To be a nationally recognized standard for Higher Education Information Technology organizations by providing predictable, quality and cost effective service to Portland Community College and driving excellence in education through technology innovation.
Our Mission

Enable Student Success
We leverage technology, innovation and the passion of our employees to support opportunity & equitable student success.

Optimize Enterprise Architecture
By making the right technology and investment choices through intentional design practices, we ensure our solutions are optimally aligned to stakeholder need and are intelligently architected, maintainable, sustainable, equitable and inclusive.

Secure the Institution
The privacy and protection of our students, faculty and staff is our primary concern. We achieve this by executing a pro-active and ongoing strategy against all forms of cyber attack. In doing so, we protect the institution from risk and ensure regulatory compliance.

Deliver Operational Excellence
We embrace a culture of process efficiency, productivity and client service. We strive for district wide consistency of internally and externally facing IT services, while being agile enough to support local needs.
A Collaborative Framework

PCC Strategic Goals

IT Strategic Goals

PCC Strategic Plan
Facilities Plan
Academic Plan

IT Strategic Portfolio

Program A
- Project A.1
- Project A.2
- Project A.3

Program B
- Project B.1
- Project B.2
- Project B.3

Program C
- Project C.1
- Project C.2
- Project C.3
Enable Student Success
Support opportunity & equitable student success through technology

Align IT to academic plan
Be responsive to Faculty needs
Leverage governance and committees to synch goals and plans
Establish PMO for prioritization and stakeholder visibility
Partner on instructional technology, distance learning and non-credit
Ensure ERP systems meet the current and future needs of the college

Be educational futurists
Create a digital strategy for PCC
Be strategic advisers to college leadership
Research, promote and adopt forward looking IT strategies
Collaborate with faculty to align IT capabilities with curricula strategies

Improve student experience
Implement HR solutions to retain great faculty
Strive for zero disruption of student experience
Support the student lifecycle through IT
Leverage technology to address onboarding and wayfinding challenges
Be device agnostic and mobile first
Leverage ASPCC, customer surveys and student feedback to improve services

Support data-driven decisions
Leverage data science to support learning analytics
Evolve from descriptive data to prescriptive data
Create an enterprise BI platform strategy
Support KPIs for student life cycle that drive student success
Partner with Institutional Effectiveness

Leverage technology to support those most in need
Partner with ASPCC and Student Services to help underserved students
Support Open Educational Resources
Partner with Disability Services on Accessibility excellence
Free software through vendor contracts
Provide internships and work-study opportunities

Some Key Initiatives
Accessibility compliance
Learning Analytics/BI
ERP/Student Relationship Management

“We need technology in every classroom and in every student’s and teacher’s hand, because it is the pen and paper of our time, and it is the lens through we experience much of our world.”

David Warlick, educator, author, programmer
Optimize Enterprise Architecture

Apply rigorous methodology to major design decisions and investments

Adopt an EA methodology
- Adopt TOGAF as a standard
- Assign and develop personnel
- Create architecture principles for PCC
- Develop standard artifacts and repository
- Select and implement software toolset(s)

Make sustainable technology choices
- Eliminate redundancy and keep current
- Leverage technology to manage institutional power consumption
- Research new technologies and use sustainability as part of ROI evaluations
- Reduce customization of applications

Identify stakeholder needs and strategies
- Align IT planning to President’s Workplan, Academic Plan and Facilities Plan
- Define the supported set of technology
- Identify top priorities for strategic analysis and remediation.
- Create optimal IT Governance process
- Align IT investment to strategic goals

Complete Current/Future State Gap Analysis
- Identify architecture domains for analysis
- Develop user stories for future state
- Develop gap analysis for Business, Application, Data and Infrastructure architectures
- Ensure alignment with strategic plans
- Gain consensus with stakeholders and Governance

Develop and maintain an IT RoadMap
- Create strategic roadmap
- Fund, intake and prioritize
- Rationalize, consolidate & retire
- Iteratively assess with stakeholders
- Publish, govern and report

Some Key Initiatives
- Unified Identity & Access Governance
- Instructional Technology Strategy
- ERP Strategy & Disaster Recovery
Secure the Institution
Protect our faculty, staff and students & ensure regulatory compliance

Execute on 2016 InfoSec Program
Maintain forward momentum as #1 priority
Focus on highest risk/value initiatives
Align budget to key investments
Give quarterly Board updates
Hold annual InfoSec offsite

Maintain policy, governance and controls
Make InfoSec principles primary drivers
Maintain cabinet approved policies
Ensure cyber insurance coverage
Institute control monitoring and review
Conduct an annual NIST audit

Maintain operational vigilance
Execute ongoing operational, forensic and remediation activities
Complete required Penetration and Vulnerability testing/remediation
Train staff in technologies and behaviors
Participate in conferences and seminars and collaborate with NW colleges
Maintain relationships with Federal and State agencies and specialists
Define metrics for measuring success and making data informed decisions

Promote College Awareness
Create targeted policy and best practice campaigns for faculty, staff and students
Provide meaningful reporting to the President and Board of Directors including Annual Report
Engage President, Board of Directors and Cabinet on key threats and strategies
Leverage “Cyber Security Awareness Month”

Be Compliant
Hire a CISO to provide compliance, audit and control oversight
GLBA, HIPAA, FERPA, HEA, PCI
Ensure best legal and regulatory guidance
Maintain compliant infrastructure (Firewalls, SOE, SOD, etc.)
Maintain compliant operations (e.g. Patch Management, Cyber Analytics, etc.)

Some Key Initiatives
Regulatory Compliance
Security Information & Event Management
Banner Data Defense
Deliver Operational Excellence

Embody industry best practices & be a preferred workplace

Organize for success
Ensure functional alignment & dismantle false boundaries
Make training a priority
Strengthen management practices
Institute a PMO
Improve documentation

Be a data informed operation
Define and collect KPIs
Audit controls
Create actionable MIS reports
Measure staffing/productivity
Leverage asset management systems
Create accessible dashboards

Own a culture of sustainability
Strive for continuous quality improvement
Make consumption core to purchasing
Innovate to manage energy consumption
Automate classroom configurations
Maintain district wide consistency in standards, documentation and processes

Provide best in class services
Create a Service Catalog with manageable and sustainable SLAs
Align internal IT operations with industry best practices (ITIL/ITSM)
Leverage technology to maximize operational productivity
Make training, communication and change management a priority

Be a model for DEI
Partner with Disability Services to make Accessibility a reality
Set measurable goals for IT Unit Change
Send all classified staff to Social Justice workshop
Promote a culture of respect, cooperation and opportunity
Lead by example

Some Key Initiatives
Portfolio Management
Service Catalog & Knowledge Base
Task Automation & Remote Support
5 Steps Launch Process

Ready, Set... Go!

**Technology**
Lay the foundation
Architect and deploy the most effective, sustainable and forward looking enterprise solutions

**Process**
Plan and govern
Adopt IT Industry best practices for managing, operating and controlling the enterprise

**People**
Organize for success
Give our staff the tools and training to be more productive and advance their careers

**Strategy**
Align to college goals
Stay attuned to college needs and strategies to ensure future state technology solutions meet college goals

**Success**
Keep moving forward!
Celebrate success, don't be afraid to fail, make IT a strategic partner to the college leadership
Questions?

Michael Northover, CIO