



Technology Initiatives at a Glance

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Technology Initiatives ROADMAP

SUMMER 2022 – FALL 2023

- ✓ • Firewall Security Upgrade
- ✓ • Technology PC refresh Plan
- ✓ • Patch Management - WSUS
- ✓ • Helpdesk Management
- ✓ • Systems Migration
- ✓ • 2FA – Email Employees
- ✓ • Data Governance Charter Plan
- ✓ • People Admin SSO
- ✓ • Knowbe4 SSO
- ✓ • Wake on LAN
- ✓ • TouchNet SSO
- ✓ • Incident Response Plan
- ✓ • Enterprise PenTest 2022
- ✓ • VDI – Virtual Desktop Infrastructure
- ✓ • Web Time Entry – Automated Leave Reporting
- ✓ • Software Center Software Deployment
- ✓ • IT Online Forms with Routing
- ✓ • Zoom SSO
- ✓ • Technology Enhanced Classrooms (TEC) Phase II
- ✓ • Desktop Alert & Safety System
- ✓ • PowerBI – Online Dashboard
- ✓ • Gaming Lab
- ✓ • IT Project Process
- ✓ • PCC Mobile App

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- ✓ • Password Self-Service Upgrade
- ✓ • Wireless Classroom – Airserver
- ✓ • Digital Signage (Person & Caswell)
- ✓ • Two Factor Authentication - VPN
- ✓ • Disaster Recovery Plan
- ✓ • Remote Management – MECM
- ✓ • Virtual Desktop Readiness Assessment
- ✓ • Awareness Training – Cybersecurity
- ✓ • IT Status Implementation
- ✓ • Kiosks (Person & Caswell) Phase I
- ✓ • Internet Security – MS-ISAC
- ✓ • Admit Hub – Mainstay

- ✓ • Network Security Monitoring - Upguard
- ✓ • Student Laptop Initiative
- ✓ • Core Infrastructure Server Upgrade
- ✓ • Mac Lab – Swift
- ✓ • Network Storage Upgrade
- ✓ • Core Network Switch Upgrade
- ✓ • Apple Device Management – JAMF
- ✓ • Data Center Storage
- ✓ • Core Network Switch Upgrade
- ✓ • Core Datacenter 25G Bandwidth Upgrade

- IT Strategic Plan
- Destiny 1 – Student Info System
- IT Business Continuity Plan
- Advansys Reporting
- NeoED – Onboarding
- Follett – Online Books
- Technology Enhanced Classrooms PIII
- Campus Wireless Survey
- Clarity – Finance Reporting
- Deploy – Asset Management
- GLBA Implementation & Update
- HR Help Desk Ticketing System
- Intranet Site – Phase I
- Copier Refresh
- Cloud Backup Solution

Technology Initiatives at a Glance

As of June 2023

Anywhere, Anytime & Any Device Computing - VDI

Expected Completion Date: **COMPLETED**

VDI introduces a revolutionary computing concept by combining mainframe-terminal functionality with modern advancements. With VDI, users experience a PC-like interface, while all applications operate on a server. The server possesses sufficient power to accommodate numerous concurrent virtual sessions on "zero client" devices, which are computing units without local storage.



Zero client units are incredibly convenient, requiring minimal setup time by simply connecting a monitor, keyboard, and mouse. They demand minimal maintenance and boast superior resistance against viruses and malware, owing to their lack of resident apps or data. Furthermore, their lifespan surpasses that of typical notebooks or desktops. Additionally, these units enable students to connect remotely using their own devices, offering unparalleled flexibility. Imagine the possibilities: **students can run computing applications on affordable \$50 tablets from the comfort of their homes.**

Incident Response Plan

Expected Completion Date: **COMPLETED**



Efficiently and promptly managing all security incidents is crucial to mitigate their impact and minimize the consequences for Piedmont Community College and its students. The purpose of this document is to outline the college's plan for reporting and addressing security incidents, **ensuring a proactive approach to incident response and containment.**



Technology Initiatives at a Glance

As of June 2023

IT Strategic Plan

Expected Completion Date: Fall 2023

In order to foster growth and alignment between Information Technology (IT) and the College's objectives, it is essential to develop a new IT Strategic Plan. This plan will serve as a comprehensive guide, driving IT innovation and ensuring active involvement of campus stakeholders and partners throughout the process.



The new IT Strategic Plan should encompass several key elements:

1. **Resource Sharing and Efficiency:** It should emphasize the sharing and efficient utilization of IT resources, promoting collaboration and maximizing the value derived from available assets.
2. **Balancing Technology Needs:** The plan should strike a balance between core, distributed, and edge technology requirements. This ensures that the College's IT infrastructure effectively supports diverse needs across various departments and areas of the campus.
3. **Integration in IT Initiatives:** By positioning the IT community as integral members of IT projects, teams, and departments, the plan facilitates seamless collaboration and enables the IT department to provide effective solutions and support.
4. **Future-focused Infrastructure:** The plan should outline a vision for the future IT infrastructure, taking into account emerging technologies, scalability, security, and adaptability. This positions the College to achieve its strategic goals and remain agile in a rapidly evolving technological landscape.

By developing a new IT Strategic Plan, Information Technology can **establish a roadmap for growth, innovation, and alignment with the College's overall objectives**. This strategic approach ensures effective resource utilization, technology integration, and a robust IT infrastructure, ultimately contributing to the success and advancement of the institution.



