The Digital College – Preparing for Growth

Information & Communication Technology and Business Intelligence Updates

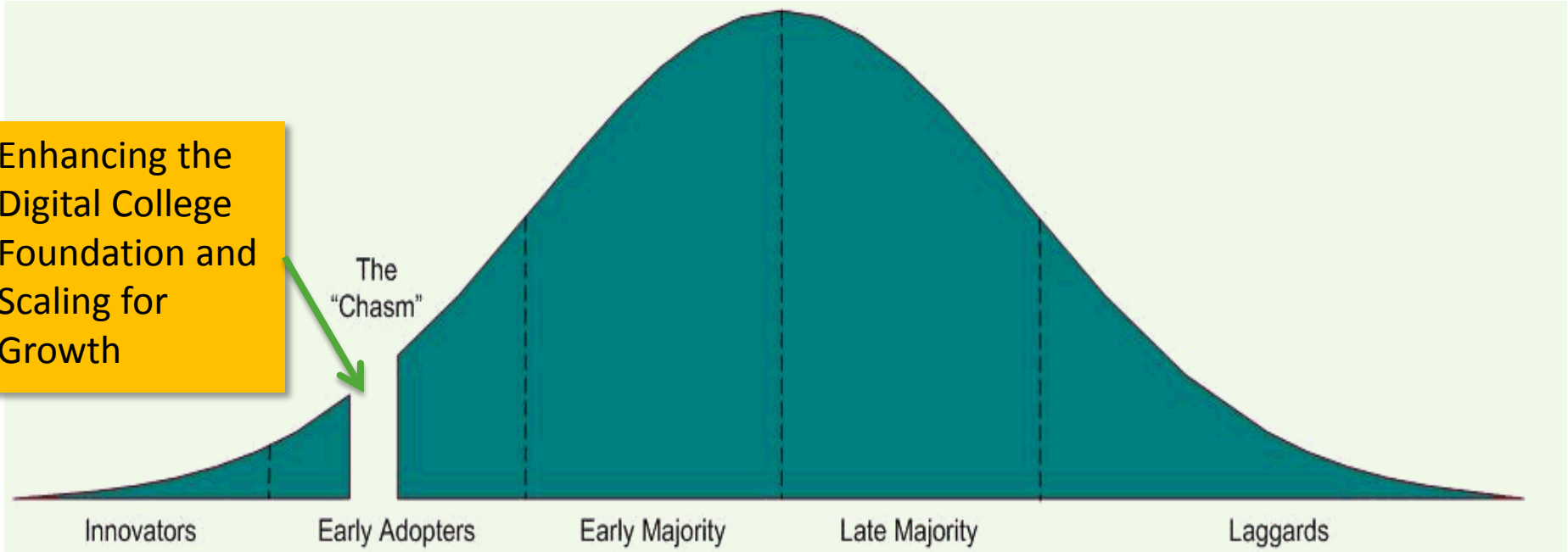
Algonquin College Board of Governors

2012.02.13

Our Digital History

1996	Algonquin commits to using technology to enhance the delivery of programming and services and begins to re-structure our enabling infrastructure
2002	College commits to add hybrid programs
2003	Algonquin leads in creation of OntarioLearn to meet demand for course delivery online
2007	New Strategic Plan developed with commitments to leveraging all e-learning technologies
2008	Algonquin commits to going mobile by 2016
2009	Algonquin commits to creating a Virtual College
2011	Approval of funding from MTCU for the Digital College project

Creating Delivery Choices for Students



Market Creation
Defining the Vision

Market Leadership
The Digital College Vision

BI & ICT Readiness 5 Priorities to Scale

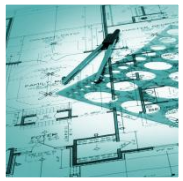
1. Resiliency and currency of base business software systems and technology infrastructure
2. Skills and competencies of staff to meet emerging needs
3. College readiness for mobile learning in terms of support infrastructure and services
4. Legacy technology system implications for business survivability and continuity (software, platforms and processes)
5. Quality, clarity and access to data for informed, timely decision making (evidence-based decision making) using current data management methodologies

