Henry Ford Community College
Technology Investment Fund
Project Funding Request

Fifteen copies of this application form must be received by the Vice President/Controller's office by 4:00 p.m. on either **the first Friday after Labor Day** (Fall semester) **or the third Friday in January** (Winter semester) in order to be eligible for funding. Applications will only be accepted on this form. Applications must include an Executive Summary which will be shared with the Campus Community. *(Attach additional sheets for any section needed.)*

Date of Application: March 2014	**Project Type: [X] New [ ] Upgrade/Expansion**	
Project Director: Sandro Silvestri **Department/Division:** Information technology Services	**How many students will *directly* benefit from the project?** All faculty, staff, students	**Total TIF Funds Requested:** $115,000

Problem Statement

| **Define the problem/idea.** *(What do you want to do? Why?)* | In an effort to keep our network and communications infrastructure up-to-date, ITS proposes the following network enhancement.

E911 or Enhanced 911 is the system in North America where the telephone number sent from a 911 call is cross referenced with the local 911 database resulting in the address and exact location in the building being displayed to the Public Safety Answering Point (PSAP). E911 legislation is currently in effect in Michigan with a compliance deadline of December 31, 2016. Cisco Emergency Responder is a software package that integrates with our Cisco phone system to provide E911 information to the PSAP. When an emergency call is made, the call is routed from the Cisco system to the Cisco Emergency Responder system and the appropriate location information is added to the call. This can include HFCC building and room number. HFCC will need E911 software to be compliant with the current legislation. Cisco Emergency Responder integrates easily with our current Cisco phone system.

Cisco Unified Contact Center Express (UCCX) was implemented last August as part of the Call Center improvement plan. UCCX offers skills based call routing, call in queues, wait time messages, call recording, and in depth reporting to improve Call Center performance. At the time of the implementation, the Enhanced version was installed and ten agent licenses were purchased. This gave the Call Center the basic needs to improve Call Center response at the lowest cost. Over the last nine months, requests for the advanced features available in the Premium version have increased. The Premium version offers web based chat and queuing and outbound calling features. ITS is receiving requests from departments to make outbound calls to students, some CPI teams have requested outbound calling to all students for notification of important dates, and many felt outbound dialing services could have been useful during November's millage. Current requests are for additional licenses to support an increase in Call Center Staff and the move to the features provided in the Premium version. Also included is an increase in licenses from 10 to 15 seats.

ITS has many redundant, mission critical systems to maintain system availability in the event of a network or single system failure. The issue that we face within the department is that some manual changes need to be made in order to make one system or the other "live" in the event of a failure**.** These manual changes can take hours to complete and go into effect. **Layer 4 switching** provided through the F5 Load Balancer handles that problem and more. The Layer 4 switch handles load balancing of multiple systems simultaneously. Instead of having primary and standby servers, all servers are active, and the Layer 4 switch distributes traffic between the active servers. This load balancing improves web application performance. During heavy usage, traffic is balanced between multiple systems increasing access speed. The Layer 4 switch can also provide zero down time for mission critical web |

	applications, since a failure to any one system would automatically distribute traffic to the other active server, with no manual intervention required.

Evidence for Project Validity	
(What is the current situation?)	
What resources do you have/use now?	ITS personnel will work on with vendors on the project.
Why can't you use your existing resources to do this project?	General funds are used to support IT Infrastructure.
What evidence do you have that this project will be successful? *(Cite specific information.)* • **Current research** • **Examples from other schools or teachers** • **Letters of support from experts in the field** • **Your own past experience.**	This is an expansion and upgrading of an infrastructure component that has been in use at the college for several years. Layer 4 switching is the only new technology. E911 and the UCCX upgrade are an expansion of our current phone system.

Relevance to Technology Investment Committee Guidelines	
(Address only those that apply.)	
INNOVATION: **Is the proposal innovative to the field of Instructional Technology?**	This is an infrastructure proposal and, while it will be used by the entire college community, is not strictly related to instruction.
Is the proposal innovative to HFCC?	This will provide a significant improvement in the availability of services as well as additional call center capacity and improve emergency caller information in the event of a 911 call.
Is the proposal innovative to the specific discipline?	N/A

NEED: **Is the proposal essential for the instructional design?**	N/A
Does it create new programs or courses with the potential for increased student enrollment?	N/A
Is it necessary to remain competitive with post-secondary institutions?	Yes. A state-of-the-art technical infrastructure is required to be competitive in the current higher education market.
Does it provide skills that are transferable to the workplace?	N/A
Does it prepare students for transfer to upper-level curriculum?	N/A

| Relevance to Technology Investment Committee Guidelines (continued) ||
(Address only those that apply.)	
Does it keep the course or program current in the related technology?	N/A
NATURE OF PROPOSAL: **Is the proposal a component of curricular revision?**	N/A
Is it the next logical step in the evolution of the course/curriculum?	N/A
Will it help attract students to HFCC?	N/A
Will it support HFCC community outreach/public relations activities?	N/A
Will it support student retention activities at HFCC?	N/A
Will it become an integral part of the course, program or curriculum?	N/A

