

# Strategic Technology Advisory Board

3/30/2026

## Agenda

### Call to Order

#### Projects:

##### Completed Projects (since last meeting):

- Experience went live on schedule Feb 2026.
- Direct access to Self Service 8 “Enter Secure Area” homepage and most landing pages, except for Graduation Application and Hold Releases, has been decommissioned as of 3/23/2026.
- Webex meetings deprecated, fully replaced by Teams
- Comprehensive Academic Phase 1
- EUP implemented in production but not active
- Microsoft Teams – now available to all Staff / Faculty / Students

##### Ongoing Projects:

###### *ERP Modernization*

- DegreeWorks (some populations still use UAchieve until May)
- Data Visualization (via Power BI)
- Faculty Load and Compensation (FLAC) – Planned Go Live Summer 2026
- Ethos User Provisioning (EUP) – Activation, dependent on Entra project
- Comprehensive Academic Plan Phase 2 (Connect and timing constrained Banner changes)

*Unimarket Procurement Application (supporting college purchasing/contracting) – Planned Go Live July 1<sup>st</sup>, 2026*

###### *NEOED Integration*

###### *GoTo Phone System Replacement – Winter/Spring 2026*

- Webex Meetings was deprecated Feb 2026
  - MS Teams and Google Meet are the currently supported alternatives.
- Soft phones vs hard (traditional desk) phones
- Phone project is currently behind schedule due to vendor delays with phone line ports. Currently 70% with estimated completion late April/early May.

###### *Entra ID Project – Oct 2025 to August 2026*

- Complete overhaul of RCNJ Identity Access Management (IAM)
- Eliminates Red Hat LDAP, saving the College money
- Creates a hybrid cloud/on premises IAM system allowing cloud only authentication providing ongoing services if campus data centers are offline

- Cuts in half the attack vectors on RCNJ systems
- Uses Microsoft Authenticator, replacing DUO, for MFA, saving the College money
- Streamlines new application setup and provides more versatility for future enterprise grade applications.
- MUCH better security tools than current environment.
- Cuts down on or eliminates outage times for all cloud applications.
- Proceeding on schedule

*Sharp MFC (Multi Function Copier) replacement / renewal –*

- Full RFQ process for copier replacement. Adding a device in ASB 2 for student printing

Moving forward:

*Qualtrics Replacement*

- Qualtrics renewed for one year. Will begin replacement process summer 2026 with planned completion by end of year.

*Help Desk Software Replacement*

- Solarwinds cost up 250% during last renewal with no new functionality (similar to Qualtrics). Investigating replacement products for implementation by EOY.

*BYOD Campus*

- With rare exceptions, such as video rendering, the individual computers are relatively unimportant as technology moves to cloud computing. The computer is a ubiquitous portal.
- Most classroom PCs have been removed because they are severely underutilized. Also, even when a student logs into one and uses it, the classroom computer has no unique purpose.
- Providing software to students such as SPSS, EViews and Stata for their installation allows the student far greater access to having it limited to their time in the classroom.
- Getting to the point where students all have the same minimum computer (published on the ITS website and updated annually) allows for greater equity to students.
- Challenge: What is the methodology to ensure all students have a minimum level laptop meeting specs during their College career:

Some options:

- Provide a laptop with a 4-year warranty through fees when students begin at Ramapo. This could be done with a one-time fee or leveled fees.
- Make laptops available for purchase through the bookstore that allow students to use Financial Aid funds.
- Simply state it as a requirement and allow students to bring their own.

- The first two options allow us to have the computers preconfigured with the software to which all students are entitled, such as MS Office, as well as what may be required, such as Lockdown Browser. They would also allow standardization and more efficient help desk support. The first option would also mitigate the issue of affordability for financially challenged students.

#### *ERP Strategy –*

- Workday summit in February was highly informative. Though the Workday product is generally considered to better suit the needs of those institutions, the prevailing theme during and after the summit was that it would be difficult to return on the very significant investment to migrate to a new system, which would be \$10MM+ to migrate. However, important factors for RCNJ strategy to incorporate are succession planning and tracking all costs associated with maintaining the platform. Should those costs and risks outweigh the cost of implementing change this should be reexamined at least two years ahead of contract renewal.
- Furthermore – RCNJ should conduct cyclical process evaluation, document and improvement to mitigate succession risk.

#### *Migration to O365 / Outlook –*

- Initially targeting June 2027 for Exchange implementation for Faculty and Staff **only**. This will allow much tighter integration with Teams and full Outlook functionality which should increase administrative efficiency.

#### *Compliance and Security*

- NIST 800-171 – Reassessed over the summer. Over 92% fully implemented. 70% is considered aligned and is our minimum goal.
- **Working on supply chain and removable media risk identification to approach 100%**
- **Media Protection Policy submitted to PRC 2/13/2026**
- **SCRM meeting with Purchasing and Legal 4/17/2026**

*Bitsight – Now at 770 for College, 730 for Dorms + College. Both up 10 points from January meeting. Higher than 94% of our peer group (North America, Higher Education).*

#### *Primary risks:*

- Tutoring.ramapo.edu – Planned retirement May 2026
- Ted.ramapo.edu – Planned retirement Dec 2026
- Foundation PCI – Compliant as of 9/2025
- College PCI – Pending
- Web Content Accessibility Guidelines 2.1 – 4/24/2026 – participating in multidiscipline group to address compliance

- College procured AudioEye for assessment and enumeration of items to remediate on public sites.

#### *Policies, Protocols and Procedures*

Completed and ratified by appropriate body:

- Business Continuity Plan
- Business Impact Analysis
- Data Protection (Personally Identifiable Information)
- Plan of Actions and Milestones (POAM, NIST related)
- Cybersecurity Policy
- Cybersecurity Protocols & Compliance Manual
- *Incident Response Plan (new or changed status)*
- *ITS Change Management Protocol*

Final draft reviewed by PRC and MET and out for Public Comment:

- Acceptable Use for Information and Technological Resources Policy

Software, Hardware, and Supporting Devices Requests and Distribution Policy and Procedure

- Use of AI in the Workplace
- *Website Policy*
- *Guidelines for Secure Handling and Disposal of Documents under BDM*
- Final draft submitted for ratification:
- *Email Issuance Policy*
- *Identity Theft Protection*

In process, pre final submission:

- IT Risk Assessment Plan, Policy, and Procedure
- System Security Plan
- ITS Supply Chain Risk Management Policy
- Student Access Management Policy
- *Backup Policy*

Other New Business from group

Adjournment