Technology Initiatives at a Glance

As of June 2023

Web Time Entry - Ellucian

Expected Completion Date: **COMPLETED**

The collaboration between Information Technology and Human Resources at Piedmont Community College aims to implement Web Time Entry (WTE), a system designed to enhance accuracy and convenience in employee time reporting. With WTE, employees can easily record their hours, make corrections to their time sheets or leave reports, and access the system from any location via the Internet. The introduction of WTE offers the following advantages:

- **Easy Time Sheet and Leave Report Modifications:** Employees can effortlessly make changes to their time sheets or leave reports before submission, ensuring accuracy and eliminating the need for manual adjustments.
- **Approval Verification:** By logging into the SAIL system, employees can verify whether their time sheets or leave reports have been approved, ensuring transparency and facilitating timely processing.
- **Enhanced Employee Control:** The self-service nature of the system empowers employees with greater control over their time sheets and leave reports, allowing them to manage their records efficiently and accurately.
- **Elimination of Lost Documents:** With WTE, the risk of time sheets or leave reports getting lost in campus mail is eliminated, as the entire process is conducted electronically.

By implementing WTE, Piedmont Community College seeks to **streamline the time reporting process, reduce errors, and provide employees with a convenient and reliable system** for managing their time sheets and leave reports.

Web Time Entry



Technology Initiatives at a Glance

As of June 2023

Pacer Emergency Broadcast System

Expected Completion Date: **COMPLETED**



A new mass notification system is being installed by Information Technology. This system will send emergency alerts to various platforms including our learning management systems (LMS) Blackboard or Moodle, campus digital signage, PCC computers, and a mobile application designated for campus safety personnel.

The system comes with a computer panic button which enables users to instantly alert campus safety in case of an emergency. The panic button notification will contain their current location and can be edited by the user at any time.

Network Datacenter 100GB Upgrade – Phase I

Expected Completion Date: **COMPLETED**



To address the growing requirements of data centers and enterprises in handling bandwidth-intensive applications, technology advancements have emerged. These include multi-core servers, server consolidation, virtualization, high-density computing, and networked storage. However, our current 1GB core server network falls short in meeting these demands.

To ensure compatibility with present-day needs, Information Technology Services (ITS) will undertake an upgrade of the virtualized server network. The **upgrade will boost the network's capacity to 100GB, resulting in a remarkable 9900% increase in speed.** This enhancement aims to efficiently cater to the escalating demands of modern applications and optimize performance within the organization's data center environment.



Technology Initiatives at a Glance

As of June 2023

Financial Reporting & Analysis - Clarity

Expected Completion Date: Summer 2023

In collaboration with Administrative Services, the Information Technology division will provide support in the implementation of a new financial reporting tool called Clarity. This tool can help Piedmont Community College leadership cut through red tape and legacy reporting practices to build information-based communication practices that will connect the institution-wide financial picture. It allows Business Officers easy, quick access to the detailed financial data that matters most when making monumental, strategic decisions like the ones facing Higher Education today.



S100/D100/D120 - Tech Refresh

Expected Completion Date: Fall 2023

The Information Technology division will be conducting a minor refresh of three large spaces. This refresh will involve reprogramming all Extron controllers with enhanced features and adding or updating cameras, microphones, and systems to improve functionality and performance.



Technology Initiatives at a Glance

As of June 2023

Employee Onboarding - NeoEd

Expected Completion Date: Fall 2023

Information Technology and Human Resources are working together to implement NeoEd, a software platform specifically developed for streamlining and automating the employee onboarding process. Some of the key features of NeoEd include:

- **Electronic Forms:** NeoEd allows employers to create and distribute electronic forms such as employment agreements, tax forms, benefit enrollment forms, and more. New employees can fill out these forms online, eliminating the need for paper-based processes.
- **Task Management:** The platform enables HR to create customized onboarding checklists and workflows. They can assign tasks to different individuals or departments involved in the onboarding process, set deadlines, and track the progress of each task.
- **Compliance and Documentation:** NeoEd will help PCC ensure compliance with relevant laws and regulations. It allows for the collection and storage of important documents, such as I-9 forms, W-4 forms, and other legally required paperwork.
- **Integration:** NeoEd can integrate with other systems and tools, such as Ellucian Colleague, to streamline data flow and eliminate duplicate data entry.
- **Reporting and Analytics:** The platform provides reporting and analytics capabilities, allowing employers to gain insights into their onboarding process. They can track metrics such as time-to-hire, completion rates, and identify any bottlenecks or areas for improvement.

Overall, NeoEd aims to simplify and **automate the employee onboarding process, reducing paperwork, improving efficiency, and enhancing the new employee experience.** It will help HR ensure a smooth transition for new hires and enables HR teams to focus on more strategic initiatives rather than administrative tasks.



Technology Initiatives at a Glance

As of June 2023

Digital Books - Follett

Expected Completion Date: Fall 2023

With the Follett digital book subscription, PCC can provide their students and teachers with a digital library of books that can be accessed on various devices, such as computers, tablets, and smartphones. These digital books cover a diverse range of subjects, including textbooks, literature, reference materials, and educational resources.



The Follett digital book subscription offers PCC a convenient and **cost-effective way to provide their students and educators with a rich collection of digital books**. It supports digital learning initiatives, promotes interactive reading experiences, and enables schools to adapt to evolving educational needs.

Enhancing Mobility - Wireless Survey Map

Expected Completion Date: Fall 2023



Information Technology will be conducting a wireless site survey map of every building on both Person and Caswell campuses. Conducting a wireless survey map allows PCC to optimize our wireless network infrastructure, improve network performance, enhance the user experience, plan for future needs, troubleshoot problems, and ensure network security and compliance. It plays a vital role in providing reliable and efficient wireless connectivity across the college campus. **Our goal is 100% coverage in all buildings on campus.**



Technology Initiatives at a Glance

As of June 2023

Enhancing Application Patching & Security with Deploy

Expected Completion Date: Summer 2023



Information Technology will be implementing Deploy, a software deployment solution designed to simplify and streamline the process of installing and managing software applications on multiple computers within our organization. Some of the benefits of Deploy software include:

- Efficient Software Deployment
- Centralized Management:
- Standardization and Consistency
- Version Control and Updates
- Reporting and Audit Trails
- Scalability and Flexibility

In summary, Deploy simplifies and streamlines the software deployment process. **It enhances IT productivity, reduces errors, and ensures a consistent and up-to-date software environment** across our organization.

