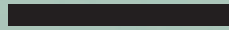


2014
—
2015

IRM



INFORMATION RESOURCES
MANAGEMENT



MISSION

Information Resources Management (IRM) is dedicated to the integration of appropriate technology to support student success, empower faculty, and enhance staff abilities in achieving the mission, core values, and strategic directions of the College. IRM provides technology that supports student success by offering solutions that meet the evolving technology demands of our students and faculty. We collaborate with our institutional partners to address emerging student needs.

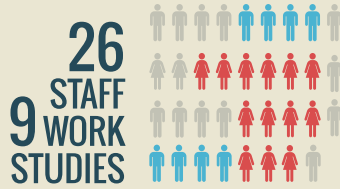
VISION

Information Resources Management will provide the highest level of customer service, technology support, and leadership to meet the learning needs of the students and workforce community in alignment with Aims Community College's mission and strategic goals set forth by the Board of Directors.

VALUES

- Communication
- Safety
- Respect
- Professionalism
- Trust

FAST FACTS



SERVING
14,000



Satisfaction
level on
tickets



HELP DESK

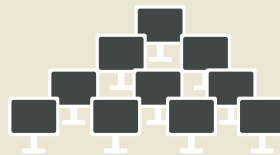
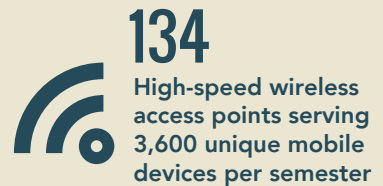


*9,234 CALLS PER YEAR
36 CALLS PER DAY

MAIN SWITCHBOARD



72,512 CALLS PER YEAR
279 CALLS PER DAY



LABS

GREELEY :: **58**

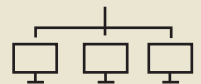
FORT LUPTON :: **7**

LOVELAND :: **6**

WINDSOR :: **3**

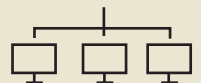
NUMBER MACHINES SUPPORTED

1,200



STAFF SIDE
Windows + Macs

2,200



STUDENT SIDE
Windows + Macs

*Doesn't include mobile
devices on our network*

* DOES NOT INCLUDE SERVICE TICKETS

- ETS | Enterprise Technical Services**
Enterprise applications
 Help Desk Call Center
 Banner
 Argos
 Gmail and Google Apps
 Degree Works
 Recruiter
 Starfish
 Luminis 5 (myAims)
 Desire2Learn
 Maxient
 Banner Data Defense
 ODS/EDW
 New Student Orientation
 Mobile App
 Uversity Facebook app
 Rave
 Alertus
 Accuplacer
 Financial Aid queuing system
 AcademicWorks

- NSS | Network Security Services**
Network support and infrastructure
 Network infrastructure
 Internet
 Wired
 Wireless
 Active Directory
 File shares
 Mobile device management
 Group policy
 OS Patching
 Server maintenance
 Remote access
 Network security

- TSS | Technical Support Services**
 Desktop technicians
 Technical support
 Media services
 SMART classroom

- TELE COM | Technology procurement and phone support**
 Phones
 Voicemail
 Call reporting
 Technology procurement

IRM MID-TERM GOAL PROJECT BUDGET

DEPARTMENT ANNUAL OPERATING BUDGET

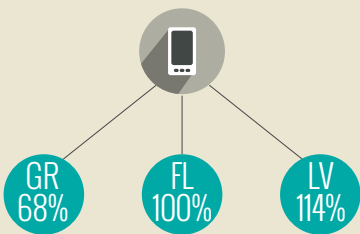
Long-term Goal 1: Prepare Aims for the learning needs of current & future students.

Mid-term Goal 4: Implement a reliable digital infrastructure (100%) within 3 years.

