TrinityGlobal
INSTITUTE

Technical Infrastructure Plan

2026-2027

TRINITY GLOBAL INSTITUTE

5035 Edgewater Drive,
Orlando FL 32810

Mission Statement

The mission of Trinity Global Institute is to provide high-quality, student-centered health care education that promotes lifelong learning and prepares competent health care professionals to improve health outcomes of the local and global community.

Purpose of the Plan

The purpose of this Technical Infrastructure Plan is to ensure the adequacy, security, and ongoing functionality of Trinity Global Institute's technology systems in support of instruction, administration, and student services. This plan reflects the institution's current reliance on third-party cloud-based service providers and contracted vendors.

Objectives of the Plan

- To ensure that technology services are adequate and reliable to support academic and administrative operations
- - To maintain and improve user access to cloud-based educational and administrative platforms
- - To protect the privacy and security of institutional data through third-party compliance and contracts
- - To ensure reliable access to computing equipment and wireless networks
- - To provide faculty, staff, and students with access to technical support and issue resolution, especially now that the school has a distance education program
- - To review and revise infrastructure practices annually based on performance and stakeholders' input

Responsible Person

The Director of Campus Operations is responsible for overseeing the management of Trinity Global Institute's technical infrastructure. This includes coordinating with external IT service vendors, managing the on-campus hardware inventory, overseeing the wireless network, and ensuring that third-party providers meet service and compliance standards to successfully support all the programs, including the distance education component.

Adequacy, Improvements, and Protection of Technical Infrastructure

The institution's Student Information System (Campus Cloud) and Learning Management System (Populi) at TGI are maintained entirely by their respective cloud-based providers, who ensure that platforms remain current, secure, and operational. The Director of Campus

Operations work with vendors to evaluate the adequacy of service, monitor user access, and resolve reported issues. Individual computers on campus are maintained by a contracted local IT service provider. Improvements are planned based on equipment aging, performance, and user feedback.

Ongoing Operation and Maintenance of Technical Infrastructure

There is no local server infrastructure at TGI. Maintenance of all on-site computers and the local Wi-Fi network is managed by an external IT support vendor under a service agreement. Routine maintenance includes software updates, virus protection checks, and basic hardware service. Network reliability is monitored through periodic checks and user feedback, with escalated service calls managed by the vendor.

Ensuring Privacy, Safety, and Security of Institutional Data

Data privacy and security responsibilities are primarily managed by Populi and Campus Cloud under their service level agreements. These vendors are responsible for all data encryption, firewall protection, access controls, and regular backups. The institution ensures compliance by maintaining updated contracts with each vendor and reviewing vendor documentation regarding FERPA and general data protection practices. All user accounts are password protected and staff are trained in responsible data access practices.

Computer System and Network Reliability

All institutional technology, including desktop and laptop computers, are inventoried and supported through a contract with an IT service provider. Network connectivity is provided via a commercial internet provider, and the local wireless network is maintained and secured under the direction of the Director of Campus Operations. Problems are reported via email, with response and resolution times governed by vendor service agreements.

Annual Evaluation and Revision of the Plan

The Technical Infrastructure plan is evaluated annually by the administrators, faculty, and staff in the faculty meetings. The Director of Campus Operations also reviews and assesses the system functionality, support quality, and user satisfaction. He collects all feedback to make adjustments, as needed.

Availability of Plan Information to Stakeholders

The Technical Infrastructure Plan is made available to administrators, faculty, and staff via the employee intranet and staff handbook. A copy of the plan can also be found in the school office, and the administrators' offices

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