



IT Services

Board Presentation

Lowell Ballard | Director of IT | September 15, 2021



Today's Update: Key Highlights



- Who We Are
- Accomplishments
- Strategic Direction
- Upcoming Projects



Who We Are – IT Services

Lowell
Ballard
Director

-  Info Security
-  IT Trainer
-  Assistant

▶ **Tim Davis**
Application Services

Systems Analysts & Developers



▶ **Chris Hoesel**
Operations Services

Infrastructure Analysts



▶ **Jaime Salinas**
Service Desk

Service Desk Analysts & Field Technicians



Three Teams, 24 Staff

Who We Are – IT Management



Who We Are – IT Services Team



Upcoming Projects (*Plans for 2021*)

(*from Last Year's Board Presentation*)



IT Training of “Citizen Managers”

- *Process Owners*
- *Data Managers*
- *Project Managers*
- *Trainers*
- *Security Administrators*

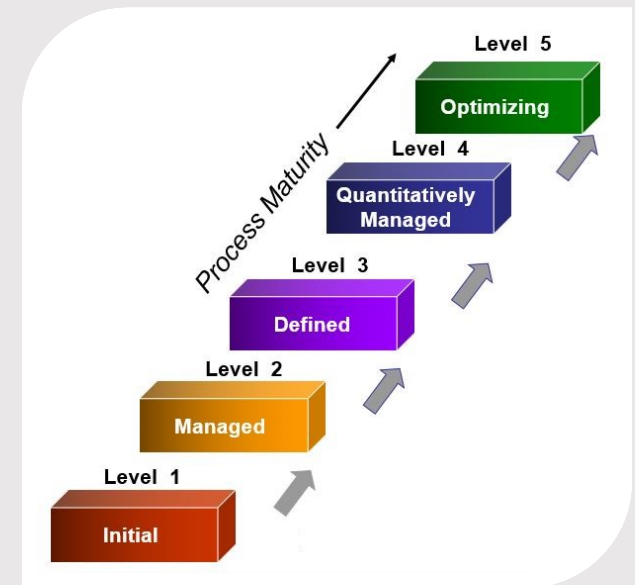
Process Management (*Promapp*)

Decision Support - Dashboards (*Power BI*)

Enhanced Security

Additional Projects

- Identified from External Best Practice Assessments

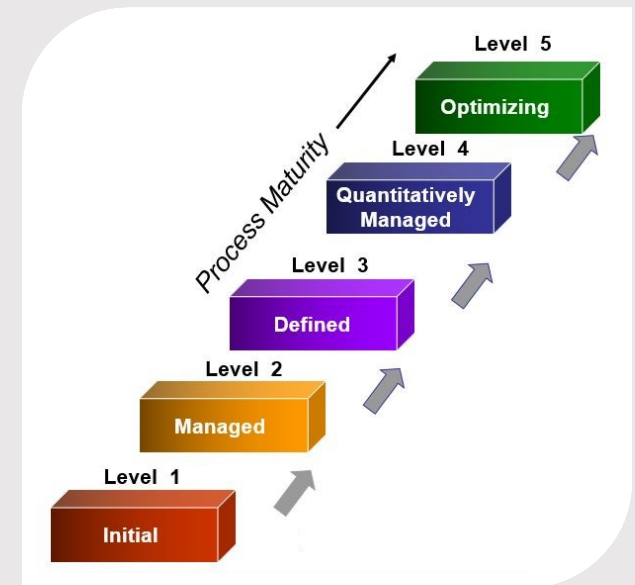


Upcoming Projects (*Plans for 2021*)

