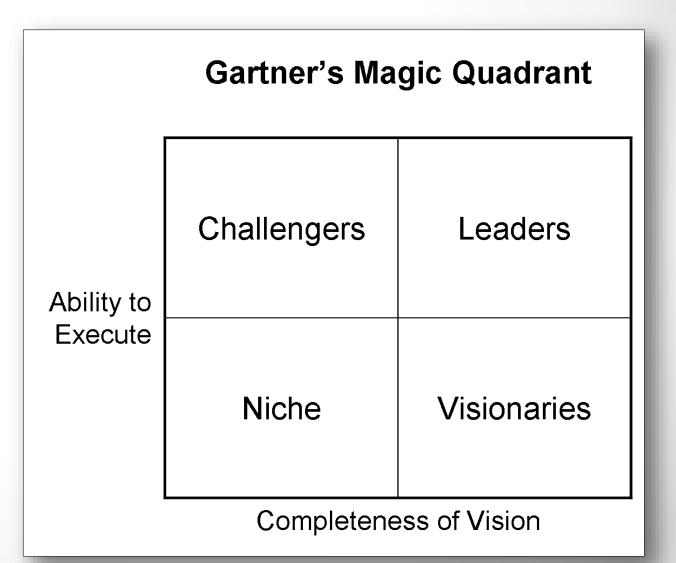






EDUCAUSE

Gartner



Gartner



11/+

Alumni CRM

Analysis By: Terri-Lynn B. Thayer



**Definition:** Alumni CRM is defined as systems that are used by higher education institutions to engage and serve alumni. The functionality often includes alumni directories, alumni networking, alumni contact management and event management. This functionality may be part of an institutionwide CRM solution, an alumni development fundraising system, an ERP suite or a stand-alone product.











Position and Adoption Speed Justification: Alumni development systems have been in place on many campuses for years with the primary purpose to support fundraising and a secondary role to support alumni relations. These largely back-office systems supported functions such as campaign management and gift accounting. Alumni engagement and networking activities were supported in a variety of often disparate systems, including printed alumni directories, alumni portals, event management systems, email and Excel. However, emerging requirements for sophisticated communications functionality that leverages social media, mobile technologies, digital marketing, online fundraising and analytics are being driven both by the institutions' desire to reap additional value from the alumni community as well as appeal to alumni's perceived value of a sustained connection to the institution and broader alumni network.

Vendors in the student enrollment CRM and student retention CRM space are now leveraging their foundational platforms and CRM expertise to provide alumni CRM product offerings to meet these needs. These products are positioned to support the much-hyped vision of a 360-degree view of a student. Additionally, niche vendors are emerging with alumni CRM point solutions. Campus stakeholders are not limited to the alumni office but also include career services, athletics, events management and continuing education — all that have something to gain from having data about and access to the alumni community. In fact, on many campuses, the fundraising organization typically reports satisfaction with the legacy alumni development system, while it is this broader set of stakeholders that is most often driving the interest in alumni CRM. Most solutions in this space rely on a cloud delivery model and offer extensive social networking integration. The technology is still emerging today but is rapidly evolving, and as it does, interest and adoption are growing. Alumni CRM is positioned halfway up the Peak of Inflated Expectations

ourse and product maturity integration success analytics support and alumni community interest will be

