

ENTERPRISE SYSTEMS TEAM



The Enterprise Systems Team's mission is to “**provide the technology to keep you connected.**” The team provides high-quality information technology services, solutions and leadership to optimize business processes and access to information.

Enterprise Systems' vision is to work in partnership with the College community to understand and align with goals and strategies across campus. We deliver superior customer service, with the College community as the focus. Partner expectations are appropriately managed and met in a timely manner. We embrace emerging technologies and innovative solutions in response to changes in needs and expectations. We strive to provide reliable and secure technology solutions.

Under the direction of the assistant vice president, Enterprise Systems is composed of three teams: Database Administration, Application Integration and Internet Services. Each team is led by a director/manager. In addition, Enterprise Systems Advisory Committee (ESAC), made up of administrative staff from key departments, provides planning and priorities, and the three teams follow a management methodology based on IT Service Management (ITSM) concepts.

Enterprise Systems' three teams provide the analysis, operation, design, security and delivery of the College's data and resources. Team members ensure that these operations align with the objectives of the College and the Information Services division. The teams support the Ellucian Banner enterprise resources planning (ERP) system, workflows, auxiliary systems, the website, the Web content management system, CamelWeb (the campus portal), the mobile website, mobile applications, Web infrastructure and systems integration. Each director provides project management and operational direction for multiple administrative systems and initiatives.

THREE THINGS YOU SHOULD KNOW ABOUT ENTERPRISE SYSTEMS:

- Enterprise Systems is responsible for supporting the College's integrated application and Internet-based data and resources, and for ensuring that these operations align with the objectives of the College.
- The Enterprise Systems Advisory Committee (ESAC) helps develop strategic planning and priorities for enterprise technologies.
- Enterprise Systems follows a project management methodology founded on best practice guidelines and has adopted IT Service Management (ITSM) concepts.

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