HR Support Request System

Expected Completion Date: **COMPLETED**

Collaborating with Human Resources, Information Technology is implementing a new HR request system module. The new HR module provides numerous benefits, including improved efficiency, enhanced communication and collaboration, proactive HR strategies, data-driven decision making, increased



accountability and compliance, mobile accessibility, and cost savings. It empowers Human Resources to optimize their operations and achieve better outcomes in terms of productivity, maintenance, and cost-effectiveness.



Technology Initiatives at a Glance

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Mitigating Cyber Threats in the Cloud - Next Gen Firewall

Expected Completion Date: Fall 2023



Information Technology is enhancing its security posture in the cloud by implementing a virtual next-generation firewall (NGFW) in our AWS cloud environment. This will provide several benefits:

- **Enhanced Security:** A virtual NGFW acts as a security perimeter, protecting the AWS environment from unauthorized access, malware, and other cyber threats.
- **Application Awareness:** Next-generation firewalls have advanced application awareness capabilities. They can identify and classify applications running within the network traffic, enabling administrators to define specific policies based on application usage.
- **Intrusion Prevention System (IPS) Functionality:** A virtual NGFW includes an integrated IPS, which actively inspects network traffic for known and unknown threats. It can detect and block malicious activities such as network exploits, malware, and intrusion attempts.
- **Centralized Management and Monitoring:** Implementing a virtual NGFW in the AWS environment enables centralized management and monitoring of security policies and network traffic.
- **Compliance and Audit Support:** A virtual NGFW can assist in meeting compliance requirements and supporting audit activities. It can provide logging and reporting capabilities, allowing administrators to generate security reports, track incidents, and demonstrate compliance with industry regulations and standards.

The new virtual NGFW in our AWS environment **will strengthen the security posture of our cloud infrastructure, protect sensitive data, enforce access control policies, and ensure compliance.** It helps mitigate the risk of cyber threats, safeguard the college's digital assets, and provide a secure and reliable environment for students, faculty, and staff.



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Mobile App

Expected Completion Date: Summer 2023

Collaborating with Marketing, information technology will help deploy the PCC mobile app. This app will offer a range of features and functionalities:

- **Campus News and Updates:** The app provides students with access to real-time campus news, announcements, and updates from PCC, keeping them informed about important events, deadlines, and campus happenings.
- **Course Information:** Students can access their course schedules, syllabi, assignments, and grades through the app. This helps them stay organized and on top of their academic responsibilities.
- **Communication and Messaging:** The app enables students to communicate with faculty, staff, and other students through messaging and chat features. They can ask questions, seek clarification, and collaborate with peers and instructors easily.
- **Campus Resources:** A directory of campus resources, such as libraries, student services, health centers, and academic support centers. This helps students easily locate and access the services they need.
- **Events and Activities:** The app includes a calendar of campus events, activities, and organizations. Students can explore and participate in various extracurricular opportunities to enrich their college experience.
- **Campus Maps:** The app will offer interactive campus maps to help students navigate the campus and find specific buildings, classrooms, or facilities.
- **Integration with Colleague, Moodle & Blackboard:** The app will integrate with our ERP and learning management systems, allowing students to access course materials, submit assignments, and engage in online discussions.



Technology Initiatives at a Glance

As of June 2023

Enhanced HelpDesk Operations

Expected Completion Date: Fall 2023

Information technology will be enhancing our help desk operations with next generation support software. The new support software will provide several benefits:

- **Streamlined Help Desk Operations:** It provides a centralized platform for managing and tracking all IT-related inquiries, incidents, and service requests.
- **Improved Ticket Management:** It provides features such as ticket assignment, prioritization, categorization, and escalation, ensuring that tickets are properly routed to the appropriate team members and resolved in a timely manner.
- **Enhanced Communication and Collaboration:** It provides a platform for exchanging messages, attaching files, and sharing updates on ticket progress.
- **Knowledge Base and Self-Service Portal:** This enables end-users to access self-help options and find solutions to common issues.
- **Reporting and Analytics:** It generates reports on ticket volumes, response times, resolution rates, and other key metrics.
- **Customer Satisfaction and Service Level Agreement (SLA) Management:** This software helps in measuring and managing customer satisfaction through feedback surveys and customer ratings.

By implementing this enhanced support software at Piedmont Community College, the institution will benefit from **improved help desk operations, efficient ticket management, enhanced communication, self-service options for end-users, valuable insights from reporting and analytics, integration with other IT systems, and better customer satisfaction and SLA management.** These benefits contribute to a more effective and responsive IT support environment for students, faculty, and staff.



Technology Initiatives at a Glance

As of June 2023

Zoom Single Sign-On

Expected Completion Date: Summer 2023



Information Technology will be implementing Zoom Single Sign-On. This feature allows users to authenticate and access Zoom services using their PCC credentials. Single sign-on (SSO) is a centralized authentication process that enables users to log in to multiple applications and systems with a single set of credentials. Benefits of Zoom SSO include:

- **Simplified User Experience:** Users can access Zoom seamlessly using their existing credentials without the need to remember or manage separate login information.
- **Enhanced Security:** By leveraging the organization's established authentication infrastructure, Zoom SSO strengthens security by ensuring that user access is validated through the organization's trusted identity provider.
- **Centralized User Management:** Administrators can manage user accounts, permissions, and access control from a centralized identity management system, simplifying user provisioning and deprovisioning processes.

