

2024 - 2026 IT Strategic Plan

Agency: 948 Southwest Virginia Higher Education Center (SWHEC)

Date: 6/12/2024

Current IT State

In this section, describe the high-level strategy the agency will use to manage existing operational IT investments over the next year to 5 years. This section should align with identified Business Requirements for Existing Technology (BReTs). At minimum, please address the following questions in your description of your agency's strategy for managing existing operational IT investments:

Are there existing IT investments that will require additional funding over the next year to 5 years, such as license renewals, re-competition of current IT contracts, or system enhancements required by the Agency Strategic Plan?

If there are systems that will no longer support the agency's business needs, either through poor performance or excessive cost, how does IT leadership in the agency plan to address the issues?

If the agency does not have the staff or funding to meet increasing demand for IT services, how will IT leadership fulfill the requests?

The mission of the Southwest Virginia Higher Education Center (SWVHEC) is to strengthen the regional economy of southwest Virginia by preparing its citizens for jobs of the 21st Century. Over 120 undergraduate, graduate, and credit certificate programs are provided at the Center by 10 colleges and universities. Greater than 75% of courses are delivered through various distance learning technologies. Primary methods of delivery are videoconferencing, online instruction, and in-class instruction. The Center's IT staff provides comprehensive support to all faculty and students. Since 1998, thousands of classes have been delivered via technology with minimal loss of interrupted instructional time.

In addition to its academic mission, the Southwest Virginia Higher Education Center strengthens the economy of the region by providing a technology enhanced facility for conferences, trade shows, and numerous other special events. The economic impact of over 700 events annually has boosted revenues significantly in local hotels, restaurants, the Barter Theatre, and tourist attractions.

The Center's conference facilities are used daily by business and industry, government organizations, professional associations, and educational customers. Many of these events have technology needs ranging from A/V and computer equipment to videoconferencing and/or webcasting of multi-day conferences. Numerous regional firms rely on the Center's videoconferencing capabilities to transact business with clients across the state or around the globe. From legal depositions to international economic development, the Center has quickly become the "high-tech mecca" of southwest Virginia. To continue providing exceptional service to our partner institutions and professional clients requires sequential equipment and software upgrades coupled with a well-trained I.T. staff. Like hardware and software upgrades, our staff needs continuous training to stay current of technology innovations.

The Center possesses a high speed data network that is capable of video conferencing utilizing SIP devices, Zoom, Microsoft Teams, Google Meet, and Cisco Webex. A Cisco IP phone and voicemail system is in place throughout the building. The data network consists of firewalls, routers, switches, and a wireless access system for tenants and public access. A backup Internet connection is in place that provides some connectivity in the event the primary link fails.

Other software and services in place on the network include Microsoft Active Directory, DNS/DHCP services, web and database servers supporting external and internal applications, and a print server. SWHEC also utilizes an online reservation system for meetings and events, event registration system for participants, and an asset management system to track inventory. SWHEC utilizes Microsoft Office 365 for email services which ensures high

availability and access for emergency purposes.

Factors Impacting the Current IT

In this section, the agency will describe the changes in their business environment that will require or mandate changes to the agencies current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agencies customer base, product and service providers, or new federal or state legislation or regulations. The agency must identify the business value of the change, any important deadlines that must be met, and the consequences if the deadlines are not met. In your discussion, be sure to note whether the proposed enhancements are funded or not. If the agencies existing current IT investments will not need enhancement due to requirements or mandates from external sources in the foreseeable future, the agency should enter the following text rather than leave the Factors Impacting the Current IT section blank

For each mandated change, summarize your agencies response from your Agency Strategic Plan, and is it the opinion of agency IT leadership that the IT portion of the response is adequately funded?

Do the mandated changes effect IT in other Commonwealth agencies, or in other states? If so, how?

In order to keep on the cutting edge of technology, SWVHEC must ensure that its equipment is updated and usable. One of the assets of the SWVHEC is the Center's emphasis upon investments in Information Technology to provide for the latest use of technology in academic classes, professional development courses, and in conference services resources.

Classroom and meeting space technology, such as computers, digital media players, and overhead projection systems must be replaced.

To offer the latest in technology to partners, students, and clients the technology resources and needs of the Center must be updated. This will also help to minimize downtime and service disruptions.

Additional Information:

- * The SWVHEC manages its own IT environment and is not part of the IT Infrastructure Partnership.
- * The SWVHEC manages its security services through the policies and procedures of its contracted fiscal agent (University of Virginia).
- * The SWVHEC pays for its own Internet connection.
- * The SWVHEC utilizes cloud hosted services such as Microsoft Office 365 for email/productivity.

Proposed IT Solutions

In this section, describe the high-level strategy the agency will use to initiate new IT investments over the next year to 5 years in support of the agency strategic objectives documented in your Agency Strategic Plan. The agency does not need to consider specific technologies at this time, however, the strategy should identify how the IT implementation will provide business value to the organization. This section should align with identified Business Requirements for New Technology (BRnTs). At minimum, please address the following questions in your description of your agency's strategy for initiating new IT investments:

What are the most important solutions, based on the priority assigned to the requirements by the business sponsors in your agency, and what is the approach to achieving these priority solutions?

