CHAPTER IV
GOVERNANCE AND MANAGEMENT

Progress in the Implementation and Deployment of the Intranet Portal and Decision Support System
The College has approached the development of its Intranet from the perspective of knowledge management. The key goals of this initiative include:

- improve access to College information;
- improve understanding and use of College information;
- improve institutional decision-making; and
- improve collaboration and communication among College departments.

The College has identified a number of key components that must be in place within the knowledge management framework in order for the institution to achieve these goals. Of primary importance is the development of a decision support system to support the operational, evaluation, research and planning functions within the institution. A second key area is document management. All College policies, procedures, reports, meeting agendas and minutes, and key college publications will be included within the Intranet portal. Electronic forms and workflow capabilities are essential to support the improvement and automation of College’s business processes. More effective mechanisms for Web content development and administration are also key components of the project. Expanded use of College e-mail alerts and notifications, as well as structures for increasing College communications are objectives of the project. The knowledge management project involves all divisions of the college and is coordinated by the Information Resources Division and the Office of Institutional Assessment, Research and Planning. The College Executive Committee and College Planning Council provide overall project leadership and direction.

The Portal infrastructure has been established through the work of the Portal workgroup, which involves representatives from all College divisions. This structure has been populated with relevant information. Although this is a constantly evolving environment, it is expected that the Intranet portal will be open, in the first phase, to College managers and administrators and department chairs. The next phase will involve making the Intranet portal available to all faculty and staff.
The decision support structure has progressed fairly rapidly. The Office of Institutional Assessment, Research and Planning, in collaboration with the Information Resource Division, has created a decision support framework through the use of Oracle Discoverer. This structure contains a wide array of customizable reports regarding enrollments, courses, faculty, degrees, and financial information. The Director of Institutional Assessment, Research and Planning (IARP) conducted individual training sessions with the Executive Vice President and Deans, who have successfully used the system since January 2002. The second phase is to provide access to the decision support structure to all department chairs. The Director of IARP and the Controller conducted five training sessions for department chairs during the week of September 3, 2002. Additional individual training sessions for department chairs are scheduled through the months of October and November, 2002. Deans and department chairs who have used the decision support system have found it very useful and easy to use. The decision support infrastructure will continue to be enhanced and expanded to respond to the needs of College constituencies.