MS-ISAC - Internet Security

Expected Completion Date: **COMPLETED**

Piedmont Community College is now a full member of the Multi State Information Sharing and Analysis Center (MS-ISAC). It provides a centralized forum for information sharing on cyber threats between the Federal Government and governing bodies through a number of crucial services.

Collaboration and information sharing among members, private-sector partners, and the Department of Homeland Security are the keys to success.



Technology Initiatives at a Glance

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Enterprise Cloud Backup Solution

Expected Completion Date: Summer 2023



Information Technology is implementing an enterprise cloud backup system (ECB). A cloud-native data protection and management platform that offers a comprehensive backup solution. ECB leverages cloud-based storage and advanced technologies to securely and efficiently backup and restore data. It provides a centralized platform for managing and protecting data from various sources, such as laptops, desktops, servers, and cloud applications like Microsoft 365.

Key features of Enterprise Cloud Backup include:

- **Cloud-Native Architecture:** ECB Backup is built on a cloud-native architecture, allowing for scalability, flexibility, and ease of deployment.
- **Server Backup:** It enables organizations to back up and restore data from physical or virtual servers, including databases, file servers, and applications. This ensures business continuity and minimizes downtime in case of server failures or data corruption.
- **Deduplication and Global Storage:** ECB Backup optimizes storage usage through deduplication techniques, ensuring efficient use of cloud storage resources.
- **Security and Compliance:** ECB Backup incorporates robust security measures, including encryption, access controls, and compliance with industry regulations such as GDPR and HIPAA. It helps us maintain data privacy and meet regulatory requirements.

Overall our ECB offers PCC a comprehensive and cloud-native data protection solution, helping us safeguard our critical data, improve operational efficiency, and ensure business continuity.



Technology Initiatives at a Glance

As of June 2023

Embracing the Data Explosion: Agile Datacenter Storage

Expected Completion Date: **COMPLETED**



The growth of data within organizations is reaching unprecedented levels. The emergence of Big Data has resulted in storage demands that were unimaginable just a few years ago. Data records, on average, have tripled or even quadrupled in size within the past five years. Remarkably, recent studies reveal that a staggering 2.5 quintillion bytes of

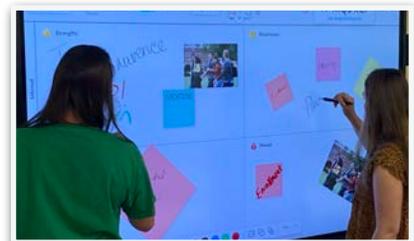
data are generated daily, with 90% of global data being produced in the last two years alone. It is evident that databases are expanding exponentially.

Piedmont Community College has witnessed this trend and has reached the limits of its current storage capabilities. To prepare for this rapid growth, Information Technology has initiated plans to incorporate a 100 Terabyte (TB) data center storage solution, **resulting in a substantial 566% expansion in our storage capacity**. This strategic step ensures that PCC can effectively accommodate the increasing volume of data and maintain the necessary infrastructure to support ongoing operations and future growth

Technology Enhanced Classrooms (TEC)

Expected Completion Date: Summer 2023

The Technology Enhanced Classrooms (TEC) have been specifically created to encourage collaborative group work and enhance multimedia presentations. These specially designed spaces aim to **equip our faculty with the most advanced technologies, enabling them to employ innovative teaching methods and ultimately enhance student learning outcomes**. Information Technology will be outfitting 30 rooms with cutting-edge technology to facilitate this transformative learning experience.



Technology Initiatives at a Glance

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Advanced Gaming Lab

Expected Completion Date: **COMPLETED**



Information Technology has implemented a high-end gaming lab that is a dedicated lab equipped with state-of-the-art hardware and software specifically tailored for gaming enthusiasts and students studying game design, development, or related fields. This lab provides an immersive and optimal environment for gaming and game development activities. It features high-performance gaming computers with top-of-the-line graphics cards, fast processors, ample RAM, and large high-resolution monitors. The high-end gaming lab at Piedmont Community College will serve as a hub **for students to explore and hone their gaming and game development skills in a cutting-edge and supportive environment.**

IT Business Continuity Plan

Expected Completion Date: Fall 2023

Information Technology is collaborating with key stakeholders to develop a comprehensive IT Business Continuity Plan. This plan is a crucial document that contains essential information necessary for the organization to sustain its operations during unforeseen events. Information technology encompasses various components, including networks,



servers, desktop and laptop computers, and wireless devices. The ability to continue running office productivity and enterprise software is of utmost importance. Hence, recovery **strategies specific to information technology are being devised to ensure that technology can be restored within the required timeframe** to meet the organization's needs. The IT plan will also incorporate manual workarounds to enable business continuity while computer systems are being restored.



Technology Initiatives at a Glance

As of June 2023

Enhancing the Core Network: Switch Upgrade

Expected Completion Date: **COMPLETED**

The transition to higher-speed core networking architectures commenced with the introduction of IPv6 and early virtualization initiatives. The growing availability of higher bandwidth further strained Fast Ethernet core networks. Moreover, the rising adoption of virtualization and Cloud Services amplified the significance of upgrading core network infrastructures.

To address these evolving requirements, Information Technology has undertaken a project to upgrade the core switches on campus. The implementation of an advanced intelligent edge switch backbone will deliver a range of benefits, including:

- **Enhanced Security:** The upgraded core switches will provide improved security features, safeguarding the network infrastructure and protecting against potential threats.
- **Increased Reliability:** The new switches will offer greater reliability, ensuring consistent network connectivity and minimizing downtime.
- **Faster Switch Ports:** With the deployment of the advanced intelligent edge switches, faster switch ports will be available, facilitating efficient data transfer and reducing latency.