Market Penetration: 1% to 5% of target audience

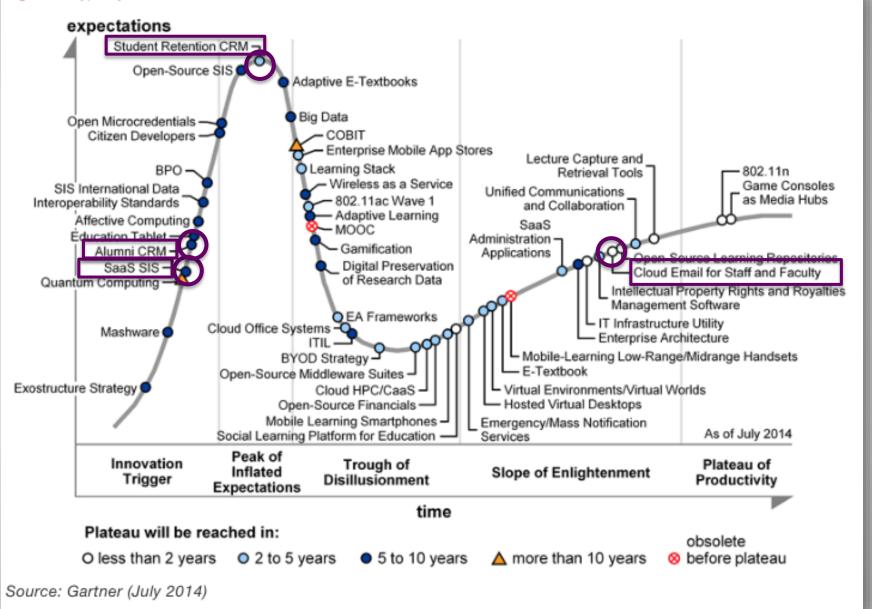
Maturity: Emerging

Sample Vendors: 360Alum i; Blackbaud; Campus Management; Ellucian; Graduw y; iModules Software; Symplicity; TargetX

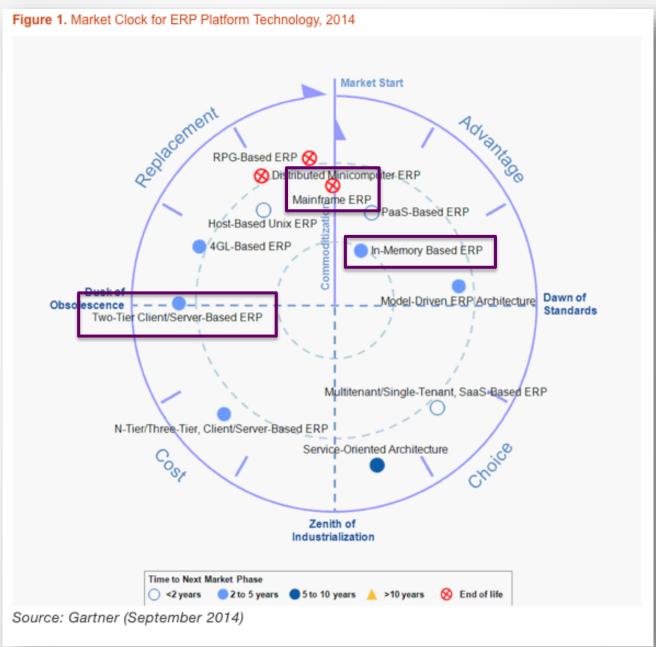


#### Gartner

Figure 1. Hype Cycle for Education, 2014







# Negotiate the price

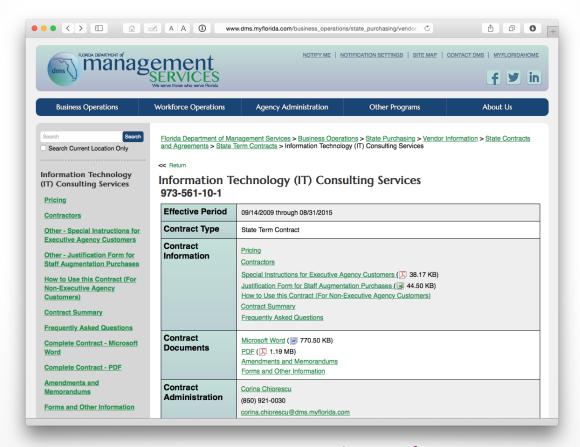
#### **RFP**

### No Negotiation

("Price" can be assigned a point value)

# Negotiate the price

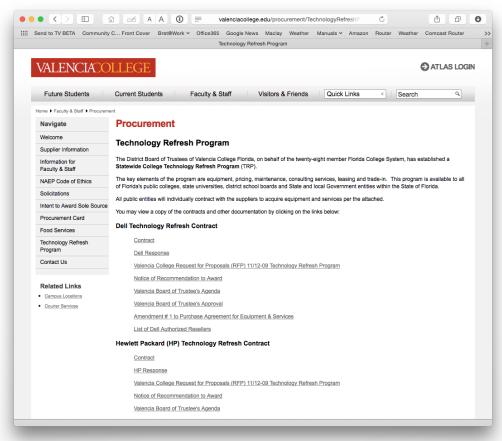
#### State Contract



Pre-negotiated

## Negotiate the price

### "Piggyback" Contract



Pre-negotiated

## Negotiate the price

Direct Negotiation



- Non-competitive
  - o Sole Source
- Competitive Simple
  - State Contract
  - Piggyback Contract
- Competitive Inflexible
  - o RFP
- Competitive Flexible
  - "Purchasing exemption" with competitive pricing and negotiation

