

**INFORMATION RESOURCES  
STRATEGIC PLAN  
2003-2007**

**LAMAR STATE COLLEGE - ORANGE  
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ORANGE, TEXAS 77630**

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## **Information Resources Strategic Plan 2003-07**

### **INTRODUCTION**

The Lamar State College - Orange Information Resources Strategic Plan of 2003-2007 addresses how information resources will be used to support the academic and administrative services of the educational institution. All elements of information resources planning are included in this plan. This report is also synchronized with local planning and budgetary processes and procedures required by the Southern Association of Colleges and Schools.

Lamar State College - Orange is a two-year, lower division institution, directed by the Texas Legislature to provide postsecondary education and training to residents of Orange County, Texas and surrounding counties in Southeast Texas. The institution also provides educational opportunities to residents of neighboring parishes in Louisiana.

Information Resources is committed to providing students, faculty, and staff with the necessary computer and telecommunications support to help Lamar State College - Orange achieve its mission. The institution will continue to upgrade its computer and telecommunications facilities to support a broad base need for administrative and academic support for students, human resources, and financial areas.

This commitment includes the constant monitoring of technological advances, the frequent upgrading of facilities, and the continual training and technical development of staff. Lamar State College - Orange, through the development of this document, has designed a plan for cost effective management and use of its information processing resources. The goals and strategies outlined in the plan define actions that Lamar State College - Orange must employ to utilize current technological trends. Through proper planning, Lamar State College - Orange will fully realize the strategic benefits derived from Information Resources in order to achieve the critical mission of providing support services to an Institution of Higher Education.

The following Information Resources Strategic plan has been created following the guidelines published in the state document titled: Agency Strategic Plan Instructions.

# 1. Goals, Objectives, Strategies and Programs

<p><b>IR Goal 1</b></p> <p>Provide a secure, reliable, and high-quality computing and telecommunications environment that coordinates Information Resources with educational curriculum and administrative system requirements.</p>	
<p><u>Supporting Goals</u></p> <p>State Strategic Plan            Goal 2 - State government will enhance agencies' performance of their mandates and missions through the appropriate use of information resources.            Goal 3 - State government will ensure the privacy, security, integrity, and relevance of its data.</p> <p>LSCO Agency Goals            Goal 1 - curricula and programs that are responsive to student and community needs.            Goal 2 - A faculty and staff committed to excellence, professional growth, campus service, and community involvement.            Goal 5 - Facilities and equipment that promote the attainment of educational goals.</p>	<p><u>Objective</u>            A secure and reliable LAN/WAN environment for LSCO.</p> <p><u>Strategies</u></p> <ul style="list-style-type: none"> <li>• Evaluate administrative software products for possible conversion.</li> <li>• Implement firewall at perimeter of network.</li> <li>• Implement the LSCO network plan, through the expansion of network connectivity to all requested offices, classrooms, and labs on campus.</li> <li>• Creation of campus television delivery system for delivery of satellite programming.</li> <li>• Attain block of IP ranges from THENet, specifically for LSCO.</li> <li>• Attach directly to THENet POP at Lamar University.</li> </ul> <p><u>Objective</u>            Student labs contain a level of technology that allows for real-world teaching.</p> <p><u>Strategies</u></p> <ul style="list-style-type: none"> <li>• Maintain a technology replacement/upgrade plan for student labs and student accessed network devices.</li> <li>• Evaluate student surveys for input by students regarding lab enhancements.</li> <li>• Develop lab accounts on network for student use of server resources.</li> </ul> <p><u>Objective</u>            Provide expanded information access through the use of existing information resources.</p> <p><u>Strategies</u></p> <ul style="list-style-type: none"> <li>• Promote use of campus-wide email for efficient campus and community electronic communications.</li> <li>• Implement use of Library software to track student use of various services on campus.</li> <li>• Promote use of CD-ROM servers to allow for multiple user access of sharable CD resources.</li> <li>• Continued development of Distance Education</li> </ul>

	initiatives using WebCT and telecourse technologies.
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**IR Goal 2**

Provide support services that promote the effective use of information, computing and telecommunication resources at Lamar State College - Orange.

Supporting Goals

State Strategic Plan

Goal 1 - State government will leverage information resources to deliver services to citizens irrespective of government boundaries.  
 Goal 2 - State government will enhance agencies' performance of their mandates and missions through the appropriate use of information resources.

LSCO Agency Goals

Goal 2 - A faculty and staff committed to excellence, professional growth, campus service, and community involvement.  
 Goal 4 - Administrative, instructional and student support services that facilitate the attainment of educational goals and encourage the efficient use of institutional resources.

