



*Office of Technology Services
Communication Plan*

2005-2006

July 15, 2005



Document History

1. **Draft Document** – Review by Office of Technology Services staff , titled as “Office of Technology Services Communication Plan”

Assistant CIO Signature _____ Date _____

2. **Base Document** – Base document approved by President Spencer. Document posted on the SJC website and released to SJC-All on the same date.

President Signature _____ Date _____

3. **Approved Document** – Approved document shared with the SunGard Collegis Regional Manager.

RM Signature _____ Date _____

4. **Updated Document** – Approved document update by CIO and management team. The next update is scheduled for July 2006.

CIO Signature _____ Date _____



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Introduction

The purpose of this plan is threefold:

1. Foremost, the plan is a reference to guide the communications efforts of the Office of Technology Services (OTS). The plan defines the events that trigger communications, the topics that must be communicated, the audiences to whom communications are directed and the responsibilities of OTS staff in managing communications to the client community. The plan also identifies the timing of the particular type of communication and the percentage of the targeted audience that communication should hit to be viewed as successful.
2. Clients of OTS can refer to this plan to understand when and how OTS is responsible for communicating with them. In this way client expectations of OTS are matched to the requirements established by this document.
3. The administration has another tool to help in evaluating the performance of OTS.
4. The response times for unscheduled outages apply to normal College hours of operation. Other response times will vary depending on the day, date, time, and type of outage

This communications plan captures the requirements of the time it was created. As policies and practices of the institution change, so must the communications plan. The Office of Technology Services encourages feedback on this communications plan from faculty, students and staff, so that OTS can continuously improve its services and better meet customer expectations.

This Communications Plan is divided into different trigger events which are planned or unplanned occurrences that require some action or reaction by OTS. Each trigger event is subdivided into specific information topics that may be appropriate to that event. For each information topic, the plan identifies the audiences that must be communicated with, the method of communication that will be used to reach that audience and the timing requirements within which communications must be initiated. Finally, the plan identifies the parties responsible for each step in the communication process.

Beginning of Semester							
Trigger Event Detail	Audiences	Communication Method	Timing	Acceptable Percentage	Responsible Party	Implementation Steps	
<ul style="list-style-type: none"> • Login account • Email account • Off-campus file access • Wireless access • Wireless printing • Labs & software • Lab hours • Helpdesk hours 	Students	Student Technology Services Guide	Continuous Distribution at: <ul style="list-style-type: none"> • Registration • Labs • Student Activities 	90 % "outside of the 1 cr. Hr. students"	Asst. CIO	• Draft done by PC Services Coordinator	
					CIO	• Approve	
					PC Services Coordinator and PR	• Printing	
					PC Services Coordinator and VP-Students	• Distribute	
		SJC Portal.com	Continuous		90% of active viewers	Web Team	• Post
	Faculty	<ul style="list-style-type: none"> • Faculty/Staff User Manual • Faculty & Staff Tech. Services Guide • Mass Mailing 	Distribute at: <ul style="list-style-type: none"> • In-service (full-time) • Adjunct Orientation (part-time) 	100%	Asst. CIO	• Draft	
					CIO	• Approve	
					PC Services Coordinator and PR	• Printing	
PC Services Coordinator and HR					• Distribute by PC Services Coordinator & HR		
	Website	Continuous		90% of active viewers	Web Team	• Post	
Confirm Lab/Class setup	Faculty	Email	Week prior to the beginning of classes	100% of software requesters	Asst. CIO	(by PC Services) <ul style="list-style-type: none"> • Notified faculty of received requests • Load Software 	

Beginning of Semester						
Trigger Event Detail	Audiences	Communication Method	Timing	Acceptable Percentage	Responsible Party	Implementation Steps
						<ul style="list-style-type: none"> • Notify faculty of completion of their software request • Test and acceptance by faculty.
		Website	Continuous		Asst. CIO	<ul style="list-style-type: none"> • Web Services post for each Lab/Class • Maintenance by PC Services
OTS Newsletter	College community	Email	Monthly	100% of staff	Asst. CIO	• Draft
					CIO and PR Director	• Approve
					PR Director	• Developed • Distributed
		Website	Continuous	90% of active viewers	Web Team	• Posted



