

Immokalee Technical College (iTECH)

Technical Infrastructure Plan

Mission Statement:

The mission of Immokalee Technical College is to empower students through innovating hands-on training that qualifies and prepares students for achievable employment and future career success in the workforce.

Vision Statement:

To be the leader of technical training in Southwest Florida, that cultivates student excellence through accessible and achievable workforce education and prepares them to enter employment as a skilled, knowledgeable, and productive member of the Southwest Florida community.

Overview

The Immokalee Technical College Technical Infrastructure Plan establishes the framework for ensuring the adequacy, improvement, operation, maintenance, security, and reliability of all institutional technology systems. This includes infrastructure supporting instruction, administration, and distance education, ensuring alignment with the institution's mission to provide workforce-focused, technology-driven education.

iTECH operates within a district-supported model through Collier County Public Schools (CCPS), utilizing centralized infrastructure, enterprise-level security, and a structured support system to ensure consistent performance and compliance.

Scope of Services

The Technical Infrastructure Plan encompasses all aspects of technology systems, including:

Infrastructure Components

- Computer hardware (desktops, laptops, printers)
- Instructional technology systems (interactive displays, teacher workstations)
- Network infrastructure (wired, wireless, district fiber connection)
- Servers and data storage systems (district-hosted at CCPS Administrative Center)
- Learning Management System (Canvas LMS)
- Administrative systems (e.g., FOCUS student records system)

Technology Support and Services

- Submission and management of all technical issues through the CCPS Work Order System, routed to the System Support Technician (SST)
- On-site troubleshooting and escalation to district IT specialists
- Campus coordination via SST and Building Technology Coordinator (BTC)

Distance Education Infrastructure

- Canvas LMS used for curriculum delivery, accessible 24/7 from any internet-connected device
- Hosted on Amazon Web Services with 99.9% uptime SLA
- Supports instructional continuity across all programs

Security and Data Protection Services

- Enterprise next-generation firewalls
- Encryption for data at rest and in transit
- NTFS-based file security and role-based access
- CIPA-compliant internet filtering
- Student data protections aligned with FERPA

Network and Connectivity

- Dedicated district-owned fiber connection between iTECH and CCPS data center
- Redundant connectivity and redundant hot-site operator to ensure high availability and prevent system downtime through Layer 3 Communications (ISP)

Budgetary Resources

Funding Structure

The technical infrastructure is supported through multiple funding streams:

- CCPS Operating Budget – supports routine technology maintenance and support services
- Capital Improvement Plan (CIP) – funds major upgrades and infrastructure replacements through long-range planning
- Grants and Perkins Funding – support program-specific equipment and specialized technology
- Business and industry partnerships – provide equipment donations or reduced-cost purchases

Resource Allocation

- Hardware lifecycle replacement aligned with CCPS five-year replacement plan
- Software licensing and LMS subscriptions funded through district agreements
- Network and cybersecurity infrastructure funded at the district level
- Maintenance and repairs addressed through centralized district IT resources

Sustainability of Resources

- Long-term planning through CCPS ensures ongoing funding availability
- Integration with district systems reduces duplication of costs
- Backup systems and redundancy reduce costly downtime and recovery

Major Activity

Infrastructure Maintenance and Operation

- All issues reported through CCPS Work Order System, tracked and resolved by SST or district IT, and supported by student technicians
- Routine updates, patching, and system monitoring
- Hardware deployment and lifecycle replacement

Continuous Improvement of Infrastructure

- Annual review of system performance, capacity, and instructional requirements
- Upgrades to classroom technology and digital learning tools

Data Protection and Cybersecurity

- Implementation of:
 - Firewalls
 - Encryption protocols
 - Access controls
- Monitoring and reporting of security risks
- Enforcement of student and staff acceptable use policies

Network Reliability and Redundancy

- SAN backup system and redundant hardware/software
- Co-located hot site disaster recovery system
- Fiber connectivity ensures stable communication across campuses

Distance Education Delivery

- Canvas LMS integration across all programs
- Continuous monitoring of uptime and accessibility
- Faculty training on LMS utilization

Compliance and Usage Oversight

- Enforcement of Student Network and Internet Use Guidelines, including:
 - Data privacy protection
 - Prohibition of unauthorized networks or misuse

Plan Evaluation and Stakeholders with Whom the Plan is Shared

Annual Evaluation Process

- The Technical Infrastructure Plan is reviewed annually at the start of each school year by iTECH administration and faculty
- Review includes:
 - Faculty and student feedback
 - Advisory committee input

Revision Process

Revisions are completed at the program level to reflect changes in individual industry technology needs/requirements.

Annual Review and Approval History

The Immokalee Technical College Technical Infrastructure Plan is reviewed and updated, if necessary, annually at the start of each school year.

- August 17, 2020
- August 3, 2021
- August 9, 2022
- August 8, 2023
- August 6, 2024
- August 4, 2025

Performance Measures

- System uptime (target: 99.9% for LMS)
- Response time to work orders
- Network reliability metrics

Internal Stakeholders

- iTECH Administration
- Faculty and instructional staff
- System Support Technician (SST)
- Building Technology Coordinator (BTC)
- All support staff
- Students
- Collier County Public Schools (CCPS) IT Department
- CCPS Facilities and Maintenance

External Stakeholders

- Technology vendors (e.g., Canvas/AWS)
- Business and industry partners

Summary

The iTECH Technical Infrastructure Plan provides a comprehensive, district-integrated framework ensuring that all technology systems are adequate, secure, reliable, and continuously improved. Through structured maintenance, enterprise security, redundant systems, and annual evaluation, iTECH ensures that its technical infrastructure fully supports instructional delivery, including distance education, while safeguarding institutional data and maintaining compliance with accreditation requirements.