BUDGET

Year 1	Year 2	Year 3
\$578,000	\$340,000	\$580,000

Highlight: Activity to "Increase mobile technology access to BYOD students for our Greeley, Fort Lupton, and Loveland campus." We increased the devices available for checkout by:



Highlight: Activity to "Increase phone system on Greeley campus" by replacing 100% of phones in College Center, Ed Beaty, Farmhouse, Allied Health.

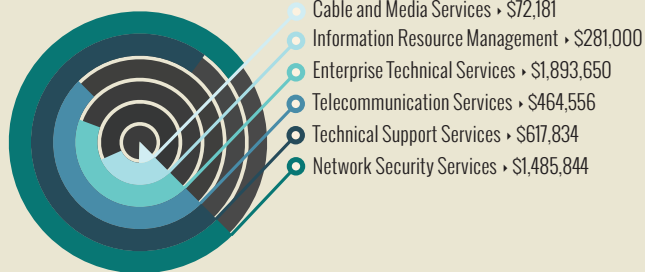
Highlight: Activity to "Increase wireless infrastructure on Greeley, Fort Lupton and Loveland campuses."

Increased by:

- 30% in College Center, Horizon Hall & Westview
- 100% at Loveland campus
- 30% at Fort Lupton campus

Total annual operating budget\$4,815,065

***Does not include mid-term goals project budgets listed at left*



IRM Annual Operating Budget increase

IRM Operating budget change from FY15 to FY16

Overall	10%
Cable & Media	-1%
IRM	1%
Enterprise Technology Services	18%
Telecommunications.....	9%
Technical Support.....	1%
Network Security Services.....	5%

***Does not include special project or mid-term goal money*

Budget increase explained

The IRM 15/16 FY budget is projected to increase by 10% overall. The largest contributing factor is the Enterprise Technology Services (ETS) budget. ETS is projected to increase by 18% due to new client software purchases as well as the transfer of license maintenance from client budgets to ETS.



New Data Center

Aims IT is building a new data center at the Windsor campus. This new co-location facility will be used for disaster recovery. This also allows us to run production at both sites. The data center will be live in December 2015.

Early College Academy

Aims has developed two Early College Academies. Partnering with District 6 in Greeley and Windsor Charter. IT partnered with D6 for the 1:1 initiative, providing one mobile device for every student. Aims IT also worked to have all of the technology installed in the Greeley classrooms.

Internal advancement

At Aims IT we believe in innovative career development and promoting from within. Not always taking the standard route, we believe in hiring from within and developing our people. We have hired former staff executives and techs and converted them into programmers and business analysts, and developed a programmer into a database administrator. Even our CIO, Bill Waggoner, started at Aims as a lab technician.

We also work hard to cultivate our work study program and have hired multiple work studies to become techs.

LEADER IN IT

HIGHER EDUCATION

BANNER XE LEADER

- ▶ Aims is an early adopter of the Banner XE modules released by Ellucian.
- ▶ One of only a handful of colleges that have been actively pioneering this new technology. With 9 XE modules live, we have one of the broadest XE deployments.

BDD LEADER

- ▶ Aims was the second school and first community college to implement Banner Data Defense transparent data encryption, which encrypts all data within the Banner database.

MOBILE DEVICE MANAGEMENT MDM/JSS LEADER

- ▶ Aims is the only college in Colorado that has a fully implemented DEP configured mobile device management system.

VIRTUAL DESKTOP INFRASTRUCTURE

- ▶ Aims is a leader among Colorado higher education institutions in adopting Virtual Desktop Infrastructure (VDI).
- ▶ IRM has deployed approximately 600 virtual desktop machines found at all campuses in both kiosk stations and classrooms.

LUMINIS 5 LEADER

- ▶ Aims was in the first wave of schools to go live with Luminis 5 and we still provide guidance and insight to other schools going through the conversion.

Org Chart

www.aims.edu/internal/departments/HR/org-charts/pdfs/president.pdf

IRM event calendar

irm.events@aims.edu

CONTACT

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