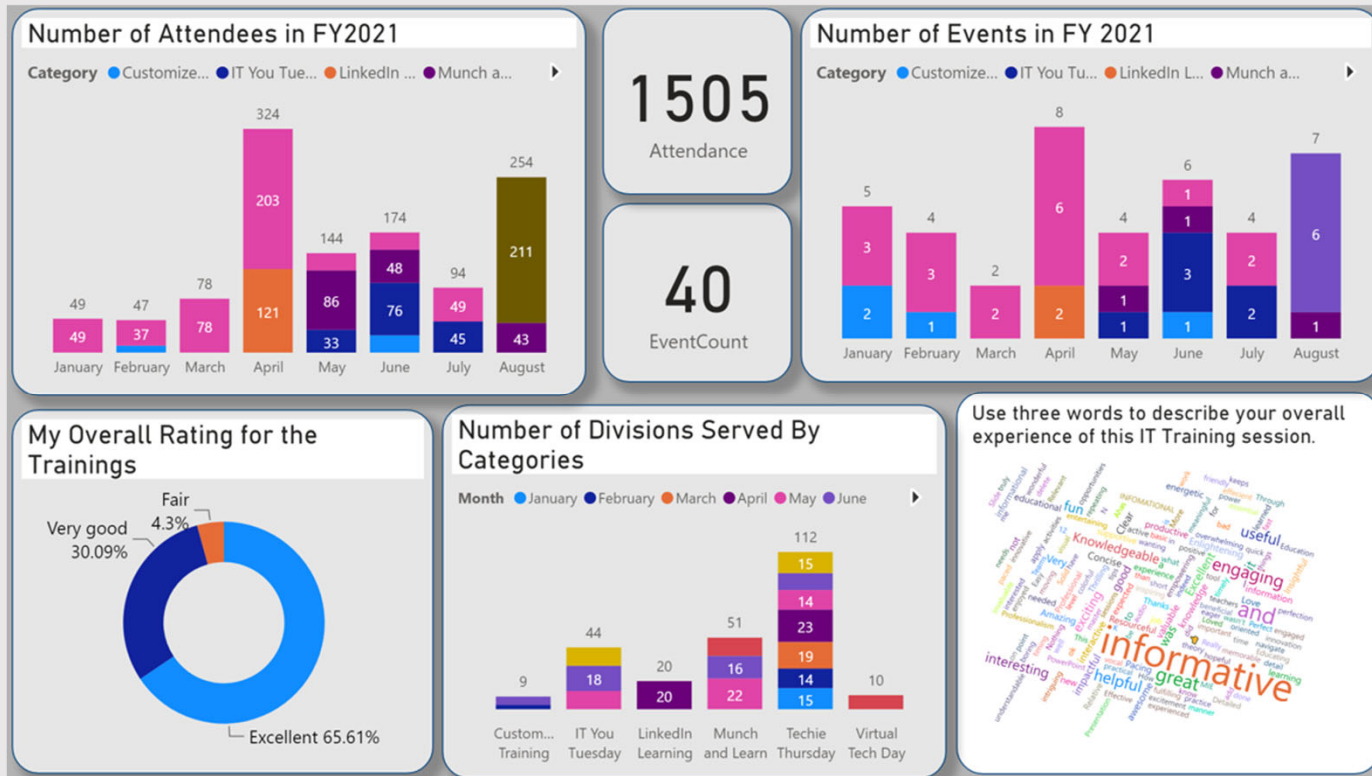
(*Projects Started/Completed*)



- ✓ IT Training of “Citizen Managers”
 - ✓ *Process Owners*
 - *Data Managers*
 - ✓ *Project Managers*
 - *Trainers*
 - *Security Administrators*
- ✓ Process Management (*Promapp*)
- ✓ Decision Support - Dashboards (*Power BI*)
- ✓ Enhanced Security
- ✓ Additional Projects
 - ✓ Identified from External Best Practice Assessments



IT Training Events



Strategic IT Projects - Last Year

- ✓ Workflow Platform (Laserfiche)
- ✓ Business Analytics (Power BI)
- ✓ LinkedIn Learning, Techie Thursdays
- ✓ Expert Evaluations/Assessments
- ✓ IT Service Management (FreshService)
- ✓ Next Gen Employee Portal (in Test)
- ✓ Ransomware Prevention/Preparation
- ✓ State-of-the-Art IT Design for New Facilities



