

## The Barton Community College Strategic Plan Project Charter

### **Purpose (The why of the project/current state):**

This initiative seeks to implement forward-focused technologies that streamline, secure, and modernize Barton's operational processes. The current student email creation workflow relies on an on-premises system with limited security standards and a high volume of helpdesk interventions. By transitioning these functions to Microsoft Entra, Barton will align processes to increase efficiency, improve institutional effectiveness, and uphold responsible stewardship of resources entrusted to the college.

### **Artifacts: (The evidence being used):**

Artifacts to be produced include system configuration documentation, security and authentication standards, historical helpdesk ticket data related to password resets, SIS-to-Entra implementation notes, and user experience feedback from students and staff engaging with onboarding technologies.

### **Overview (Summary of what will be done):**

The project will transition the creation and management of student email accounts from an on-premises environment to Microsoft Entra. This includes implementing secure password standards, deploying self-service password reset capabilities, and redesigning how students receive their initial credentials. The effort aims to reduce manual processing, strengthen cybersecurity posture, and improve student autonomy during onboarding.

### **Project Addresses Strategic Initiative:**

5.3 – Implement forward-focused technologies to integrate and support processes.

### **Goal (Desired result/the data point you want to move):**

The goal of this initiative is to create a secure, consistent, and modernized process for student account creation and authentication. This includes reducing helpdesk tickets related to password changes, ensuring all accounts meet current security standards, and improving students' ability to access systems independently.

**Project Description or Scope of Work:**

The scope of work includes completing SIS-to-Entra configuration, implementing new password standards, establishing automated email provisioning, creating a secure process for distributing temporary passwords, enabling self-service password reset features, and collaborating with Student Services to ensure onboarding workflows integrate seamlessly with the new technologies.

**Starting Date:**

December 5, 2025

**Milestone Dates:**

- December 2025 – Phase 1: Evaluate current onboarding workflows, review Entra environment, and licensing requirements. Identify hybrid identity scenarios for legacy students.
- January 2026 – Phase 1: Review current state process map. API capability review and discussion. Hybrid identity impact analysis.
- January 2026 – Phase 2: Configure Entra security group for licensing cloud users. Design Power Apps solution for Ellucian integration with Microsoft Entra (Production environment).
- February 2026 - Phase 2: Configure Application Registrations for Test. Configure Power Automate flow to create new Entra student user, set password, set UID, add student to licensing group, set email address logic and collision handling and enable email notifications. Explore and prototype onboarding enhancements. Enable & customize Entra SSPR for cloud-only users.
- March 2026 - Phase 2: PowerApps integration workflows (Test environment), Entra configuration, Prototype Entra authentication enhancements scoped to pilot group. SSPR customization plan.
- March 2026 – Phase 3: Conduct functional testing. Validate onboarding flow with test student accounts. Confirm User Account, license assignment and identity attributes and notifications after provisioning, review SSPR functionality. Test plan and test cases. Successfully provisioned account & email notifications. Flow Automation starting correctly. Issue log and resolution tracker.
- March/April 2026 – Phase 4: Configure Application Registrations for Production Ellucian Cloud. Deploy solution to production. Train support teams and document procedures. Plan for migration of hybrid identities. Transition ownership to operations.
- April 2026 – Phase 4: Production deployment checklist. Training materials and sessions. Hybrid identity remediation plan. Final project report and transition documentation.

- April 2026 - Ongoing monitoring of transition metrics including login success rates, password reset volume, and helpdesk contact rates. Present initial implementation outcomes and early metrics to President's Staff.
- May 2026 (Post Implementation Review): Review impact on Admissions workflows and verify that students are receiving system access earlier and more consistently. Compare helpdesk ticket volume against baseline to evaluate reduction in manual password resets, aligning with the project goal of increasing operational efficiency.
- Fall 2026–Spring 2028: Conduct ongoing monitoring of system performance, student access patterns, and authentication-related issues to ensure long-term stability.

**Impact (How the goal is reflected in a defined population):**

A strong connection exists between Initiatives 1.2 and 5.3 because both aim to enhance the early student experience, each from a different but mutually reinforcing angle. Initiative 1.2 focuses on strengthening communication strategies, so students receive timely, accurate information that supports engagement with orientation. Initiative 5.3 directly supports this work by modernizing the systems students rely on to access those communications, transitioning student email creation and authentication to Microsoft Entra, improving security, and removing points of failure that often delay students' ability to engage with onboarding tasks.

The relationship between the initiatives becomes even clearer when considering common access barriers. Initiative 1.2 depends on reliable student access to institutional communication channels, while Initiative 5.3 reduces helpdesk dependency and resolves frequent login and password related obstacles through secure self-service features. Together, these initiatives strengthen institutional effectiveness by ensuring students can confidently access critical systems, supporting Admissions with a more consistent onboarding pathway, and reducing daily helpdesk intervention within Information Technology Services.

**RACI (Responsible, Accountable, Consulted, Informed) Chart:**

- [See RACI Chart Spreadsheet](#)

**Plan for Sustainability (Where will project "live" after implementation):**

Following implementation, Information Technology Services will fully manage the Entra-based student account system. Sustainability will be ensured through routine reviews of authentication security, ongoing monitoring of helpdesk tickets, annual updates to password standards, and collaboration with departments involved in onboarding to maintain alignment with institutional needs.

**Additional Relevant Information:**

**Identified Institutional Values: (For 5.3 SPI, what institutional values are demonstrated by this initiative? (Honesty, Fairness, Respect, Courage, Trust, Responsibility)**

**Honesty & Trust**