Objective

Operational plans, policies and procedures that provide for the continual improvement to information resource support services.

Strategies

- Train staff on customer handling and service techniques.
- Review current policies from a customer perspective and rewrite policies if and when appropriate. New policies are drafted when necessary.
- Continue to provide security awareness in training courses and newsletter articles.
- Assist departments with planning and evaluation of their information resource needs.
- Provide microcomputer computer software, hardware installation and maintenance.
- Promote site licenses and bulk purchasing of computer hardware and software.
- Evaluate opportunities to facilitate the faculty's use of technology in their teaching mission.
- Conduct periodic user surveys concerning user needs and satisfaction with services.

Objective

Promote use of electronic information formats and the effective use of emerging technologies to reduce reliance on paper documents and reports.

Strategies

- Reduce paper consumption and facilitate record retention requirements by evaluating the use of CD-ROM for report output.
- Facilitate record retention requirements by continuing to expand and evaluate documentation imaging projects.
- Utilize WWW as a tool for dissemination of information to both internal and external customers.

### **IR Goal 3**

Leadership and management for LSCO=s Information Resources which result in operational efficiency and effectiveness.

#### Supporting Goals

##### State Strategic Plan

Goal 2 - State government will enhance agencies' performance of their mandates and missions through the appropriate use of information resources.

Goal 3 - State government will ensure the privacy, security, integrity, and relevance of its data.

##### LSCO Agency Goals

Goal 2 - A faculty and staff committed to excellence, professional growth, campus service, and community involvement.

Goal 4 - Administrative, instructional and student support services that facilitate the attainment of educational goals and encourage the efficient use of institutional resources.

#### Objective

A professional technology support staff with the credentials and professional experience to support the computing, telecommunications and software support and development.

#### Strategies

- Encourage staff to further their education.
- Arrange workload to provide release time for each employee to enroll in one course offered on any Lamar campus during each long semester.
- Maintain membership in regional, state and national organizations of computing and telecommunications.
- Encourage staff members to attend meetings, present papers and publish research and innovative implementation techniques.
- Utilize training provided by Lamar University in the use and functionality of the SCT IA/PLUS application software.
- Utilize training provided by Lamar University that relates to the software packages such as the Office products in use by the departments.

## 2(a). Agency Database(s)

Lamar State College - Orange maintains three mainframe administrative databases. All of the administrative databases reside on a Digital computer based at Lamar University. Individual departments, faculty and staff may maintain data files generated under various application software packages.

Application Name:	Finance Records System
Software:	SCT
Hardware:	DEC 7620
Location:	Computer Center - Lamar University
Batch/On-line Status:	On-line update/inquiry
Estimated physical storage requirements:	4 Gigabytes
Application Description:	Records financial transactions on state and local vouchers, cash receipts, journal entries, checks, and credit memos. Maintains data on requisitions, purchase orders, invoices, and receiving. Budget preparation data - contract detail and departmental summary budget items.
GIS	Not applicable to LSCO
Sharing:	USAS - Unified State-Wide Accounting System
Future:	Implementation of most recent version as provided by SCT corporation and Texas Connection Consortium.
Application Name:	Human Resource System
Software:	SCT
Hardware:	DEC 7620
Location:	Computer Center - Lamar University
Batch/On-line Status:	On-line update/inquiry
Estimated physical storage requirements:	2 Gigabyte
Application Description:	Employee information in the areas of demographic data, education degrees and certificates, job contracts, benefits and payroll deduction data. Records each payment transaction. Current year budget salary encumbrance data - position control and departmental summary budget items.
GIS	Not applicable to LSCO
Sharing:	HRIS - Human Resource Information System USAS - Unified State-Wide Accounting System ERS - Employees Retirement System
Future:	Implementation of most recent version as provided by SCT corporation and Texas Connection Consortium.

Application Name: Student Information System  
Software: SCT  
Hardware: DEC 7620  
Location: Computer Center - Lamar University  
Batch/On-line Status: On-line update/inquiry  
Estimated physical storage requirements: 7 Gigabytes  
Application Description: Data to track recruitment of potential students, student applications, acceptance status, and new student orientation data. Information on currently enrolled students including demographic data, course enrollment, course catalog, and schedule data; registration data including added/dropped/withdrawn course(s); student Record information for previous semesters including student enrollment, course catalog and schedule data. Financial Aid award and disbursement data.  
GIS: Not applicable to LSCO  
Sharing: Coordinating Board  
Future: Implementation of most recent version as provided by SCT corporation and Texas Connection Consortium.

