

RCSCW

Information Technology 5-Year Plan

2014-2019



INTRODUCTION

The Association's Information Technology Department creates and maintains the technological work environment for all departments to operate individually and as part of a larger, secure network, while also providing a framework of communication for owner-members through email and Association websites, as well as social media.

Meeting the needs of our departments and individual users, while maintaining the integrity and security of the network are of primary importance. These needs are met as quickly and efficiently as possible, and priorities can change on a daily and sometimes hourly basis.

The technological needs of our employees will continue increasing as new resources become available to assist them in working more efficiently, and as the technological marketplace demands upgrades. This is coupled with higher technological expectations from the incoming generation of residents, increasing the workload on the IT staff both in new installations and ongoing maintenance. Keeping up with all of these demands will allow Association staff to work efficiently, and the Association as a whole to effectively compete with other age-restricted communities for prospective residents.

This Plan outlines key focus areas and sets forth a five-year outlook, as well as shorter-term objectives. Key focus areas are:

- Hardware/Network
- Software/Desktop Support
- Owner-Member Communication

OUR VISION

We are a service-oriented team delivering an efficient and secure network that maximizes staff production and facilitates communication with our owner-members.

OUR MISSION

- To provide the necessary software, hardware, services and analysis to enable the Association and its departments to achieve their goals and objectives.
- To maintain the privacy of our owner-members' information.
- To create and maintain a secure network allowing employees to work free from technological interruptions.
- To provide electronic services to our owner-members, enabling them to more fully enjoy the Association's amenities.
- To enable our owner-members to easily access information that is pertinent to their relationship with the Association.

VALUES

- We value our customers, recognizing that they include both employees and owner-members.
- We value our customers' time and needs, and we take pride in providing quick and effective service.
- We value each user's privacy and the integrity of their data.
- We thrive in the changing world of technology, staying abreast of new resources and using them to maximize the Association's productivity.
- We place the human element above technology, realizing the latter is simply a tool to assist the former.

PRINCIPLES

- We focus on services; connecting people, not just computers.
- Technology must benefit the Association; we do not add technology for technology's sake.
- Our network and the information shared through it must be secure; at times, security will take precedence over individual preferences.
- We take seriously our roles in serving owner-members directly (through public access to online information and services) and indirectly (by providing employees with necessary tools so they, in turn, can serve the public).
- Individual priorities are considered within the framework of the Association as a whole: its network, its other users, and its financial constraints.

SERVICE AREAS

- **Standardized Desktop and Technical Support**

Desktop support is provided quickly and efficiently, with the Desktop Technician prioritizing requests based on the needs at hand.

To efficiently and cost-effectively sustain the Association's technology, we insist on standardized equipment and software, purchased through the IT department. These can be customized if necessary to meet each employee's needs. Specialized equipment or software will be accommodated as necessary.

- **Software Requisition and Support**

All software is managed directly through this department and supported as needed. Individual departments are responsible for keeping IT informed of software needs, including updates, so we can budget funds and staff time.

- **Hardware Requisition, Repair and Support**

All hardware is researched and purchased through this department, and supported as needed. Personnel requesting requisitions must start with an online help desk ticket request. Capital budget expenses must be requested at least a year in advance.

- **Network Creation and Administration**
The internal Association network and any decisions affecting it are made through this department.
- **Email and Website Services**
The department establishes and maintains the Association's websites and social media, and determines the extent to which other departments may contribute to specific portions of the websites.

The department is responsible for setting up email accounts, removing them upon an employee's separation from the Association, and changing the passwords as the Governing Board welcomes new Directors. It is critical that other departments keep us informed of personnel or position changes as they impact access to technological resources.
- **Data Analysis**
The department provides the tools to allow the financial analyst to conduct financial and demographic studies that can be used in making a wide variety of management decisions (including recommending fee structures, determining priorities in both facilities and services, and finding answers to specific questions posed by individual departments or managers).
- **Data Resource Center**
Although housed in the Library, the Center is staffed, managed and maintained by the IT department. Needs of the Association (such as voting and training) outweigh public use of this facility. The Data Resource Technician is responsible for enforcing all policies in this room.
- **Telecommunications**
All telecommunications equipment with the exception of cell phones is managed through this department.
- **Audio-Visual Services**
Hardware for these services is provided by the department to other departments who manage it for their use. Set-up and operation should be done by those departments, although IT will provide support as needed.
- **Security**
The department provides for a secure networked computing environment, including systems security and backups. We also provide support and education for end users on best practices to protect their local data.

