



Institutional Technical Infrastructure Plan

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SCOPE OF SERVICES

The Information Technology (IT) department serves as the central hub for all technology needs across TCAT Morrystown, including our Morrystown Main Campus, as well as our satellite campus locations in Greeneville, Surgoinsville, Newport, Tazewell, and Morrystown Regional Airport. We maintain and support the full spectrum of the institution's technical ecosystem — including networks, servers, workstations, mobile devices, and connected peripherals — ensuring every system operates at peak performance.

Our team oversees all troubleshooting, diagnostics, testing, and repair efforts with precision and purpose, minimizing downtime and keeping operations running without interruption. Beyond break-fix support, the IT department manages software licensing, system updates, and security patching to keep the institution's environment current, compliant, and protected.

We lead cybersecurity efforts across the organization — monitoring for threats, enforcing access controls, and safeguarding sensitive data against evolving risks. From onboarding new users and provisioning equipment to managing cloud infrastructure and enterprise applications, IT ensures every member of the institution has the tools and access they need to do their best work.

The IT department also serves as a strategic partner in technology planning — evaluating emerging solutions, managing vendor relationships, and aligning technology investments with the institution's long-term goals. Whether resolving a day-to-day technical issue or architecting the infrastructure of tomorrow, IT is the engine that keeps the institution moving forward.

DISTANCE & HYBRID LEARNING INFRASTRUCTURE

The institution is approved to deliver instruction through both traditional and hybrid formats, positioning itself at the forefront of flexible, accessible education. Our technology infrastructure is purpose-built to support seamless learning experiences regardless of where students and faculty are located.

Hybrid learning is woven into the fabric of our instructional model and is available as a critical continuity tool during emergencies such as pandemics, severe weather events, or other disruptions

that limit access to campus. When the unexpected happens, our infrastructure ensures that learning never stops.

At the core of our distance learning environment is D2L (Brightspace), a robust and intuitive Learning Management System (LMS) that serves as the digital backbone for course delivery, student engagement, and academic collaboration. Through D2L and a suite of integrated tools, faculty can deliver content, assess student progress, facilitate discussions, and maintain meaningful connections with learners both on and off campus.

Additionally, every student is provisioned with a Microsoft 365 account, providing access to the full suite of Microsoft productivity tools — including Word, Excel, PowerPoint, Outlook, Teams, and OneDrive. This ensures that our students have the software they need to succeed academically, collaborate with peers, and engage with faculty, whether they are on campus or learning remotely.

The IT department works in close partnership with academic and administrative teams to maintain, support, and continuously improve the technologies that power distance education. From network reliability and video conferencing capabilities to LMS administration and faculty technical support, we are committed to delivering a learning environment that is stable, secure, and built for the demands of modern education.

TECHNICAL RESPONSIBILITIES

The IT department, in partnership with the Tennessee Board of Regents (TBR), holds responsibility for the planning, coordination, and management of all local technical operations. This encompasses the full scope of the institution's technology landscape — including information systems, network infrastructure, computer maintenance, software installation, application updates, and license renewals.

As the technical lead for all TCAT Morristown locations, the IT department ensures that every campus operates on a reliable, secure, and unified technology foundation. We work hand-in-hand with TBR to align local operations with statewide standards and initiatives, while remaining responsive to the unique needs of our institution and the students and staff we serve.

TECHNICAL MAINTENANCE & IMPROVEMENTS

The IT department is responsible for the daily operational maintenance of all TCAT Morristown locations, encompassing network access points, local computer hardware, backup data operations, and internet and intranet management. Broader infrastructure responsibilities — including the design, maintenance, and security of email accounts, websites, and database servers — are managed in coordination with the TBR Technical Infrastructure department.

The institution takes a proactive approach to technology management. Departmental and program computers are replaced on a structured rotating schedule to ensure staff and students always have reliable, capable equipment. Routine software checks are performed to verify that all devices remain current and operating at peak performance, while regular hardware assessments are conducted both on a scheduled basis and upon request.

The IT department serves as a trusted advisor to Administration, providing insights and recommendations on technology operations — including installation, repair, and replacement of specialized equipment. For major infrastructure initiatives, IT coordinates with TBR’s Technical Infrastructure department to engage and manage the necessary contracted services. When specialized expertise requires outsourcing, the IT department identifies those needs and works closely with the finance and business office to ensure vendor selection, logistical planning, and service delivery all meet the quality, security, and safety standards outlined by TBR policies.