By upgrading the core network infrastructure, Information Technology aims to optimize network performance, strengthen security measures, and support the increasing demands of virtualization, cloud services, and higher bandwidth availability. ***This upgrade ensures a more robust and reliable networking foundation for the campus community.***



Technology Initiatives at a Glance

As of June 2023

Apple Device Management & Integration

Expected Completion Date: **COMPLETED**

Information Technology will be implementing Jamf Pro. This is a comprehensive management system for Apple macOS computers and iOS devices. With Jamf Pro, IT proactively manage the entire lifecycle of all Apple devices. This includes **deploying and maintaining software, responding to security threats, distributing settings, and analyzing inventory data.**

What benefits does a client receive from Jamf Pro?

- **Reliability:** Your device will quickly receive software updates and patches with little to no interaction on your part.
- **Time Efficiency:** You will stay more productive as deployment and updating processes run in the background, freeing up more time for teaching and research.
- **Security:** IT Technicians will manage the security of your machines so you don't have to. You can rest assured that software patches, antivirus protection, and firewalls are well maintained.



Deep Freeze - Configuration Restore

Expected Completion Date: **COMPLETED**



Deep Freeze makes your computer indestructible and provides the ultimate workstation protection by preserving our desired computer configuration and settings. **Each time you restart your computer, Deep Freeze restores the computer back to your configuration.**



Technology Initiatives at a Glance

As of June 2023

High Bandwidth Demands High Speed Fiber

Expected Completion Date: **COMPLETED**



Piedmont Community College has witnessed a significant rise in the demand for higher communication speeds (bandwidth) to cater to the increasing use of smart phones, tablets, laptops, and Wi-Fi devices. To meet this growing need, the deployment of high

bandwidth fiber optics has been expanded. As a result, IT has successfully **enhanced the communications speeds (bandwidth) across all campus buildings by a remarkable 900%**. Simultaneously, this infrastructure upgrade has improved redundancy, ensuring a more reliable and resilient network for the college.

Empowering Wireless Classrooms - Airserver

Expected Completion Date: **COMPLETED**

AirServer offers a transformative solution by turning any ordinary big screen or projector into a versatile screen mirroring receiver. By utilizing the screen mirroring technology called AirPlay, AirServer enables seamless wireless mirroring from devices such as iPhones, iPads, Macs, and Android devices to the projector or HDTV. This implementation **instantly converts the room into a collaborative space, empowering students and faculty** to wirelessly mirror their displays and foster collaborative learning experiences.



Technology Initiatives at a Glance

As of June 2023

Digital Signage

Expected Completion Date: **COMPLETED**

The Division of Information Technology is implementing a new digital signage infrastructure that can **relay important information like changes in class schedules, exam schedules and campus events**. But that's only the start because the technology can also be used to display news or advertise activities that are only relevant to a particular department.



Two Factor Authentication

Expected Completion Date: **COMPLETED**



What is Two Factor Authentication? Two Factor Authentication (2FA) is a safer way to secure your logins. Instead of using one form of authentication, such as a password, two factor authentication uses at least two forms of authentication to authenticate a user. PCC's **new Two-factor authentication solution will allow us to increase security** by requiring you to provide "something you know" (a password) and leverage "something you have".

ServiceNow Single Sign-On

Expected Completion Date: **COMPLETED**

The Division of Information Technology has integrated ServiceNow with single sign-on. This **allows users to use their email username and password to login** and submit or review NCCCS tickets.



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Disaster Recovery Plan

Expected Completion Date: **COMPLETED**



PCC uses information technology to quickly and effectively process information. Employees use email and Voice Over Internet Protocol (VOIP) telephone systems to communicate. Electronic data interchange (EDI) is used to transmit data including orders and payments from one company to another. Servers process information and store large amounts of data. Desktop computers, laptops and wireless devices are used by employees to create, process, manage and communicate information. What do you when your information technology stops working? **Technology recovery strategies will be developed to restore hardware, applications and data in time to meet the needs of the business recovery.**

Automating Processes with TeamIA

Expected Completion Date: **COMPLETED**

Working closely with Student Development the Division of Information Technology implemented technology called TeamIA that **improves efficiency, reduces paper volumes, and decrease redundant activities.** Workflows may include applications to enhance processing within a department or enterprise.

Streamlined Budget Monitoring

Expected Completion Date: **COMPLETED**

Information Technology has implemented a user-friendly query tool module within Colleague Self Service. This module empowers managers to efficiently monitor department budgets without the hassle of navigating through multiple screens. Say goodbye to the days of jumping through hoops to locate purchases or review your budget. With the new query tool module, **budget monitoring becomes a seamless and simplified process.**



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New IT Website

Expected Completion Date: **COMPLETED**

Visit the new Information Technology website at www.piedmontcc.edu/it. Your one-stop IT shop to gain access, get help, and find services to make your job easier. This site is a dynamic site with new content being added daily. Visit today!



New Employee Quick Start Guide

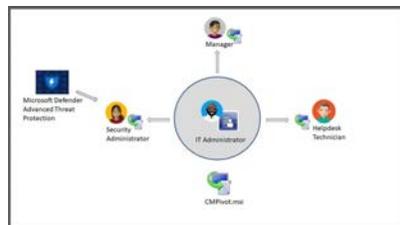
Expected Completion Date: **COMPLETED**



Looking for help with a technical issue, advice for an upcoming computer purchase, consultation on a technology project, request for an audio/visual setup, guidance on how to use a specific application, or any other IT need? **A number of technology resources are available to you and the quick start guide will get you started.**

Microsoft Endpoint Configuration Manager - MECM

Expected Completion Date: **COMPLETED**



Microsoft Endpoint Manager helps deliver the modern workplace and modern management to keep your data secure, in the cloud and on-premises. Endpoint Manager includes the services and tools to manage and monitor mobile devices, desktop computers, virtual machines, embedded devices, and servers.