### Sole Source

- Non-competitive
- Choice of last resort
- Only used once for IT during past 2.5 years



# State Contract and Piggyback Contract

- Competitive and simple
- Prices pre-negotiated
- Terms and conditions fixed and non-negotiable
- Perfect when you already know what you want
- Used in IT whenever possible







### **RFP**

- Formal, defined process
- Time consuming and inflexible
- No iterative discussions or negotiations
- Purchase decision based solely on requirements in RFP (scores)
- Used for IT when all details known





### Using the "Exemption"

### FDOE Rule 6A-14.0734

(2) Exceptions to the requirement to solicit competitive offers are:

. . .

(g) Information technology resources defined as all forms of technology used to create, process, store, transmit, exchange and use information in various forms of voice, video and data, and shall also include the personnel costs and contracts that provide direct information technology support consistent with each individual college's information technology plan.

### Using the "Exemption"

- FDOE Rule 6A-14.0734-2(g)
- Exempts purchases from "competitive offer"
- IT "resources"
- In the College's IT plan
- Mhhis
  - Rapid changes in technology require nimbleness and responsiveness
  - RFP process can be costly and time consuming
  - o Provides greater opportunity to adapt requirements as you learn more

### Using the "Exemption"

- This is <u>NOT</u> how TCC uses it
  - We <u>do</u> identify multiple vendors for a solution
  - We <u>do</u> obtain competitive pricing from more than one vendor
- **Then** use "Exemption" to procure (place the order)
  - Avoids Complexity, time, rigor, and "issues" of RFP
  - Yet provides competitive pricing to TCC
- We do <u>not</u> use it to Sole Source

Using the "Exemption"























blackbaud<sup>\*</sup>



Board Approval

Over \$250,000

## When will it be done?

## Workday Update



- June, 2013 Board Workshop on ERP
- August, 2013 Board approval to procure Workday
- January, 2014 Board approval to hire CedarCrestone
- February, 2014 Workday project kickoff