End of Semester						
Trigger Event Detail	Audiences	Communication Method	Timing	Acceptable Percentage	Responsible Party	Implementation Steps
Public Relations compiles next semester's class schedule (move to on-going)	Students	Class Schedule	60 days prior to the start of the fall, spring and summer terms	100% of students	Asst. CIO	Draft
					CIO	Approval
					Public Relations	Distribute
Confirm Lab/Class setup	Faculty Deans	Letter Email	One week before the end of the semester	100 % of full-time faculty and Deans	Asst. CIO and PC Services Coordinator	<ul style="list-style-type: none"> Develop/update a request form, letter and return envelopes Mailing labels from Admin system by ACIO Bulk mail to off-campus address
		Website	One week prior	90% of active viewers	Web Team	<ul style="list-style-type: none"> Notification the letter has been mailed with link Post for each Lab/Class

Planned System Outage						
Trigger Event Detail	Audiences	Communication Method	Timing	Acceptable Percentage	Responsible Party	Implementation Steps
POISE or Datatel	Faculty Staff Students	Email <ul style="list-style-type: none"> All employees All students 	<ul style="list-style-type: none"> 1st notice: 4 days prior to event Reminder: 2 days prior Reminder: 24 hours prior to event The day of event: OTS staff out and about the effected areas and people 	95%	<ul style="list-style-type: none"> Asst. CIO Director of Admin. Applications Services 	<ul style="list-style-type: none"> Draft
					Asst. CIO/TD	Approve
		Help Desk			Distribute	
		Website	<ul style="list-style-type: none"> Continuous from 2 week prior to end of event 	90% of active viewers	Web Team	Post
WebCT server or service	Faculty VP for Learning Students Virtual campus	Email <ul style="list-style-type: none"> Full-time group Adjunct group VP for Learning 	<ul style="list-style-type: none"> 1st notice: 4 days prior to event Reminder: 2 days prior Reminder: 24 hours prior to event The day of event: OTS 	100% of active users	Asst. CIO	Draft
					CIO	Approve
					Help Desk	Distribute

Planned System Outage						
Trigger Event Detail	Audiences	Communication Method	Timing	Acceptable Percentage	Responsible Party	Implementation Steps
			staff out and about the effected areas and people			
		Website	<ul style="list-style-type: none"> Continuous from 2 week prior to end of event 	90% of active viewers	Web Team	Post
Network devices and/or servers	Faculty Staff Students and University partners	Email <ul style="list-style-type: none"> All employees All students 	<ul style="list-style-type: none"> 1st notice: 4 days prior to event Reminder: 2 days prior Reminder: 24 hours prior to event 	95%	Asst. CIO	Draft
					CIO	Approve
					Help Desk	Distribute
		Website	<ul style="list-style-type: none"> Continuous from 2 week prior to end of event 	90 % of active viewers	Asst. CIO	Draft
					CIO	Approve
					Web Team	Post
Internet	Faculty Staff Students and University partners	Email <ul style="list-style-type: none"> All employees All students 	<ul style="list-style-type: none"> 1st notice: 4 days prior to event Reminder: 2 days prior Reminder: 24 hours prior to event 	90 % of active viewers	Asst. CIO	Draft
					CIO	Approve
					Help Desk	Distribute



Planned System Outage						
Trigger Event Detail	Audiences	Communication Method	Timing	Acceptable Percentage	Responsible Party	Implementation Steps
		Website	<ul style="list-style-type: none"> Continuous from 2 week prior to end of event 	90 % of active viewers	Web Team	Post
	CHECS-NET	Phone call	Per project plan	Network Services		Make Call
Phone System	Faculty Staff Students and University partners	Email	<ul style="list-style-type: none"> 1st notice: 4 days prior to event Reminder: 2 days prior Reminder: 24 hours prior to event 	100% of active users	Asst. CIO	Draft
					CIO	Approve
					Help Desk	Distribute
		Website	Continuous from 2 week prior to end of event	90 % of active viewers	Web Team	Post
	Local Telephone company	Phone call – to post announcement to incoming calls	<ul style="list-style-type: none"> Per project plan 		Network Services	Make Call