Application Name: Library Management  
Software: DataResearch  
Hardware: DEC 2100 Open/VMS  
Location: Computer Center, Lamar University  
Batch/Online: Online  
Application Description: MARC database for cataloging with modules for Circulation, serials and acquisitions with gateway access to INTERNET resources.  
GIS: Not applicable to LSCO  
Sharing: TEXSHARE

## 2(b). Agency Application(s)

Application Name: Financial Records System  
Application Description: Agency financial system including Accounts Payable, Financial Accounting, Budget Development, and Purchasing.  
Database System: RMS  
Language: Cobol 74 and FOCUS  
Sharing: USAS  
Future: Implementation of most recent version as provided by SCT corporation and Texas Connection Consortium.

Application Name: Human Resource System  
Application Description: Agency Human Resource System including applicant tracking, employee demographic data, job contracts, benefits, position control and payroll generation.  
Database System: RMS  
Language: Cobol 74 and FOCUS  
Sharing: HRIS - Human Resource Information System  
USAS - Unified State-Wide Accounting System  
ERS - Employees Retirement System  
Future: Implementation of most recent version as provided by SCT corporation and Texas Connection Consortium.

Application Name: Student Information System  
Application Description: Agency student system including Admissions, Students Records, Billing/Receivables, and Financial Aid Management.  
Language: Cobol 74 and FOCUS  
Sharing: Coordinating Board  
Future: Implementation of most recent version as provided by SCT corporation and Texas Connection Consortium.



### **3. Information Resources Management Organizations, Policies, and Practices**

#### **Priorities**

The LSCO Executive Officers establish priorities for the allocation of information technology resources. This committee is comprised of the President, Vice President for Academic Affairs, Vice President of Finance and Operations and Vice President of Student Services and Auxiliary Enterprises. The committee's decisions are based on the recommendations of the Coordinator of Information Resources and the Administrative and Academic Department Directors. The Coordinator of Information Resources ensures that all recommendations are consistent with the overall information resources strategy.

#### **Planning**

Projects involving acquisition or development of technology are initiated at the user level, either as a result of a needs assessment or through the work of an assigned ad-hoc committee. The priorities for all projects are set by the Executive Officers, either through the budget process, through Strategic Initiatives, or through recommendations of committees. When forming decisions affecting the overall design of information technologies or systems for the campus, the advice of the Coordinator of Information Resources is sought.

#### **Quality Assurance Practice(s)**

For major information resources related projects a team is assembled from the Information Resources departments and functional departments across all campuses involved. This team is charged with defining the project plan. This plan includes project scope, risk factors, implementation time line, and testing.

For information resources projects that are internal to LSCO the same process is followed with the exception of the team members. The team members are employees of the LSCO campus only. If the project involves the implementation of an automated process that either Lamar State College - Port Arthur or Lamar University have implemented then their experiences will also be part of the project plan (lessons learned). One of the determining factors around which product to purchase/implement is what product has Lamar University implemented for the same process. This philosophy is based upon the idea that since LSCO's Administrative software/hardware resides at Lamar University, the interfaces between products are developed only once.

#### **Personal Computer Replacement Schedule**

The LSCO personal computer (PC) replacement schedule is derived from the assessed need to keep student microcomputer labs replaced within a three (3) year cycle. This allows for application software programs to be upgraded as recommended by the Program Advisory Committee. The Program Advisory Committee is composed of

industry leaders from within the Greater Orange area. The PC's removed from the software application labs are then cascaded into the PC repair labs, operating system labs, or placed within faculty/staff offices. PC's in the LSCO environment are retained for up to five (5) years prior to disposal.

### **Procurement**

DIR Lease vs. Purchase document indicates that when equipment is used for a longer period than the industry life cycle period, it is usually more effective to purchase rather than lease. See personal computer replacement cycle for standard life of personal computer.

### **Disaster Recovery**

LSCO has a Disaster Recovery/Business Continuity plan for critical departments. This plan is reviewed and updated by each mission critical department. The administrative software and databases reside at Lamar University, the security and recovery plan for administrative information is maintained by that campus.

Localized data stored on the NT servers residing at LSCO have a scheduled back up and restore procedure.

The West Texas Disaster Recovery and Operations Center is currently not under contract to LSCO for any services.

### **Data Center Operations**

The following information provides a general description of the data center operations that Lamar University in Beaumont Texas provides for Lamar State College - Orange. Refer to Lamar University plans for migration to the WTDROC for disaster recovery operations. The mainframe hardware and SCT software licenses were bought when the Lamar State College - Orange was a component of the Lamar University System.

