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# **Technical Infrastructure Plan**

## **(2024)**



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## **Introduction**

It is critical that any college have a robust technical infrastructure. Verve College prides itself on providing elite technical resources to its students while making sure all the information is properly stored and backed up. Moreover, Verve College does have a file server on campus which is backed up and even has IT/technical support available, if necessary. The following plan describes Verve College's current technical infrastructure along with future plans. Most importantly, administration and students have access to computers on campus due to Verve College's secure network. Lastly, for the distance education platform, Zoom is utilized and cloud backup has been purchased with Zoom video communications as well.

## **Privacy, Safety, and Security of Data**

Foremost, Verve College's administration utilizes many secure programs. First, the Verve College administration utilizes Diamond student information system and each user has their own username and password. Essentially, Diamond allows us to store student information pertaining to enrollment, while remaining in compliance with our accreditors. Next, Diamond SIS has their own backup system, so the information is stored and kept safe with them. However, Verve College does store student's grades along with other Verve College internal documents on a Microsoft Office Server. More specifically, each user has a unique username and password and can only access this particular information while they are at work. Also, any changes made to any documents within the grade sheets drive can be traced back to the user, which helps Verve College management remain in control.

## **Computer System and Network Reliability**

Verve College does ensure computer system and network reliability via contractual agreements made with Comcast and AT&T. More specifically, at the Oak Brook location, Verve College has entered a contractual agreement with Comcast and AT&T, which includes a business fiber internet speed, and a standard Wi-Fi connection. At the Chicago campus,



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Verve College has entered into contractual agreement with Comcast for internet and phone purposes. Also, Verve College has additional IT/technical support as needed from HSM Systems Inc. In general, due to these agreements, Verve College has consistently had a reliable computer system and network reliability.

### **Emergency Backups**

Verve College does utilize an offsite backup and disaster recovery service with Dropbox. More specifically, Verve College has secured storage in the cloud with Dropbox. Also, servers and/or workstations are backed up every night. Furthermore, Verve College does store it's organizational and student information in the cloud as well as additional backup.

### **Annual Evaluation and Accessibility**

Verve College's Technical Infrastructure Plan is annually reviewed by the faculty and management and is accessible online through the Verve College Website and an additional copy is placed in the administration office.