Resources	
Where will the project hardware be installed?	The equipment will be located in the data center (LTC).
Who will do the job? • **List the personnel** • **List their duties**	ITS personnel and vendor personnel.
Who will use the hardware?	All faculty, staff, and students will benefit from the project.
Who will conduct any necessary project-hardware training?	ITS staff will be trained by the vendor so that the SAN can be properly supported.
Who will handle any spring and summer semester duties related to hardware installation?	ITS personnel
Do you have commitment from your administration for personnel support? *(Be specific, include documentation.)*	Yes.
Is release time required to complete this project? **If yes, has it been approved at this time by your Associate Dean?**	**[ ] Yes [X] No** **[ ] Yes [ ] No**	*TIF does not fund release time. If you are requesting release time, it must be approved by the appropriate administrators prior to proposal submission.*

Evaluation	
(How will you know if it worked?)	
How will you demonstrate to the college that this was an effective use of funds? *(How will you evaluate the goals listed as Expected Outcomes?)*	If the systems are upgraded and there is little or no disruption, this will be a success.
How will you determine the success or shortcomings of the project?	System performance will be used to determine the success or failure of the project.

Budget		
(You must also include an itemized budget statement.)		
What do you need to complete this project? *(Be specific about equipment, software, and training.)*	E911 UCCX Upgrade Layer 4 switching	
What is the TOTAL COST? *(You must attach an itemized cost analysis with this proposal.)*	**Total Cost - $115,000**	
How recent is your quote?	Quotes were obtained within the last 90 days.	
Are changes to the college infrastructure necessary to support this project?	**[X] Yes [ ] No** *This is an infrastructure proposal.*	
What other monetary commitments exist? *(Department/Division/ External) Please be specific; include documentation wherever possible.*	Ongoing support will be covered by the general funds.	
If other sources of funding are not		

available, why? **Doesn't have the support?** **Not viewed as feasible?** **Not a priority?** **Other?**	

Strategic Plan

Include with your application a document that indicates the ways in which your project addresses the goals and objectives of the Henry Ford Community College Strategic Plan. Also, indicate how your project addresses your Division or Department plan. Be as specific as possible.

This project addresses the following Strategic Goals & Objects:

Develop and manage College resources to enhance the fiscal health and operations of the College.

a.) Continually evaluate new and existing technologies and make enhancements that increase effectiveness.

g) Ensure that the College's physical facilities, equipment, and technological infrastructure support fulfillment of the College's Mission.

If your proposal is Non-Instructional (Library Services, Learning Lab, Counseling, Placement Services), please skip this section and complete the information in the Non-Instructional section.

Instructional Proposals
Complete this section if this is an Instructional Proposal, directly impacting student teaching and learning.

Expected Outcomes	
(Project Objectives)	
What is your current teaching method? How will this project fit into your current plan?	
How will this improve student learning? *(List specific goals.)*	*As a result of this project students will:*

Instructional Proposals (continued)

State how the project addresses the Seven Principles of Good Practice in Undergraduate Education. (Address only the relevant criteria.)	
Supports student-faculty contact	
Supports cooperation among students	
Supports active learning	
Supports prompt feedback	
Supports time on task	
Supports high expectations	
Supports diverse talents and ways of learning	

SIGNATURES:

_____   _____   _____
**Project Director   Date   *Associate Dean/Department Head   Date   *Vice President   Date

_____   _____
**Director of Building & Grounds   Date   **Director of Data & Voice   Date

 * For notification purposes only

* * For project feasibility

Non-Instructional Proposals

Complete this section if this is a Non-Instructional Proposal, related to college areas that serve and support student instructional progress. **(Non-Instructional areas include Library Services, the Learning Lab, Counseling, and Placement Services.)**

Expected Outcomes
(Project Objectives)

What will this project accomplish that you can't accomplish now?	Increased server uptime, improved 911 information, additional out bound calling features as well as more seats and service options for the Call Center.
How does the project enrich or support the learning, teaching, or communication technology needs of students? *(List specific examples.)*	N/A

SIGNATURES:

Sandro Silvestri

3/25/2014

Project Director ** Date	*Associate Dean/Department Head Date	*Vice President Date

**Director of Facilities Date	**Information Technology Service Date

  * For notification purposes only
* * For project feasibility

Henry Ford Community College

Technology Investment Fund
Project Funding Request

Executive Summary

DATE OF APPLICATION	PROJECT TYPE	
March 2014	**X New**	☐ **Upgrade/Expansion**
NAME OF PROJECT DIRECTOR OR PRESENTER	**DEPARTMENT/DIVISION**	
Sandro Silvestri	Information technology Services	
COST OF PROPOSED PROJECT	**NUMBER OF STUDENTS SERVED ANNUALLY**	
$115,000	All faculty, staff, & students	
SUMMARY		

Project proposed by ITS are:

E911 or Enhanced 911 is the system in North America where the telephone number sent from a 911 call is cross referenced with the local 911 database resulting in the address and exact location in the building being displayed to the Public Safety Answering Point (PSAP). E911 legislation is currently in effect in Michigan with a compliance deadline of December 31, 2016. Cisco Emergency Responder is a software package that integrates with our Cisco phone system to provide E911 information to the PSAP. When an emergency call is made, the call is routed from the Cisco system to the Cisco Emergency Responder system and the appropriate location information is added to the call. This can include HFCC building and room number. HFCC will need E911 software to be compliant with the current legislation. Cisco Emergency Responder integrates easily with our current Cisco phone system.

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