BUDGETARY RESOURCES

Funding for the institution’s information technology infrastructure is secured through a designated allocation of state appropriations, ensuring a stable and consistent financial foundation for technology operations. The IT budget is reviewed and updated on an annual basis through the college’s budget hearings, allowing for strategic planning, informed investment decisions, and the flexibility to adapt to an ever-evolving technology landscape.

MAJOR ACTIVITIES

This plan outlines the procedures followed by TCAT Morristown to deliver quality distance education through a reliable, secure, and student-centered technology infrastructure. As an institution within the Tennessee Board of Regents (TBR) system, TCAT Morristown operates in close alignment with TBR’s IT offices, which provide the foundational technical infrastructure and delivery systems that power distance education and related services.

HYBRID PROGRAM DELIVERY

TCAT Morristown’s hybrid programs leverage a robust suite of tools — including Microsoft Teams, D2L (Brightspace), and program-specific software — to deliver engaging, high-quality instruction. All hybrid programs adhere to established course templates, learning objectives, and standardized requirements, including syllabi, grading structures, and defined outcomes, ensuring consistency, quality assurance, and the meaningful assessment of student learning.

FACULTY & STUDENT SUPPORT

Faculty teaching hybrid courses are held to the institution’s established teaching standards, which include ongoing and regular professional training. All TCAT Morristown students have access to a full range of student services, including media services, career placement, financial aid, and technical support. Faculty are expected to respond promptly to student inquiries and actively monitor student engagement through logins, coursework activity, time-on-task tracking, email communication, and assessments.

CURRICULUM & PROGRAM ALIGNMENT

All TCAT Morristown programs follow the state-established curriculum, ensuring that program content is fully aligned with desired student learning outcomes, program length, instructional objectives, evaluation methods, and the skills and proficiencies required for successful completion. Delivery formats are carefully selected to match the nature of the subject matter and the needs of the learner.

SECURITY & COMPLIANCE

TCAT Morristown adheres to TBR's established procedures for credential management, including the secure issuance of unique passwords for all employees and students. Monthly online cybersecurity training and assessments are required for all employees, equipping the institution's workforce to identify and report potential security risks. All members of the institution are informed of and held to strict password confidentiality standards.

TBR utilizes Ellucian Banner as its administrative system to house student data across all Tennessee College of Applied Technology (TCAT) campuses. Protecting student data is a core institutional priority, and TCAT Morristown adheres to both the Family Educational Rights and Privacy Act (FERPA) and the Gramm-Leach-Bliley Act (GLBA) to ensure the safety and privacy of student information.

To safeguard student data, TBR maintains a 24/7 Managed Security Operations Center (MSOC) that monitors all sensitive systems, supported by a Security Awareness Training Program for all staff, quarterly access reviews, end-to-end data encryption for both active and stored data, and a robust backup and disaster recovery solution.

Banner data is hosted across Microsoft Azure datacenters located in the South Central and North Central United States. These facilities comply with ISO 27001, ISO 27018, SOC 1, SOC 2, and SOC 3 security standards. TCAT Morristown and TBR maintain full ownership and control of all data residing within these datacenters, and any data stored on physical media is encrypted using FIPS 140-2 compliant encryption.

All data traffic transmitted between datacenters is protected using IEEE 802.1AE MAC Security Standards, guarding against physical interception. Microsoft employs variable network paths to maintain resiliency, and all cross-region data replication is transmitted exclusively over encrypted network connections.

Azure Backup provides comprehensive protection for institutional data, including full virtual machine backups, file and folder-level recovery, and app-consistent backups. Data is replicated through geo-redundant storage (GRS) to a secondary region hundreds of miles from the primary site, with cross-region restore capability available if needed. Backup data is protected against tampering and deletion, with soft delete retention maintained for 14 days following any backup

deletion, and built-in monitoring and alerting capabilities ensure the ongoing integrity of the backup environment.

EVALUATION OF THE PLAN

This plan is subject to an annual review conducted collaboratively by the President, Administration, the IT department, faculty, and staff. Through this shared evaluation process, the institution ensures that the plan remains current, effective, and aligned with the evolving needs of the college and the students it serves. Revisions are made as necessary to reflect changes in technology, policy, instructional practices, or institutional priorities.

STAKEHOLDERS & PLAN AVAILABILITY

This plan is made available to all employees and students and can be accessed online at the college's website at <https://tcatmorristown.edu>. Ensuring broad accessibility to this document reflects the institution's commitment to transparency, accountability, and keeping all stakeholders informed of the technologies, procedures, and standards that support the TCAT Morristown community.