If any new IT initiatives will be started in the upcoming budget biennium, is it the opinion of agency IT leadership that it is adequately funded?

Does the agency's current IT staff have the appropriate skill set needed to support future agency technologies? If not, what skill sets need to be acquired?

If the agency will be engaged in multiple new IT initiatives, how will agency IT staff and agency subject matter experts be used across the initiatives?

Information Technology investments will need to be adequate to make sure that the SWVHEC offers the latest in technology to partners, students, and clients. This will also help to minimize downtime and service disruptions. Current operational investments will be maintained.

The SWVHEC will focus upon any needed technology enhancements that will keep the SWHEC at the forefront of higher education and meeting services. Significant investments will be made in core network infrastructure (switches, servers, network equipment).

IT Strategic Plan Budget Tables

Agency:	948 Southwest Virginia Higher Education Center (SWHEC)			
Date:	6/12/2024			
Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees	\$12,303.01		\$12,672.10	
VITA Infrastructure Changes				
Estimated VITA Infrastructure	\$12,303.01	\$0.00	\$12,672.10	\$0.00
Specialized Infrastructure	\$300,000.00	\$80,111.00	\$300,000.00	\$80,111.00
Agency IT Staff	\$387,660.53		\$275,749.29	
Non-agency IT Staff				
Cloud Computing Service	\$15,000.00		\$15,000.00	
Other Application Costs	\$35,000.00		\$35,000.00	
Total:	\$749,963.54	\$80,111.00	\$638,421.39	\$80,111.00
Proposed IT Investments				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Major IT Projects:				
Non-Major IT Projects:				
Agency-Level IT Projects:	\$300,000.00	\$80,111.00	\$300,000.00	\$80,111.00
Major Stand Alone IT Procurements:				
Non-Major Stand Alone IT Procurements:				
Agency-Level Stand Alone IT Procurements:				
Procurement Adjustment:				
Total:	\$300,000.00	\$80,111.00	\$300,000.00	\$80,111.00
Projected Total IT Budget				

	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services	\$749,963.54	\$80,111.00	\$638,421.39	\$80,111.00
Proposed IT Investments	\$300,000.00	\$80,111.00	\$300,000.00	\$80,111.00
Total	\$1,049,963.54	\$160,222.00	\$938,421.39	\$160,222.00

Business Requirements For Technology

Agency:	948 Southwest Virginia Higher Education Center	
Date:	6/12/2024	
BReT SWHEC Infrastructure Upgrades		
BRT Type:	Business Requirement for Existing Technology	
Requested Start:		
Mandate:	No	
Mission Critical:	No	
Description:		
Ongoing upgrades to existing infrastructure.		
BRET Upgrade Facility Computing Equipment		
BRT Type:	Business Requirement for Existing Technology	
Requested Start:		
Mandate:	No	
Mission Critical:	No	
Description:		
<p>In order to keep on the cutting edge of technology, SWHEC must ensure that its equipment is updated and usable. One of the assets of the SWHEC is the Center's emphasis upon investments in Information Technology to provide for the latest use of technology in academic classes, professional development courses, and in conference services resources.</p> <p>Classroom and meeting space technology, such as computers, digital media players, and overhead projection systems must be replaced.</p> <p>To offer the latest in technology to partners, students, and clients the technology resources and needs of the Center must be updated. This will also help to minimize downtime and service disruptions.</p>		
SWHEC BRT - Security Audit & Security Risk mgmt		
BRT Type:	Business Requirement for Existing Technology	
Requested Start:	2/15/2024	
Mandate:	Yes	

Mission Critical:	Yes
Description:	
To address Info Security Risk and Audit compliance, the Southwest Virginia Higher Education Center will hire an employee, procure a contractor, or subscribe to the Commonwealth's Centralized Information Security Service and Centralized IT Audit Service.	
SWHEC SD-WAN Upgrade	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	3/1/2023
Mandate:	Yes
Mission Critical:	Yes
Description:	
<p>Configure existing routers to support SD-WAN capability across all agency locations. This approach prepares agency location(s) with the ability to add additional network capabilities (multiprotocol label switching (MPLS), broadband, wireless (i.e., Cradlepoint)) to take advantage of application -aware routing over private and public networks.</p> <p>Three step process:</p> <p>Remote internetwork operating system (IOS) software upgrade on the router.</p> <p>Remote SD-WAN deployment</p> <p>Circuit deployment as needed</p>	
SWHEC Website Modernization	
BRT Type:	Business Requirement for New Technology
Requested Start:	6/20/2023
Mandate:	No
Mission Critical:	Yes
Description:	
The primary objective of the COV Website Modernization and the CMS Virginia.gov projects are to ensure all state sites are on a single common platform and are following required VITA, COV and 508 standards	

Commonwealth Projects \geq \$250,000.00

There are no projects for this agency.

Commonwealth Procurements \geq \$250,000.00

There are no stand alone procurements for this agency.