## HCM Finance

Student

















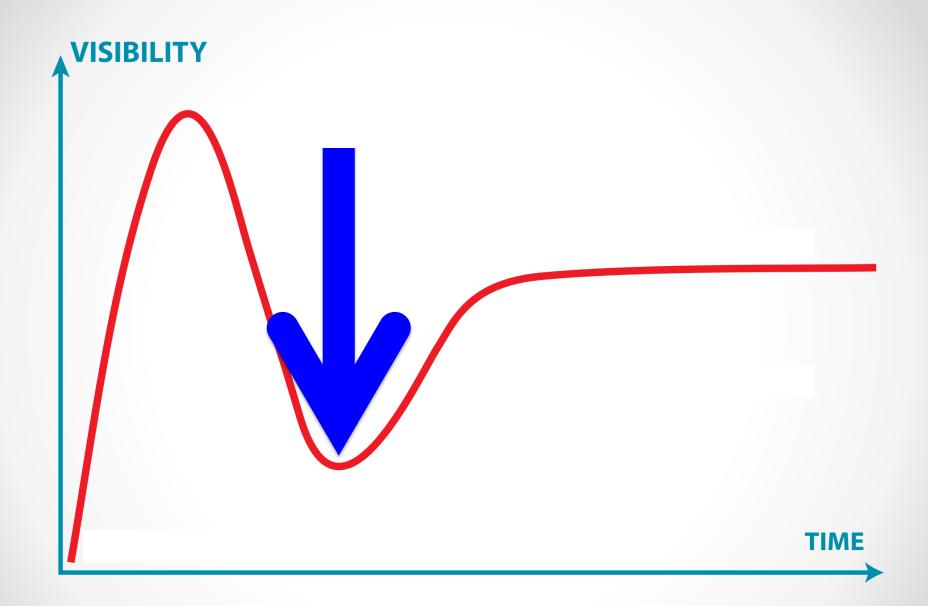




































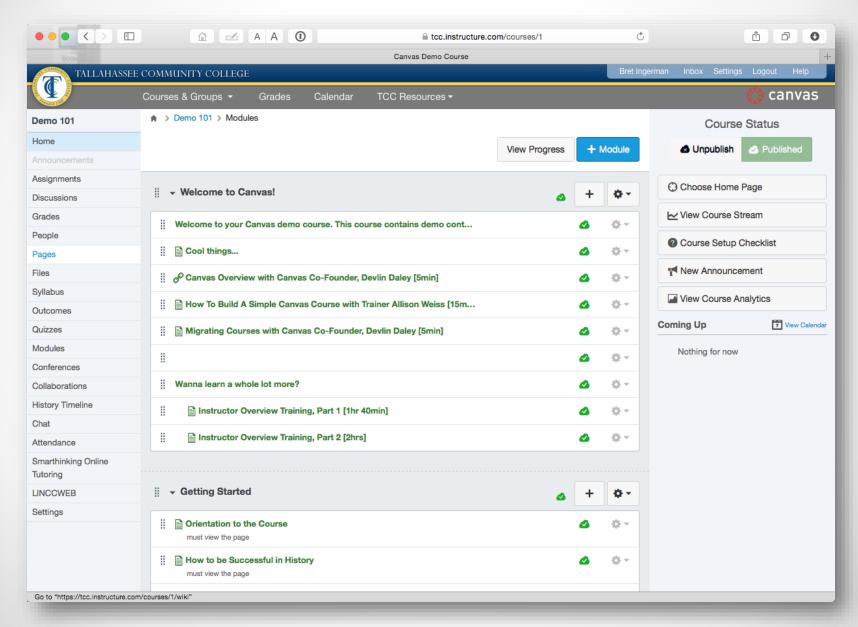




**Financials** 

## Canvas Update

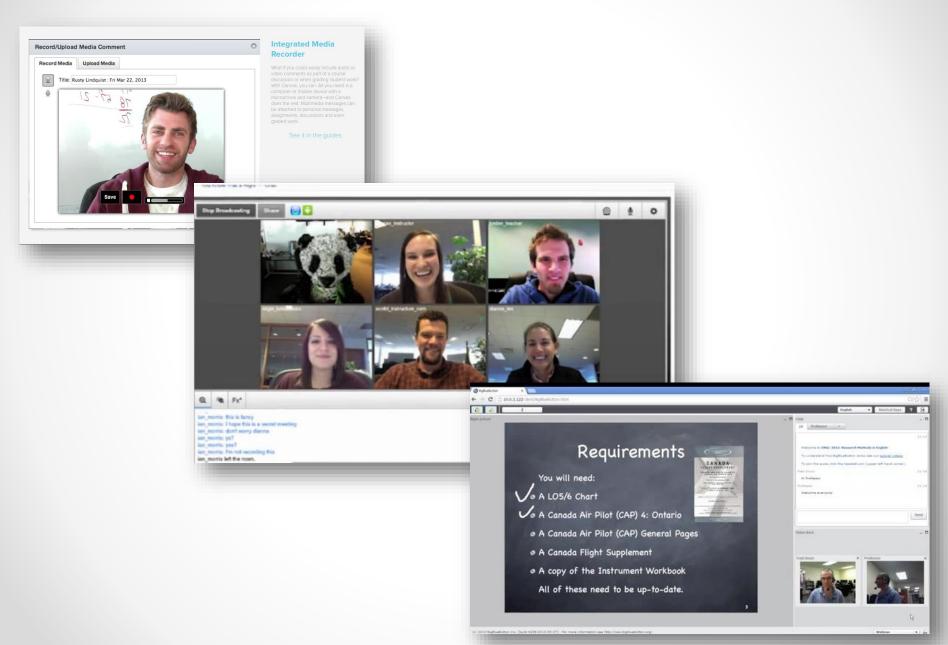




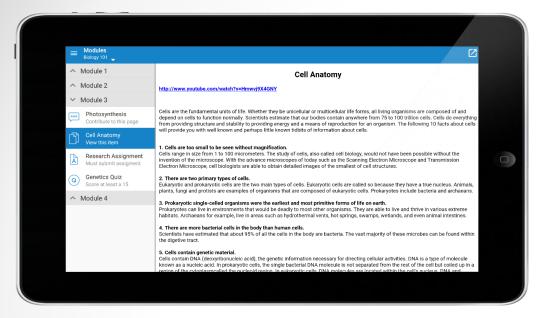


- Pricing based on FTE and not active users
- Significantly more storage for course materials
- No limitations on bandwidth
- Support for students and faculty 24 x 7 x 365
   Chat, email, phone
- Mobile client is free
- Simpler to use and navigate
- Many more features
- All at a lower cost