Unplanned System Outage						
Trigger Event Detail	Audiences	Communication Method	Timing	Acceptable Percentage	Responsible Party	Implementation Steps
POISE and Datatel	Administrative offices: <ul style="list-style-type: none"> • Business Office • Learning • Student Services 	Phone call	After 15 minutes with no solution	100%	Help desk	Call the following: <ul style="list-style-type: none"> • President's Office • Business Office • Learning Office • Student Services • Humanities • Trades & Tech. • Math/Science • Business & ITS
	Faculty	Email <ul style="list-style-type: none"> • full-time group • adjunct group 	After 15 minutes with no solution	100%	Asst. CIO	Draft
					CIO	Approve
						Help desk
	Contract Administrator	Phone call	After 15 minutes with no solution	100%	CIO	Visit or make phone call
WebCT server or service	Faculty Students VP for Learning	Email <ul style="list-style-type: none"> • full-time group • adjunct group • VP Learning 	After 15 minutes with no solution	100%	Asst. CIO	Draft
					CIO	Approve
					Help desk	Distribute
	AVP-Learning	Phone call	After 15 minutes with no solution	100%	Help desk	Make phone call
Network devices and/or servers	<ul style="list-style-type: none"> • Deans and directors of affected units • Faculty and staff 	Phone call	After 15 minutes with no solution	50%	Asst. CIO	Make phone call
		Email (unless this system is down)	After 15 minutes with no solution	50%	Asst. CIO	<ul style="list-style-type: none"> • Draft • Distribute
	CIO				Approve	
						Help Desk
	Contract Administrator	Phone call	After 15 minutes with no solution	100%	CIO	Visit or make phone call
Internet	Faculty & staff	Internal Email	After 15 minutes	50%	Asst. CIO	Draft



Unplanned System Outage						
Trigger Event Detail	Audiences	Communication Method	Timing	Acceptable Percentage	Responsible Party	Implementation Steps
			with no solution		CIO	Approve
					Help desk	Distribute
	Contract Administrator	Phone call	After 15 minutes with no solution	100%	CIO	Make phone call
Telephones	Faculty & staff	Internal Email	After 15 minutes with no solution	50%	Asst. CIO	Draft
					CIO	Approve
					Help desk	Distribute
	Contract Administrator	Cell Phone	After 15 minutes with no solution	100%	CIO	Visit or make phone call (cell)

Service Recovery¹						
Trigger Event Detail	Audiences	Communication Method	Timing	Acceptable Percentage	Responsible Party	Implementation Steps
Customer Satisfaction Rating of 1, 2, 3, or a Not completed status	Reporting party	Face to face	As needed	100%	Help desk	Create report
					Asst. CIO	<ul style="list-style-type: none"> Meet with staff Meet with clients
	CIO	Weekly Report <ul style="list-style-type: none"> Face to face Email 	Every Friday	100%	Asst. CIO	Distribute

¹ Service recovery could be added to the planned and unplanned trigger events.



Initiatives						
Trigger Event Detail	Audiences	Communication Method	Timing	Acceptable Percentage	Responsible Party	Implementation Steps
Projects <ul style="list-style-type: none"> Proposals Status Reports System or Service Rollout 	Faculty Staff Students (if appropriate)	Website	<ul style="list-style-type: none"> As needed Per project plan 	90% of active viewers	Asst. CIO	Draft
					CIO	Approve
					Web Team	Post
		Email	At system or service rollout	90% of active users	Asst. CIO	Draft
					CIO	Approve
					Help desk	Post