Service Objectives for 2020/21

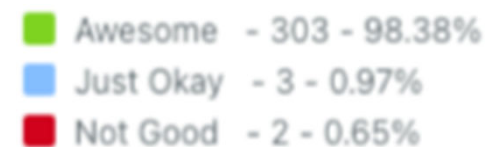


- **Client Satisfaction:** >85% on yearly customer satisfaction survey
- **Financial Effectiveness:** <5% of institutional revenues spent on IT
- **Service Delivery:** >25% requests resolved on first contact
- **Institutional Outcomes:** >50% of systems in central data catalog/hub

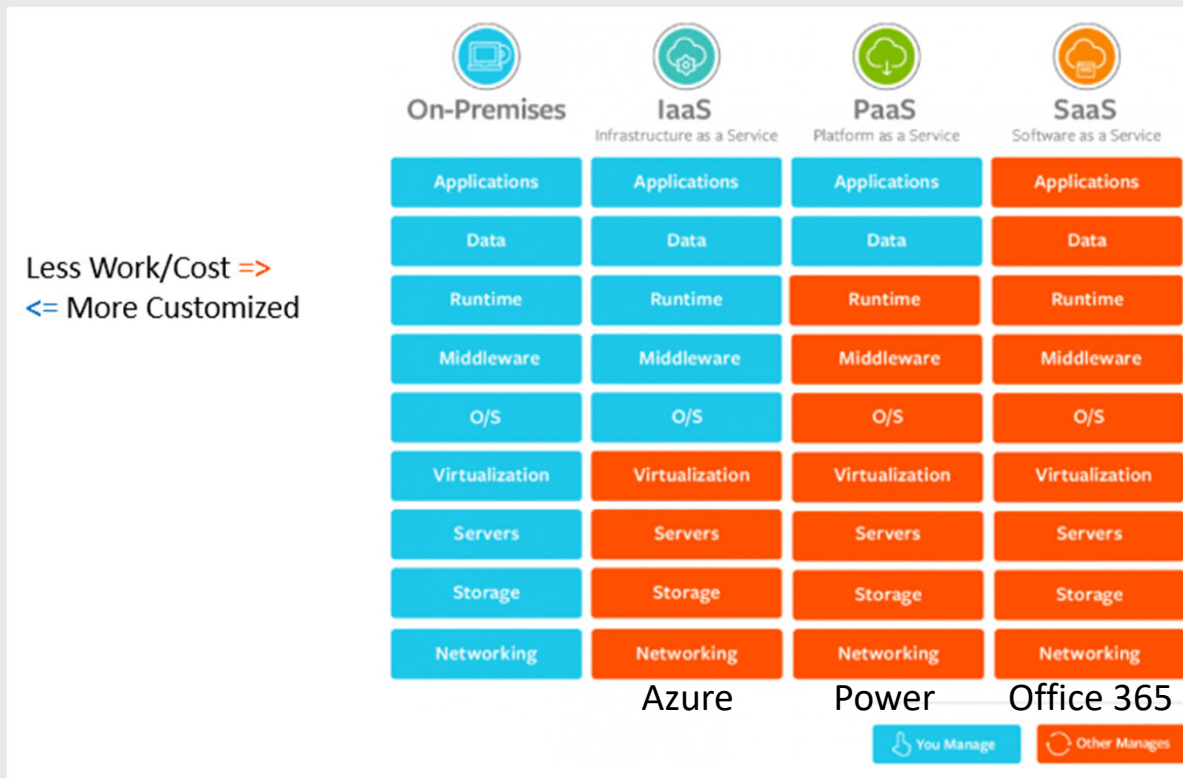
Leading Indicators Tracked

- Reduce Support Needs:** IT Training Provided
- Reduce Outages:** Single Points of Failure addressed
- Reduce Costs:** Identified potential cost savings realized
- Reduce Risks:** IT Security controls addressed

