The ITC gathered a list of IT projects and pain points from across the system. Each was categorized into large “buckets” for grouping purposes.

Change Management

(oo) Communication (BB) (MM)
(g)) diisconnects between SW OIT, campus IT and campus end user
(n) Blackboard sucks (s)(z)

ERP

- Banner Integrations
- PageUp (J)
- CRM (K)
- Banner Mods (M)
- Banner Gov., work backlog, access and cost
- Banner 9 Upgrade
- (cc) Banner inflexibility
- (NN) Include IR as stakeholder

Self-Service

- Workflow automations
- Read access to institutional data (GG)

Instructional Technology

- Classroom technology
- PC Refresh
- Wifi too weak in classrooms (I)
- Unreliable A/V Equipment
- (P) Classrooms not equipt for 21st century
- Base level of tech in classroom

Principles

- All-in, one approach vs _____
- Align business fisrt, then technology
- Employee role provisioning , automated, job role based
- Onboarding
- Security classes
- Data access

Bandwidth

- Satellite vs Terrestrial
- Wifi saturation (local)
- Quality of service to Community campuses

Software Licensing

- Adobe (Q)
- Blackboard
- Micromanagement and limitations of program (e.g. Endnote, SigmaPlot, etc) availability

IT Support Staffing

- Declining IT Helpdesk Resources
- Service Response Time/ reliability
- OnSite IT support limiited – Community Campuses

Data Access

- Guidance/policy
- Roles (II)
- (GG) Read Access to Institutional Data
- (HH) Write Access to Institutional Data
- Automations
- Include IR As Stakeholder (NN)

Policy

- Lack of policy guidance framework
- (LL) Establish IT policy and administrative and operational standards