BI & ICT Readiness Phased Approach

Phase I - Foundation

- GeneSIS & HR/PAY
- PeopleSoft
- Blackboard
- Staff skills & training
- Strategy for hosting and continuity (Data Centre & cloud)
- BI roadmap
- ITS organizational realignment
- Integrate “shadow ICT”

1 – 12 Months



Phase II - Scale

- Examine business case for an integrated SIS (student information) and ERP (HR & Finance) solution
- Fully enable m-learning capabilities in Blackboard
- Examine data warehouse concept
- ICT organization leadership

12 – 36 Months

Phase III – Lead

- Implement digital college priority projects (ERP etc.)
- Shift to a fully m-learning enabled campus
- Implement a resilient enterprise architecture

36 - 60 Months

Organization Design Client-Centric Clusters

Marketing Automation	Student Information Systems	Admin. Systems	Education & Teaching Systems	Automation & End-User Systems
CRM, web sites & recruitment technology	GeneSIS, EMS, Syllabus, ACSIS, etc.	ERP, HRIS, BUS, etc.	Blackboard, simulation, audio-video delivery, etc.	Sharepoint (collaboration, team-sites & knowledge mgmt.), office automation, etc.

Support Services (support, communities & communication)

Data Administration (access, storage, security & analysis)

Infrastructure Hosting (virtualization, clouds & networks)

Project and Resource Management (PMO & RMO)

De-risking Enterprise Portfolio Administration

Peoplesoft

- Creating a Peoplesoft team (ITS and Finance)
- Migrating to new (supported) DBMS in Q4 f2011-12
- Planning system migration for Q3/Q4 f2012-13
- Focused on performance improvement and stability

Blackboard

- Creating a Blackboard team (ITS and LTS)
- Significant restructuring of Blackboard infrastructure has taken place and will be completed by end Q4 f2011-12
- By Q3, f2012-13 provide 24-hour access for all students (local and international)

GeneSIS & HR/PAY

- Developing migration plan to virtualized hardware / OS and host on supported database software
- Developing an improvement plan to open specific business processes to other uses
- Improving reliability of batch processes
- Improving system security and user account management (audit)

De-risking Enterprise Portfolio Automation

Sharepoint

- Implementing a Sharepoint 2010 enterprise portal
- Transitioning future automation projects to this platform
  - Integrated security, reporting hierarchy and digital signatures
  - Workflow engine
  - Advanced forms management (InfoPath)
  - Business data management framework (analysis, access and storage)
  - Multi-platform access (browser, mobile, office)
- Host knowledge sharing and collection sites
  - Improve collaboration between teams and roles
  - Preserve College intellectual property
- Platform to host data warehouse
  - Business data management framework rationalizes data access from core business systems (GeneSIS, HR/PAY, Peoplesoft, etc.)

Institutional Research and Planning

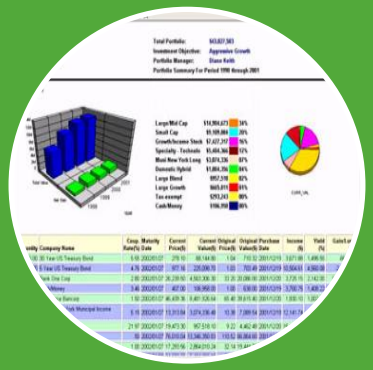
BUSINESS INTELLIGENCE

BI Strategy

Projects

End-User Analysis & Reporting

- **Empower College employees with secure access to clean data and training to use standard tools to achieve business goals**
- **Technology:** Microsoft Sharepoint, Office Excel , Word & Powerpoint
- **Status:** Environment being built out to host automation & analysis projects in f2012



Business Intelligence

- **Empower College employees with advanced analysis, scenario planning (what-if) and reporting needs.**
- **Technology**: QlikView or Cognos Express
- **Status:** Qlikview pilot completed, Cognos pilot starts late February, strategic recommendation follows.