MECM helps increase secure and scalable deployment of applications, software updates, and operating systems, real-time actions on managed devices, and **comprehensive management of servers, desktops, and laptops.**



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As of June 2023

Virtual Desktop (VDI) Readiness Assessment

Expected Completion Date: **COMPLETED**

For today's college students, flexibility that allows them to do their work when (and how) they want is quite important. This is precisely why many colleges are opting to shutter their computer labs in favor of **virtual desktop infrastructure (VDI) software that allows students to access the tools and software they need on their own devices.**



In support of this trend Information Technology is conducting a VDI readiness assessment. The VDI

Readiness Assessment determines our VDI readiness across eleven different areas that we need to analyze before we can determine the scope of our VDI project.

Project Prioritization Process - ITS

Expected Completion Date: **COMPLETED**

ITS Project Prioritization **provides PCC a framework and process for selecting new projects which best support the campus' strategic interests and directions** and provide it the most value. The intended results of the Project Prioritization process are to:

1. Build consensus on the most important information technology projects
2. Assure project alignment with PCC strategic objectives for IT project prioritization
3. Add transparency to the prioritization of IT projects
4. Increase collaboration across the university
5. Improve the smooth flow of work for IT staff



Technology Initiatives at a Glance

As of June 2023

Clearinghouse Transcript & Data Exchange Services

Expected Completion Date: **COMPLETED**



In collaboration with Student Development, Information Technology has successfully implemented the National Student Clearinghouse's Transcript & Data Exchange Services. As the foremost integrator for eTranscripts, this solution **revolutionizes the process of requesting official PCC transcripts**. Students can now conveniently request their transcripts online, 24x7, providing them with greater accessibility and flexibility.

Kiosks

Expected Completion Date: **COMPLETED**

Exciting news! Information Technology, in partnership with Trio and Student Development, has successfully deployed eye-catching digital ePoster kiosks on Caswell and Person campuses. These state-of-the-art 55" 4K Ultra HD all-in-one free-standing kiosks are strategically placed in busy, high-traffic areas, **designed to capture and hold student attention**.



Awareness Training - Cybersecurity

Expected Completion Date: **COMPLETED**



Security awareness training is a form of education that seeks to equip members of our organization with the information they need to protect themselves and our organization's assets from loss or harm. Cybercrime is moving at light speed. A few years ago, cybercriminals used to specialize in identity theft, but now they take over your organization's network, hack into your bank accounts, and steal tens or hundreds of thousands of dollars. Organizations of every size and type are at risk. You really need a strong human firewall as your last line of defense. **Information Technology will implement annual mandatory cybersecurity training** for all employees.



Technology Initiatives at a Glance

As of June 2023

Office 365 Health Check

Expected Completion Date: **COMPLETED**

Cloud services platforms such as Microsoft 365 allow organizations to stay up-to-date with new features and functionality that would be costly and time-consuming to deploy in a traditional on-premises environment. However, that cycle of continuous iteration makes keeping up with the pace and magnitude of those changes difficult. It is possible that additional risk be introduced into a customer's Microsoft 365 environment or "tenant" simply because of updates to existing services or deployment of new features. The Office 365 health check **looked at overall health of the Microsoft 365 tenant, particularly in the areas of security and governance.**



Uninterrupted Power Supply - Edge

Expected Completion Date: **COMPLETED**



Uninterruptible Power Supply (UPS) systems are designed to provide short-term emergency power to critical loads in the event of a utility mains failure or power disturbance. Information Technology has deployed a UPS on all edge network switches on campus to **provide an element of business continuity to enable a controlled shutdown** of critical equipment or systems.

IT Discovery Assessment

Expected Completion Date: **COMPLETED**



Information Technology will deploy network discovery tools that will **provide documentation to provide real "value-added intelligence"** to our IT Assessment. The proprietary data collectors compare multiple data points to uncover hard to detect issues, measure risk, provide recommended fixes, and track remediation progress.



Technology Initiatives at a Glance

As of June 2023

Network Risk Assessment

Expected Completion Date: **COMPLETED**

The list of cyber threats and vulnerabilities grows exponentially every year, and as new threats come to light, institutions around the nation are assessing the risk associated with these new ways of compromising a network. Researchers have analyzed data from cloud networks show crypto-ransomware encountered by institutions has jumped 500%. That's an outrageous leap, but it's not the only threat to our network.



The goal of a computer network risk assessment is to **ensure that necessary controls are integrated into the design and integration of the PCC network.** The risk assessment will help determine the acceptable level of risk and the resulting security requirements for each system. IT must then devise, implement and monitor a set of security measures to address the level of identified risk.

IT Satisfaction Survey

Expected Completion Date: **COMPLETED**

Information Technology is an integral part of the College and is committed to being a strategic partner to the College and communication is essential to being engaged. The IT survey will be administered annually. The survey will be created to offer the Pacer community an opportunity to provide feedback on the technology services offered to the College. This **feedback will be used by IT to optimize and improve IT services and enhance relationships with end users.**

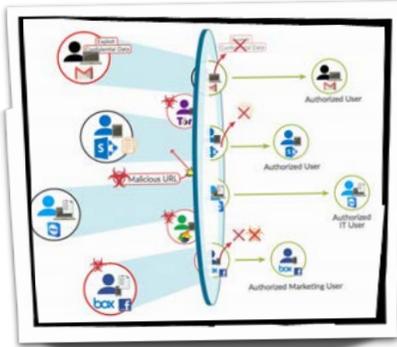


Technology Initiatives at a Glance

As of June 2023

Firewall Security Upgrade - Palo Alto

Expected Completion Date: **COMPLETED**



Fundamental shifts in application usage, user behavior, and network infrastructure have resulted in an evolved threat landscape that has exposed weaknesses in traditional port-based firewall protection. Users are accessing an increasing number of applications with a wide range of device types, often times to get their job done, yet with little regard to the college or security risks. Meanwhile, datacenter expansion, network segmentation, virtualization and mobility initiatives have forced us to re-think how to enable access to