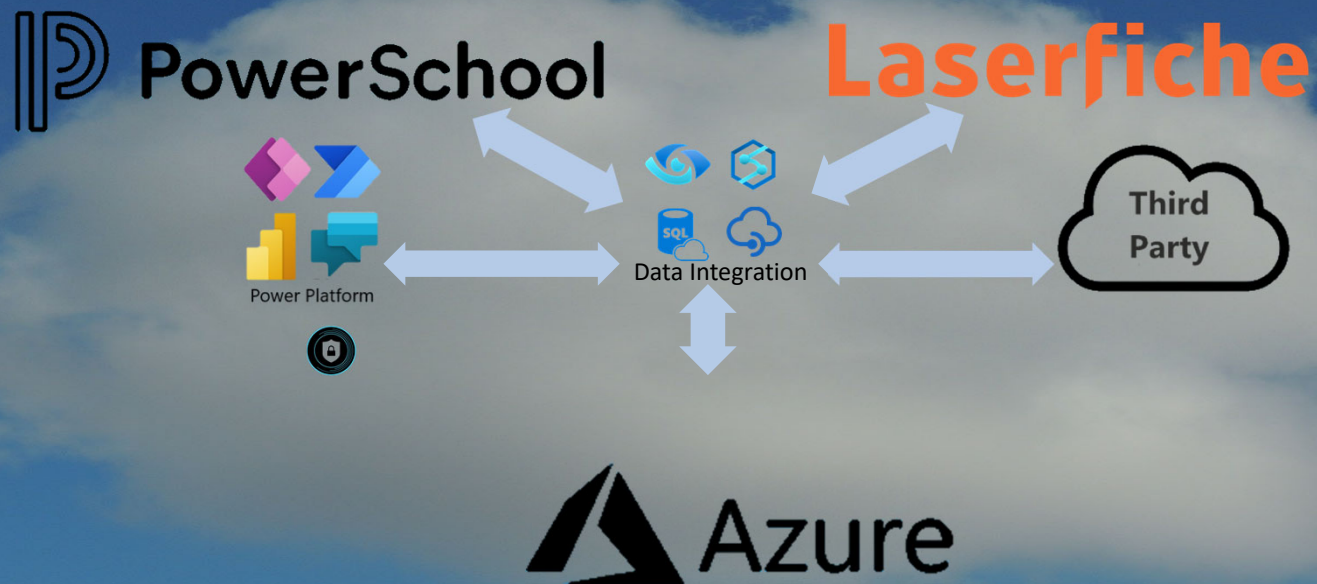
IT Support Experience Surveys



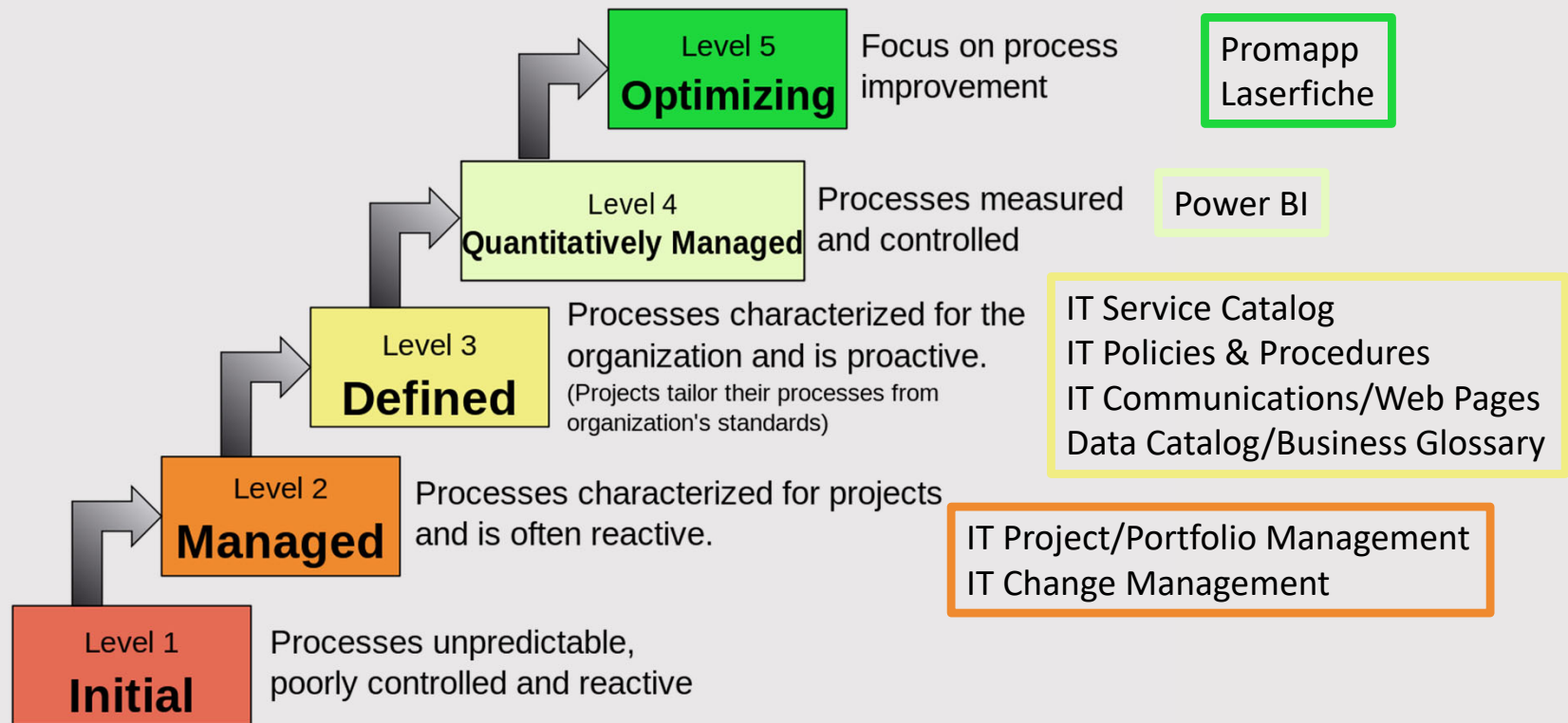
Platform Choices: Architecture



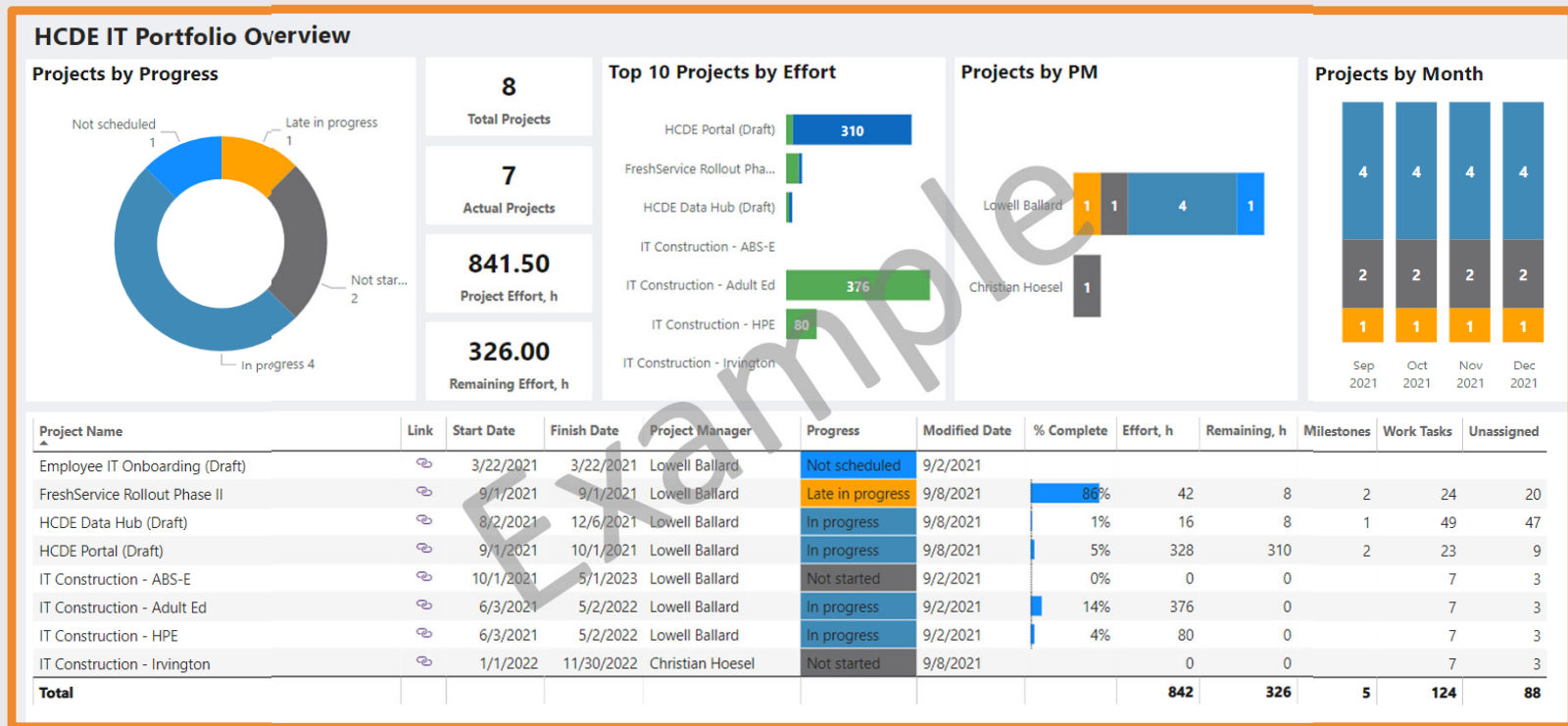
Strategic Platform: The Cloud



Strategic Direction: The Organizational Maturity Model


