Ongoing Operations						
Trigger Event Detail	Audiences	Communication Method	Timing	Acceptable Percentage	Responsible Party	Implementation Steps
OTS Alert	Faculty, staff & students	<ul style="list-style-type: none"> Email Web 	As needed	80%	Asst. CIO	Draft
					CIO	Approve
					Help desk	Distribute
	Community at large	Press release	As needed	NA	CIO	Draft
					Marketing	<ul style="list-style-type: none"> Approve Distribute
OTS Update (maintenance)	Faculty, staff & students	<ul style="list-style-type: none"> Email Web 	As needed	80%	Asst. CIO	Draft
					CIO	Approve
					Help desk	Distribute
New/change employee	Employee	Phone call	As needed	100%	Personnel	Sends filled out new hire/change form
			Within 24 hours of receiving form		Help desk	Phone call
Scheduled meetings & Events	Faculty, staff and students	<ul style="list-style-type: none"> Email Web 	4 days before the event	100%	Asst. CIO Web Team	Approve Update Web and Calendar
Customer satisfaction surveys	<ul style="list-style-type: none"> Faculty Staff Students 	<ul style="list-style-type: none"> Email survey Email results Post results 	Annual	100%	CIO Web Team	Work with Collegis and approve questions Post results on OTS Web
Trouble calls (Help Desk)	Reporting party	<ul style="list-style-type: none"> Email Phone call 	<ul style="list-style-type: none"> Call initiation (schedule work) During service (status updates) Closure 	100%	<ul style="list-style-type: none"> PC Service Manager Asst. CIO 	Document calls and ensure timely and appropriate action
Work Order completion	<ul style="list-style-type: none"> Faculty 	Email survey	At completion of work order	100%	Asst. CIO	Ensure accuracy and report special cases

Ongoing Operations						
Trigger Event Detail	Audiences	Communication Method	Timing	Acceptable Percentage	Responsible Party	Implementation Steps
	<ul style="list-style-type: none"> • Staff • Students 	Website	Continuous	100%	Web Team	Post results on OTS Web

Planning						
Trigger Event Detail	Audiences	Communication Method	Timing	Acceptable Percentage	Responsible Party	Implementation Steps
Updating the strategic plan	Administration Faculty Students	Email Website	Annually	NA	CIO	<ul style="list-style-type: none"> Identifying the planning team Scheduling a half-day meeting Chairing the meeting Reviewing the draft document Distributing the updated plan
Developing a tactical plan	Internal to OTS	Face to face	One time event	NA	CIO Asst. CIO	<ul style="list-style-type: none"> Scheduling a half-day meeting Chairing the meeting Reviewing the draft plan Finalizing the plan Submitting to the RM
Updating the tactical plan	Internal to OTS	Face to face	Annually and As needed	NA	CIO Asst. CIO	<ul style="list-style-type: none"> Scheduling regular meetings with appropriate staff Updating plan according to OTS Strategic Plan and SOW Reporting progress

Technology Refresh Program						
Trigger Event Detail	Audiences	Communication Method	Timing	Acceptable Percentage	Responsible Party	Implementation Steps
Planning according to Board approval	OTS Managers	Meetings and email	April	100%	CIO and Asst. CIO	<ul style="list-style-type: none"> • Ask every manager for their list • Review and compare to updated inventory list and life cycle • Develop preliminary list and budget
<ul style="list-style-type: none"> • Budget approval 	VP for Business Services	Meeting and email	<ul style="list-style-type: none"> • May 	100%	CIO	<ul style="list-style-type: none"> • Inform and discuss special requests and cases • Agree on next year's budget
<ul style="list-style-type: none"> • PC Replacement 	OTS Faculty Staff Student Labs	Email and OTS Web	<ul style="list-style-type: none"> • July-September 		CIO Asst. CIO PC Services Coordinator	<ul style="list-style-type: none"> • Order new systems • Receive new systems • Deploy new systems • Refresh used systems • Deploy refreshed systems

SJC Management

Key Contact Information Sheet

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HELP DESK			HELP	