The Lamar State College - Orange campus has connectivity to the Lamar University campus via T1 data and voice circuits. At present, the administrative computing resources, located at Lamar University, consist of a DEC 7620 Alpha central processor running Open VMS with 1.5 BG of main working storage, 61 GB of disk storage, capable of driving over 600 devices over the University's backbone network which connects the four campuses. The DEC 7620 operated through the VAX Cluster Console using VAX Application Control and Management System, to run application written in COBOL, FOCUS, and C++ languages. The system also offers software package applications such as E-MAIL, DEC Common Data Dictionary/VMS Plus, DEC Forms/VMS, DEC Software Engineering Tools, and RAXCO CONTROL. This computer is presently running System Computer Technology (SCT) software Financial Records System (FRS), the Student Records System (SIS), and the Human Resources System (HRS).

This dedicated T1 data connectivity also provides access to the Library catalog system residing at Lamar University. The Library's DEC 2100 runs Open VMS with 256 MB memory, and 16 GB disk storage. The Library computer runs the DRA library software package, and related add on packages.

The WAN connectivity is established via the dedicated T1 data connection and 3COM Netbuilder IIsi routers located on either end. Attachment of peripheral workstations is accomplished using 100Mbs Ethernet, 10BaseT Ethernet, terminal servers, or dialup lines.

The academic, administrative and instructional workstations located at LSCO are locally networked using Microsoft NT. The institution has twelve (12) microcomputer laboratories that are attached to this LAN.

## Standards

TAC codes for Information Resources - To comply with requirements within the TAC codes the following documents, policies, and/or procedures have been created, are reviewed, and are in effect:

Information Resources Security Manual

Institutional Policies and Procedures Manual for Information Resources

Hardware/Software Purchase Policy and Routing Document

Information Resource Use Policy

Administrative Computer Account Access Form

Interagency Contract with Lamar University for Information Resources Technologies

Building and Campus Wiring Recommendations - Wiring that is added to existing buildings or the wiring planned in new buildings are required to meet the applicable standards. Wiring requirements are reviewed and the appropriate drops and access points are determined.

IP Address Assignment - LSCO currently uses a sub-netted portion of the Lamar University Class B IP range. LSCO is currently in communication with THENet to receive a block of IP ranges specifically for LSCO. LSCO should move to its own block of IP ranges within the next 6 months. The recommendations regarding the assignment of IP ranges will be reviewed and implemented at that time.

Personal Use of E-Mail & Internet Services - The LSCO Employee handbook has an Information Resource Use Policy. This policy has been derived from the policies of similar institutions and public vendors. The policy contains language referring to the correct use of email, Internet services, personal computers, copyright, licensing and other information resources.

Video Conferencing Standards - LSCO has not purchased video conferencing equipment. All equipment currently in use was donated or on loan. At such time that LSCO intends to purchase such equipment the standards current at that time will be referenced.

Sale or Transfer of Computers and Software - LSCO has a procedure that prior to disposal, all information technology related equipment is reviewed by computer center personnel. This procedure involves the evaluation of equipment for use in another area of the institution. If equipment is determined to be obsolete the appropriate steps are followed to mitigate the liability to LSCO. Technology equipment that contains software and/or licensed materials is erased and formatted. The equipment is then forwarded to the Inventory Control department for removal from inventory and disposal.

Internet Domain Names for Government Entities in Texas - LSCO has registered the LSCO.EDU domain based on rules promulgated by EDUCAUSE.

Directory and Locator Services - The current products used are LDAP compliant. Any product reviewed for these services would also have to meet the requirement of being compliant.

The Year 2000 - Project complete. The information collected has become part of disaster/recovery and business continuity planning.

Personal Naming Convention - E-mail names are derived from the given name and surname of agency employees. The format used by LSCO for all employees is given.surname@lSCO.edu.

World Wide Web Design and Coding Guidelines - The LSCO home page is currently being redesigned. The redesign of web page will adhere to the guidelines as specified.

E-Mail and Document Interchange Guidelines - All documents verified will be published to LSCO web site during the redesign of the home page. The home page will be updated with additional documents as they are found.

Digital Signatures and Certificate Authority Guidelines - LSCO currently has no plans for the use of digital signatures. The guidelines will be referenced at such time that digital signatures become part of the LSCO business practice.

Addressing the Problems of Unsolicited Bulk E-Mail (UBE)/"SPAM" - Acceptable and unacceptable use of e-mail services are part of the Information Resource Use Policy. LSCO maintains a Microsoft exchange server for business related email and the server is not configured as an open relay server.