Date: June 3, 2002

To: IRMPPC

From: AACC

RE: AACC Goals for 2002-2003

Attached you will find the results of the 2001-2002 AACC Sweep Survey. This survey was conducted for the purpose of establishing the AACC priorities for the upcoming 2002-2003 academic year.

Each respondent was asked to identify the business goals which represent the driving force behind their technological needs. They were then asked to list the specific projects which will require the support of ITS and endorsement of the AACC in order for them to meet those business goals. Finally, they were requested to provide input to ITS on how it might improve its effectiveness in the development, delivery and support of the electronic processing needs of the units.

The survey instrument was presented in draft form to the AACC membership, and they were asked to provide input on possible modifications. A final draft was then presented to the membership prior to actual distribution. The survey was distributed via e-mail along with a cover letter encouraging membership to seek input from all the administrative units which they represent.

The final results of the survey were combined and presented to the membership and other interested parties in an open ended meeting, allowing individuals the opportunity to ask questions or elaborate on their answers.

While feedback from the survey included many user requests for specific systems or modifications to existing systems, it was evident that a major underlying issue that needed to be addressed was enhancements to the current administrative systems infrastructure. Strong sentiment was expressed for a well thought out and supported campus technology infrastructure that could respond to both the current and future needs of the users. While individual project requests would be of great assistance in meeting an office’s goals and support its ongoing business practices, it was felt that each project request should be viewed within the broader context of a stable campus infrastructure environment.

Other issues brought forward included the need for continued growth in the efforts to improve communication between ITS staff and end users on all projects. Significant interest was placed in getting end users involved as early as possible in the life of the all administrative projects.
Secondly, they wanted AACC and ITS to place a greater focus on the completion of a limited number of projects versus attempting to complete more projects than current resources could realistically support.

And thirdly, they wanted a set metrics to be developed and communicated that display the success of ITS in meeting its specified goals for the year.

Recognizing the resource limitations that the campus faces, it is obvious that ITS and the users must avoid embarking on projects of limited applicability, or ones for which the current infrastructure cannot provide adequate support. Ensuring the development of a sound base on which to build, the AACC envisions a technological environment that not only can support individual projects, but also can provide the opportunity for increased collaboration within and among the units in the development of projects. System migration, central server support, improved data and voice networking, Oracle database development, middleware with centralized authentication, the campus portal, robust phone and voice mail systems, strong security and virus control, and storage and bandwidth all represent critical infrastructure needs of the campus and have direct impact on the development of any individual project. Through the proper leveraging of these infrastructure components, broader efficiencies can be attained at a campus-wide level.

While all individual projects cannot be placed on hold pending the completion of the entire infrastructure, each project can be reviewed within the framework of the development of the infrastructure. This will require a clear understanding of the timeframe and the order in which the enhancements to the campus infrastructure will be made and ongoing communication of those issues to all impacted users and the membership of the AACC.

The attached “AACC Priorities 2002-2003 – Preparing for the Future,” is presented in two parts, primary priorities and secondary priorities. Primary priorities represent the issues of infrastructure, which AACC feel need to be addressed in some form. The secondary priorities represent individual projects that will need to be addressed within the context of the infrastructure issues. Each secondary priority has been identified in terms of its respective dependency on a corresponding infrastructure priority or priorities under the heading, “Related Primary Priorities.” The key ITS contact person is also listed for each secondary priority to increase committee and user awareness of ITS organizational structure.

Neither the primary nor the secondary points are listed in any specific priority order. Until a clearer picture of the institution’s upcoming budget constraints is available, it would be better to postpone any prioritization at this time. The AACC is currently planning to convene sometime in September to establish priorities within the context of the budget. Once those priorities have been established they will be forwarded to the IRMPPC.

It should also be noted that secondary priorities do not represent all of the projects requested by the AACC membership, but instead represent those projects for which more
then one request was received. During the coming year additional priorities may be brought forward by AACC from the survey responses and/or additional input from the membership. It is anticipated that all new projects will be reviewed in terms of the budget constraints, their need to meet required institutional reporting and/or processing requirements, their breadth of applicability, their support of institutional mission, and their respective dependency upon the development of a specific infrastructure component.

It is understood that these priorities should serve as a set of guidelines for the deliberations of the AACC in the coming year and not as an all inclusive list.

Respectively Submitted,

John E. Anderson
Chair, AACC