

AQIP Action Project Concluding Report Questions

What is the primary reason for closing this project?

The reason for closing the project is that all major project goals have been completed. Namely:

1. Updates to networking, compute, storage, telephony, physical and network security, and data loss protection. [All hardware and related software systems updated to latest technology.]
2. Total virtualization of the compute and storage infrastructure to facilitate higher access by remote users, disaster recovery, and business continuity.
3. Major deliverable milestones were tracked on a project schedule that will be mapped to groups of project requirements.
4. Project requirements and deliverables were captured in a requirements and traceability matrix that lists and categorizes project requirements on a per technology basis, maps those requirements to vendor work product deliverables, which then maps each work product to specific validation activities for complete requirement traceability.
5. Milestone deliverables containing groups of requirements were captured on milestone checklists that will be signed off by subject matter experts, the CIO, and vendor representatives, which then tie vendor to payment schedules.

What aspects of this project would you categorize as successful?

Schoolcraft College's "Information Technology Infrastructure Modernization and Information Security Upgrade Project" succeeded to improve system reliability, user-friendliness and security.

From a reliability standpoint, we have completed the planned major enterprise projects that have completely replaced and upgraded the entire campus networking, compute (server), storage, telephony infrastructure. As well as, completely virtualizing the entire server infrastructure and are about 70% complete in deploying a virtual desktop strategy across all campuses.

In the user-friendly category, we have implemented the new Ellucian® Self-Service ERP user interface upgrade, including Student Self-Service Finance, Student Self-Service Financial Aid, as well as improvements to the Mobile application for students and further progress on migrating the Colleague™ ERP to SQL. A new CRM called Ellucian® Colleague™ Recruit™ for improved prospective student communication and involvement, and a greatly improved online application for admissions has been deployed.

Significant improvements to security have been deployed through a better password policy as part of the Virtual Desktop project. The password initiative also includes the LastPass™ enterprise password management system, for better student/faculty/staff acceptance as well. Improvements to automated server and PC (physical and virtual) OS version and patch management bolster overall IT security. Also, upgrades and optimization to the hardware and software systems have continued for:

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By

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- We have upgraded our “redundant” campus networking carrier services (AT&T & XO) from 1Gbps to 10Gbps, while also deploying full DDOS mitigation from AT&T for both carriers
- The server architecture virtualized with VMware® enterprise tools with the Turbonomic® virtual resource management and optimization system
- Virtual desktops via the VMware® Horizon Suite
- The Cisco Unified Communication Voice over Internet Protocol (VoIP) telecommunication technology
- Trend Micro® AntiVirus for virtual systems
- Cisco® ISE (Identity Services Management)
- Cisco® SourceFire™ Intrusion Detection
- LogRhythm® Security Information and Event Management (SIEM) System
- Forcepoint® Data Loss Prevention (DLP) System
- BlueCat® IPAM (IP Administration and Management)
- Qualys® Network Penetration Testing Technologies
- The SolarWinds® Monitoring and Performance Analysis System

All in all, the project(s) deployed a large number of improvements that relate to strategic objectives for the college.

What aspects of this project would you categorize as less than successful?

Embedded in the Virtualization Project was the intent to replace the 2500 physical desktops with a centralized Virtual Desktop strategy. Although significant progress has been accomplished, we have only deployed approximately 70% of the intended virtual desktops. This was due to technological, as well as cultural challenges. We believe we will be fully deployed in 2018.