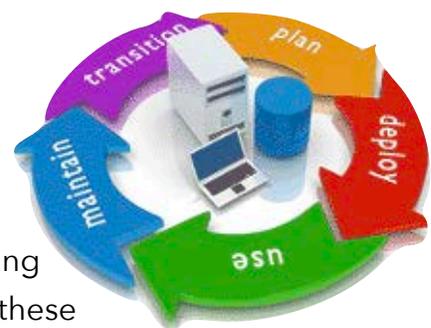
applications and data, yet protect your network from a new, more sophisticated class of advanced threats that are adept at evading traditional security mechanisms.

Our next-generation Palo Alto firewall comes with a set of features that Information Technology will **enable to secure our network like we've never done before**. The firewall includes important security, integration, networking, and management features that will allow us to secure our network.

Technology PC Refresh Plan

Expected Completion Date: **COMPLETED**

Computers are an integral and essential part of the campus environment. Our computing infrastructure is comprised of thousands of hardware components including desktop and laptop computers and monitors. Over time, these resources wear, age and/or become obsolete causing performance degradation, excessive support and repair activity, and loss of reliability. In order to manage these impacts, we propose to employ a cost-effective equipment upgrade and replacement program through a Technology Refresh Plan. The **strategic importance of ongoing technology refreshes is vital to the success of the College**.



Technology Initiatives at a Glance

As of June 2023

Non-Traditional Student Management System- Destiny One

Expected Completion Date: Fall 2023



71% of college and university students are non-traditional learners, yet institutions are still using old systems designed to process degree-program students. Destiny One is a non-traditional student management system with eCommerce solutions, including Amazon-like shopping cart and integrated payment processing technologies. ***It will Provide a digital experience that modern learners expect, while converting them faster, and increasing enrollment.***

Admithub - Mainstay

Expected Completion Date: **COMPLETED**



Connecting with students on the channels they prefer is key to facilitating those profound conversations. The strategies that worked in the past don't always resonate with today's students. Less than 25% of emails related to education are ever opened, and the majority of those emails never elicit a response or inspire an action. Implementing an bot on our website with artificial intelligence (AI) that will ***answer questions from the students or employees instantly and automatically 24/7.***

Network Security Monitoring

Expected Completion Date: **COMPLETED**

The cloud has changed cybersecurity. Rapid cloud adoption is now the norm, as organizations move at the speed of digital transformation. The Network Security Monitoring platform empowers cloud-enabled organizations to proactively mitigate cybersecurity risks and securely operate in an evolving threat environment. By ***continuously monitoring our organization's security posture, we arm our Information Technology team with insights to identify, assess, and remediate cybersecurity risks.***



Technology Initiatives at a Glance

As of June 2023

Keeping You Informed with status.piedmontcc.edu

Expected Completion Date: **COMPLETED**



Have you ever experienced an issue and questioned if the network was causing the problem? You no longer need to wonder, as the Division of Information Technology has introduced a system status page. This page **offers the campus community valuable insights into the availability of our IT applications, systems, and services**. To access this information, simply visit status.piedmontcc.edu or visit www.piedmontcc.edu/it for more information.

Technology Purchasing Process and Standards List

Expected Completion Date: **COMPLETED**

With the escalating demand for technology and related services at PCC, the Division of Information Technology has taken steps to enhance our support. We have created a standardized equipment list to streamline technology procurement and facilitate improved support and service for the technology in your building. This standardization **enables IT to efficiently acquire, maintain, and provide assistance for the technology resources** utilized at PCC.



Procurement Contract with Texas DIR

Expected Completion Date: **COMPLETED**

Piedmont Community College can now purchase from the Texas State Contract (DIR) through an inter-local agreement. This allows the Division of Information Technology (IT) to **leverage the bulk buying power of the State of Texas and receive aggressive discounts**.



Technology Initiatives at a Glance

As of June 2023

TouchNet - Single Sign-On

Expected Completion Date: **COMPLETED**



To enhance the user experience and streamline payment processes, there is a requirement to enable students to seamlessly log into Ellucian Self-Service and automatically have their credentials passed through to a payment page utilizing TouchNet products. Information Technology will collaborate closely with the Business Office to implement a Single Sign-on (SSO) solution that integrates with our payment processing system, TouchNet. This integration **will simplify the login process for students and ensure a seamless transition to the payment page** within the TouchNet platform.

Student Laptop Initiative

Expected Completion Date: **COMPLETED**

The Division of Information Technology is proud to announce the launch of the Student Laptop Initiative. Working closely with Student Services, this initiative **will provide select students that meet certain criteria with a FREE laptop**. Providing free laptops for students at Piedmont Community College can offer several benefits:

- **Improved Access to Technology**
- **Enhanced Learning Experience**
- **Flexibility and Mobility**
- **Increased Engagement and Interactivity**
- **Improved Communication and Collaboration**
- **Digital Skills Development**
- **Equitable Access**
- **Long-Term Cost Savings**



Overall, providing free laptops for students at Piedmont Community College promotes equal access to technology, enhances the learning experience, fosters engagement and collaboration, develops digital skills, and ensures that students are well-equipped for academic success



Technology Initiatives at a Glance

As of June 2023

Data Governance Charter

Expected Completion Date: **COMPLETED**

The development of a data governance charter establishes a standardized approach for processing, retrieving, archiving, and restoring data, with shared responsibility between the organization and IT. This charter can have the following benefits:



○ **Trustworthy and Accurate Institutional Data:**

The data governance charter ensures that institutional data is reliable, trustworthy, and free from inaccuracies. By implementing consistent data management practices, data quality is enhanced, fostering confidence in the information used for decision-making.