ASSUMPTIONS

- Industry trends play a large part in our objectives, as do changing resident demands. Many of these are outside our control but impact our decision making-process.
- Outsourcing selected services is necessary for a business our size.
- Our client base, both employees and owner-members, will remain relatively stable in size. The technological capabilities and demands of both groups, however, will increase. Demands on the IT team are expected to increase.

FIVE-YEAR OUTLOOK

- With consideration to investments in time, money and training already made, we will stay with our current primary/major vendors and software applications:
 - Total e Integrated
 - Great Plains
 - Microsoft Office (migrate to 365)
 - Visio
 - Microsoft Projects
 - Follet (Library)
 - Scheduling/EMS
 - Sage (HR)
 - Zylab Scanning (Accounting and HR)
 - Outlook Email Service (migrate to 365)
 - Arrow 3/NEC (Digital Phones)
 - Century Link (phone T-1s, T3s)
 - Cox (Internet & data T-1s)
 - Covad (backup Internet line)

- We will continue to build a library of self-paced training programs on our online Help Desk System, ranging from basic computer skills to specific applications and tasks that users can tap into to improve their own skills or to gain necessary skills as assigned by their manager. Some of these will be developed as recommended by managers.
- We will have more interactive website content and social media allowing owner-members to communicate with and receive information from the Association.
- We will have better demographic and trend data on our owner-members and facility use.
- We will make better use of professional development opportunities to keep the IT staff abreast of latest technologies.

YEAR ONE GOALS
2014-2015

- Work with Golf, Membership and Recreation Departments as they train their employees in use of Total e Golf. As each department uses the software differently, we will employ the "train the trainer" method; where IT will train their trainers; and their trainers will train their staff. In this way, they will become tier 1 support, and IT will become tier 2 support when issues arise.
- Purchase and install Village Store POS system (should Village Store staff decide it is feasible) and train staff in same.
- Work with potential new Governing Board IT Task Force to inform them of current IT goals and strategies, and support their efforts as they investigate community technology needs/wants.
- Update Team Viewer to latest version.
- Update all users to Microsoft 365 for email and Office.
- Update rcsw.com and suncitywestgolf.com to Wordpress platform.
- Install VPN:
 - Replace the remaining Century Link Data T-1s (7 pro shops, Kuentz, PR, Beardsley) with faster Cox circuits, update WAN equipment.
 - Add new Cox circuit to RHJ to handle Data circuits for core network.
 - If needed: Upgrade main Cox Internet service circuit from 50/10 to 100/20 or 150/20.
 - Add fiber from Echo Mesa Pro Shop to EM Maintenance Yard.
- Evaluate and possibly institute online member billing payments.
- Support new Broadcast Club in any broadcasting needs they may have with their new tower.
- Install new all-in-one POS stations at all golf and recreation POS stations if test case proves successful.
- Add fiber link to bring lawn bowls and tennis tower onto network.
- Migrate to new server room, if capital budget is approved and room is built.
- Update wifi equipment to new Unifi components.
- Move Accounting file shares off the NovaTime Server to an AD Compliant NAS (Network Accessible Storage) unit. This will also ready us to eliminate the need for an individual File Server (replaced with NAS) in the future.
- Add wifi to Beardsley Park.
- Update DNS server to 2012.
- Update Admin server to 2012.

YEAR TWO GOALS
2015-2016

- Explore possibility of replacing members' bar code ID cards with magnetic stripe cards.
- Introduce keychain style member IDs as secondary option for members who want them.
- Launch Sharepoint to provide Employee Handbook, Centerline and other information in a password-protected, digital format.
- Redesign websites.
- Budget for and contract with outside vendor to do wide area network evaluation and make recommendations. Budget in year three accordingly.
- Budget and replace Library and Facility Maintenance servers.

YEAR THREE GOALS
2016-2017

- Create comprehensive inventory and procedures manual to detail the setup of the network; copies of all contracts, schedule of contract renewals; location of all equipment; and instructions for Association-specific procedures.
- Work with Task Force to explore possibility of TEG component that would allow Association to maintain chartered club databases, using same to provide remote access to some club rooms.

YEAR FOUR-FIVE GOALS
2017-2018

- Explore need for purchasing new Data Card system.
- Install remote access to certain club rooms using TEG database if exploration of such proves feasible.