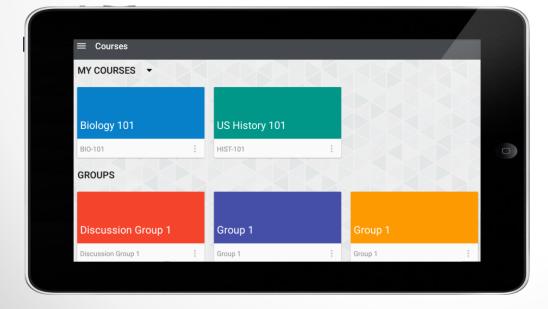






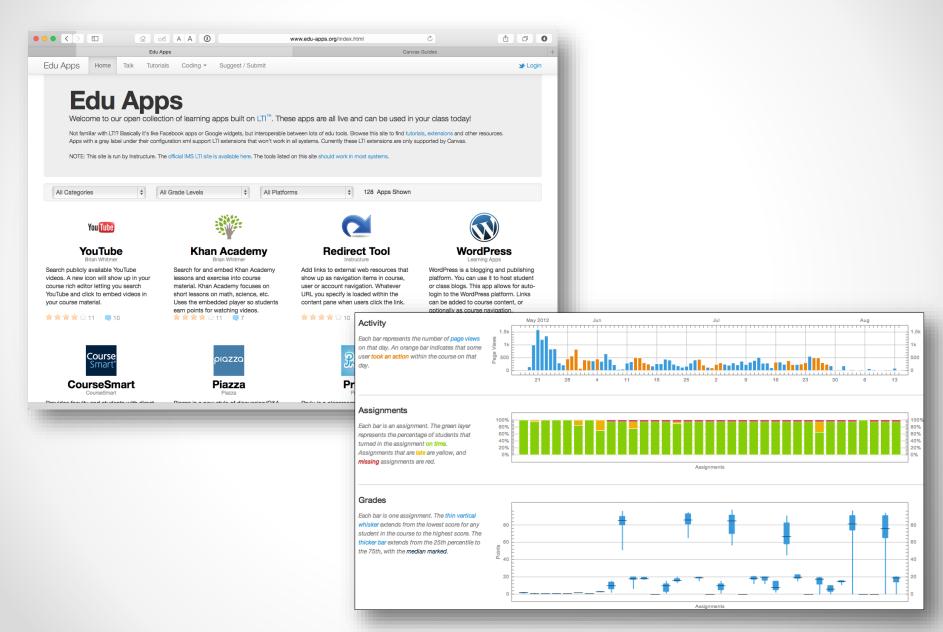














• Initial use: Spring, 2015

Faculty		
Courses		
Students		



• Initial use: Spring, 2015

	Canvas Pilot Fall 2015	
Faculty	12	
Courses	16	
Students	411	



• Initial use: Spring, 2015

	Canvas Pilot Fall 2015	Canvas Spring 2015	
Faculty	12	86	
Courses	16	234	
Students	411	4,736	



• Initial use: Spring, 2015

	Canvas Pilot Fall 2015	Canvas Spring 2015	Blackboard Spring 2015
Faculty	12	86	507
Courses	16	234	1,610
Students	411	4,736	11,820

## Website Update











### TCC Website

"Public" web site:

o Identify software (CMS): Now

Select software: Spring - Summer 2015

o Identify design firms: Summer – Fall 2015

o New web site:



### TCC Website

"Internal" web site:



Evaluation: Now

• Deployment: Summer – Fall 2015

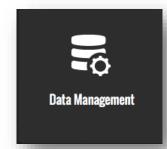
## iModules Update



## Constituent engagement management platform for higher education







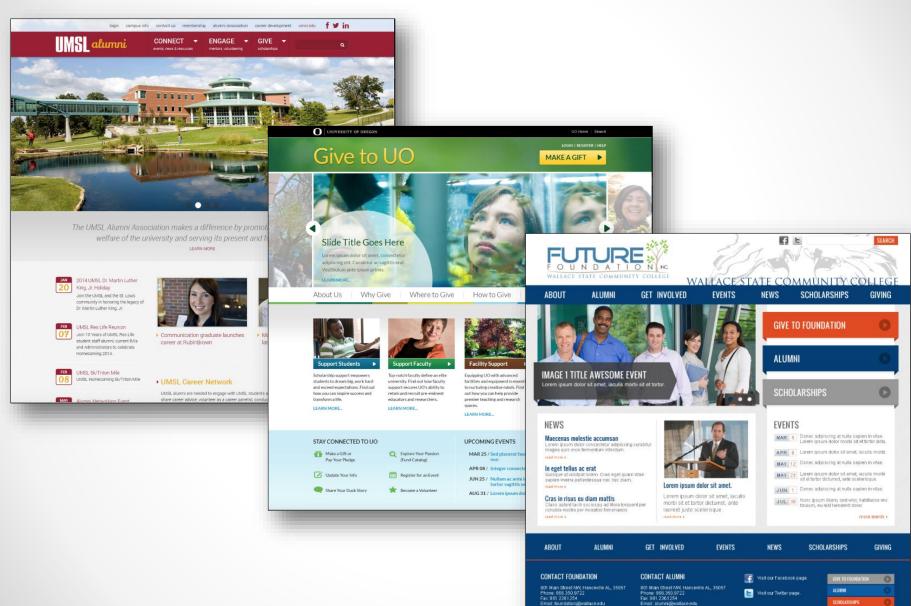














### WILKES UNIVERSITY



### CAMPAIGN NEWSLETTER TITLE



### MAIN IMAGE TITLE

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### STORY THREE TITLE



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Wilkes University, 84 West South Street, Wilkes-Barre, PA 18766







### FDU WHAT'S NEW

MARCH 2013

Join the Conversation!

### SPOTLIGHT

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### FDU in Motion



Title for video goes here

### Fairleigh Remarkable



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Learn More



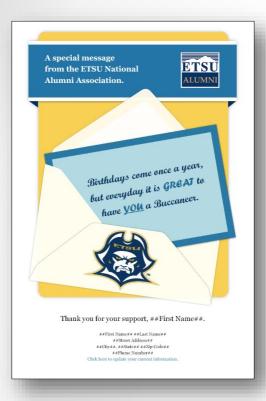
Contact us with story ideas and comments fduwhatsnew@fdu.edu

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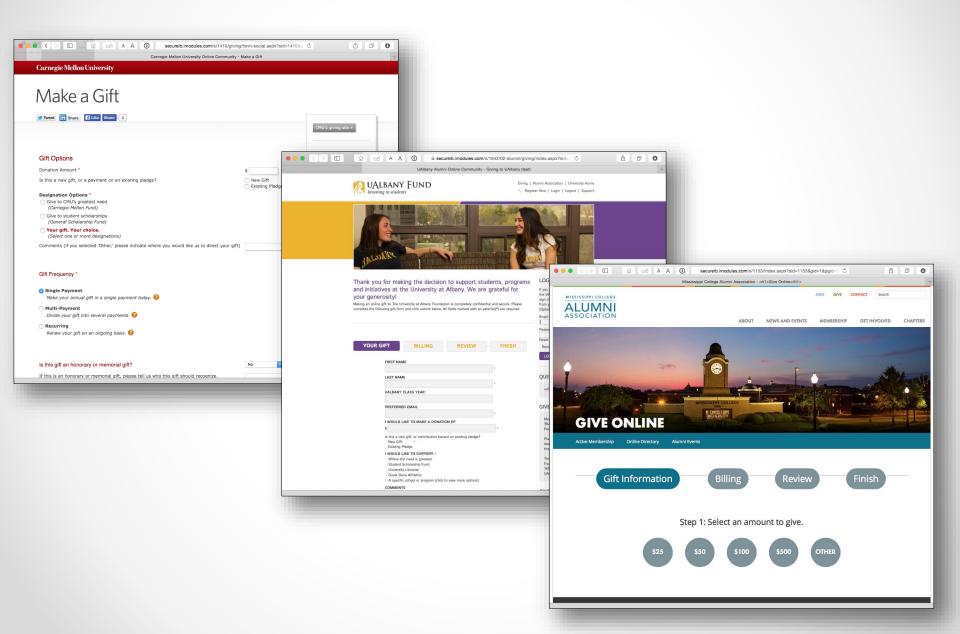














Design sessions: Now

• Initial release: Spring, 2015

• Full deployment: Summer, 2015

## Where are we going?

- Best technologies
- Harmonious with our infrastructure ("cloud first")
- Best price
- Support the Mission
- Consistent with the Strategic Plan
- Become more efficient
- ...and more effective
- (innovative, transformative)

## Questions?

## Thank you!