- ### ○ **Useful, Secure, and Consistent Provision of Institutional Data:** The charter ensures that institutional data is provided in a manner that is both useful and secure. Data access is controlled and protected, ensuring that authorized individuals have appropriate access privileges. Additionally, data consistency is maintained, enabling users to rely on standardized formats and structures when working with institutional data.

Remote Access with Wake on LAN

Expected Completion Date: **COMPLETED**



When faced with the task of turning on a computer at a remote site that has been shut down, relying on someone present at the location may not always be feasible or convenient. However, there is a solution called Wake on LAN that can enhance our remote access capabilities, especially during off-hours, weekends, or other situations where physical assistance is unavailable. Information Technology has implemented Wake on LAN as it **provides an effective method for remotely powering on computers, improving our accessibility to them.**



Technology Initiatives at a Glance

As of June 2023

Knowbe4 - Single Sign-On (SSO)

Expected Completion Date: **COMPLETED**

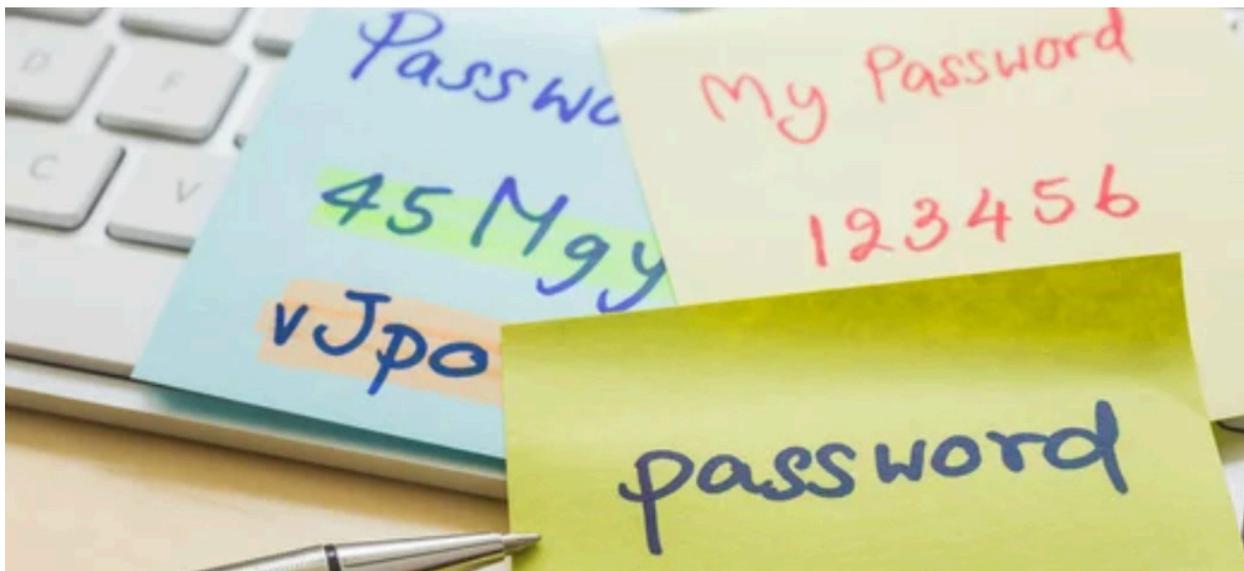
KnowBe4 is a comprehensive Security Awareness Training and Simulated Phishing platform, recognized as the largest of its kind worldwide. Piedmont Community College (PCC) has implemented KnowBe4 for conducting security awareness training. As a recent development, all **PCC employees now have the convenience of logging into KnowBe4 using their PCC credentials.**



Password Self-Service Upgrade

Expected Completion Date: **COMPLETED**

Self-service Password Reset allows an end-user to reset their PCC password without having to call the help desk. Instead of making a call, the Self-service password reset software guides the end-user through certain pre-defined protocols in order to recover or reset the password. **This helps save both time and money by reducing the number of help desk calls for password reset** while creating a more secure environment for our users. This upgrade gives an enhanced look and functionality to our end users.



Technology Initiatives at a Glance

As of June 2023

Enterprise Penetration Testing

Expected Completion Date: **COMPLETED**

A penetration test is an attempt to evaluate the security of an IT infrastructure by safely trying to exploit vulnerabilities. These vulnerabilities may exist in operating systems, services and application flaws, improper configurations or risky end-user behavior. Such assessments are also useful in validating the efficacy of defensive mechanisms, as well as, end-user adherence to security regulations.

Penetration testing offers many benefits, allowing us to:

- Intelligently manage vulnerabilities
- Avoid the cost of network downtime
- Meet regulatory requirements and avoid fines
- Preserve the institution's image and loyalty



As you can see, a penetration test is a proactive effort of **protecting our network and institution from risks before attacks or security breaches occur.**

HR Applicant Tracking – People Admin SSO

Expected Completion Date: **COMPLETED**

IT will be working with Human Resources to implement PeopleAdmin. This Applicant Tracking is higher education's leading talent management solution with powerful reporting capabilities and unrivaled support for sophisticated academic processes, **so recruiting and hiring workflows move swiftly** ... yet still provides our human resources department with complete oversight. This software will automate talent management activities to simplify hiring and increase efficiency.



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Technology Initiatives at a Glance

As of June 2023