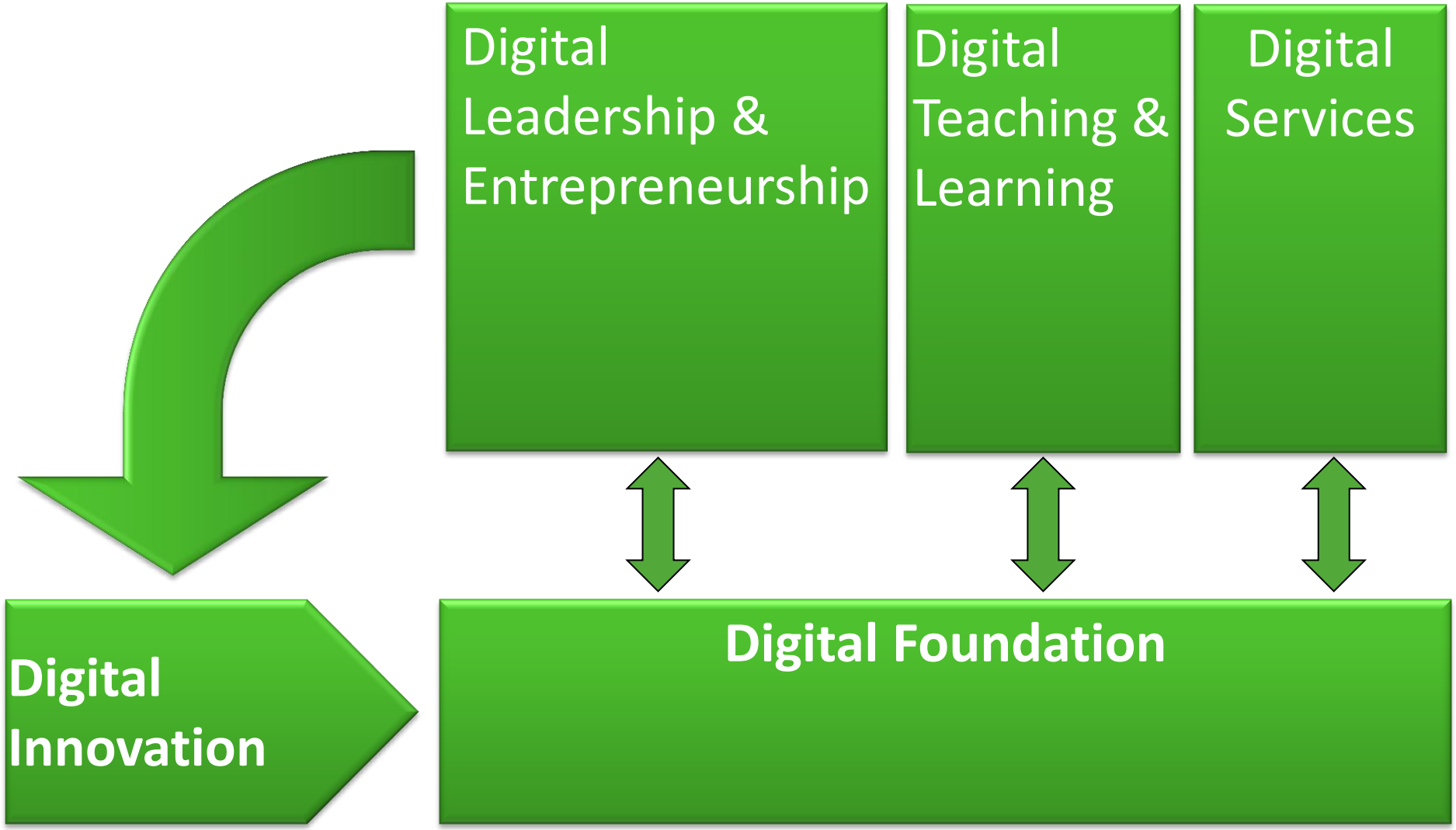
Causal & Predictive Analytics

- **Train a subset of College employees in advanced analytic modeling and methods to create a service group focused on strategic questions.**
- **Technology**: Cognos BI v10 or IBM SPSS
- Status: Needs assessment in f2012-13, implementation in f2013-14

Data Dictionary, Warehouse and Access Policy & Controls

Alignment to the broader business plan

THE DIGITAL COLLEGE

The Digital College

ICT & BI