IT Portfolio Management *(Managed)*



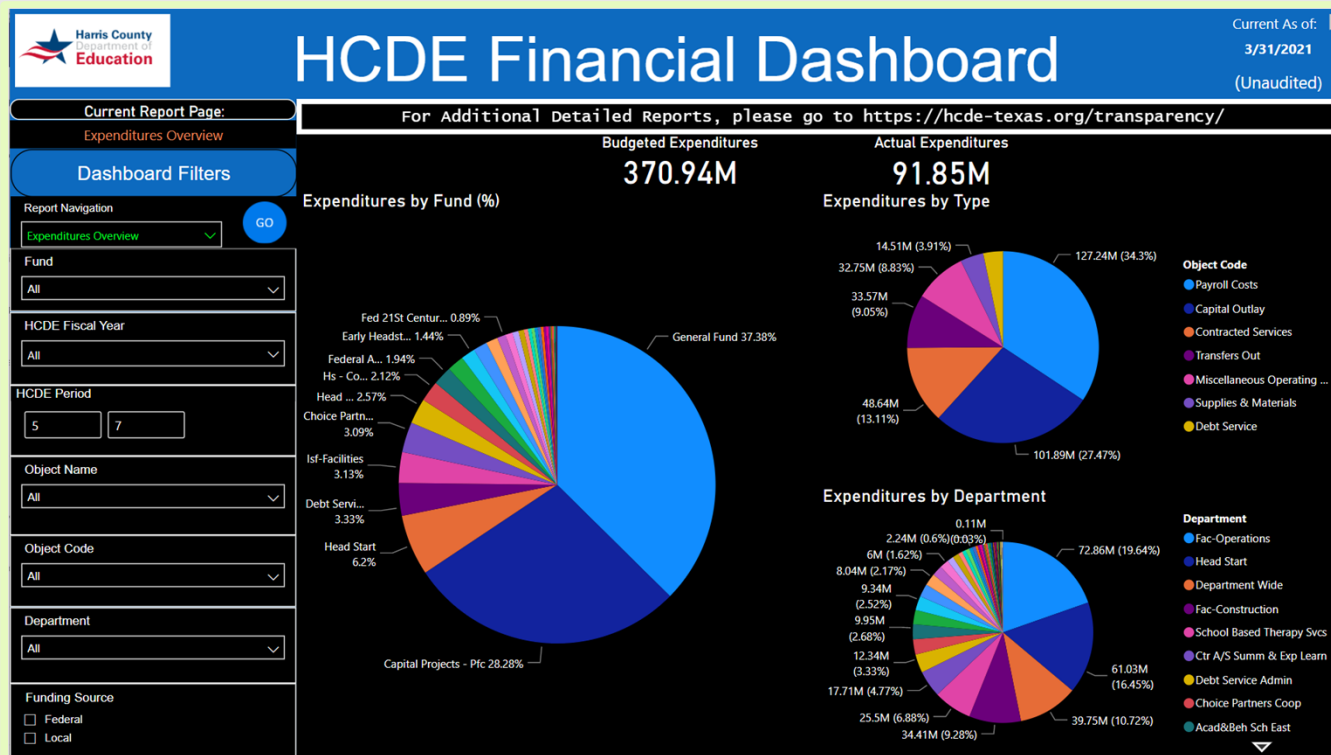
IT Service Catalog *(Defined)*



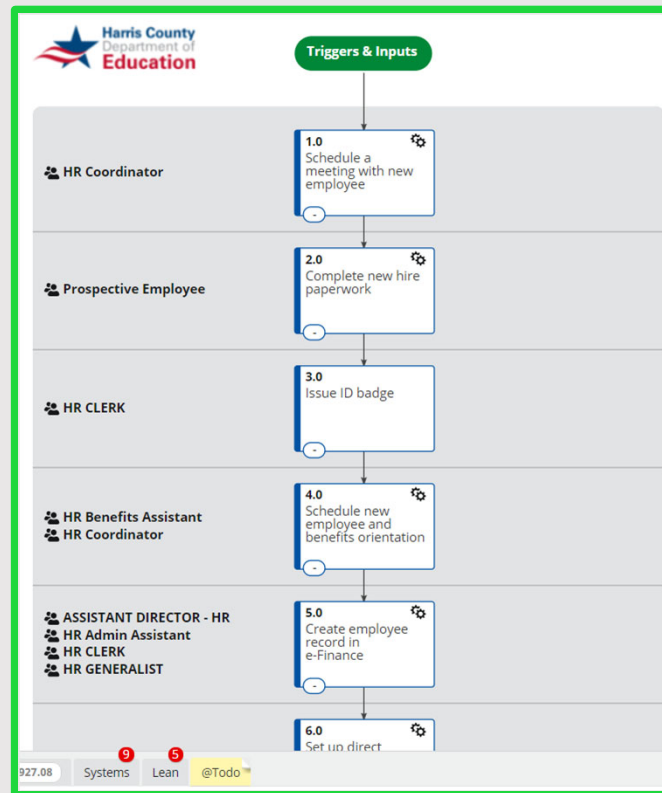
ALL SERVICE ITEMS

 ARBS Accounts Receivable and Billing	 Airwave Wireless Management	 Appdiction Online Forms
 ArcGIS Geographic Information System	 Aruba APs Wireless Access Points	 AutoCad Computer Aided Design (CAD)
 Azure Active Directo... Identity and Access Services	 Azure Data Factory Integration Services	 Azure Purview Data Catalog
 Azure Sentinel Security Event and Incident Management (...)	 BASS (AgendaQuick) Board Agenda Submission System	 Benefit Solver Benefit Solver
 Blackboard Learn Blackboard Learning Management System	 Blackboard Notify Blackboard Notify	 Canvas Canvas

Organizational Analytics *(Quantitative)*



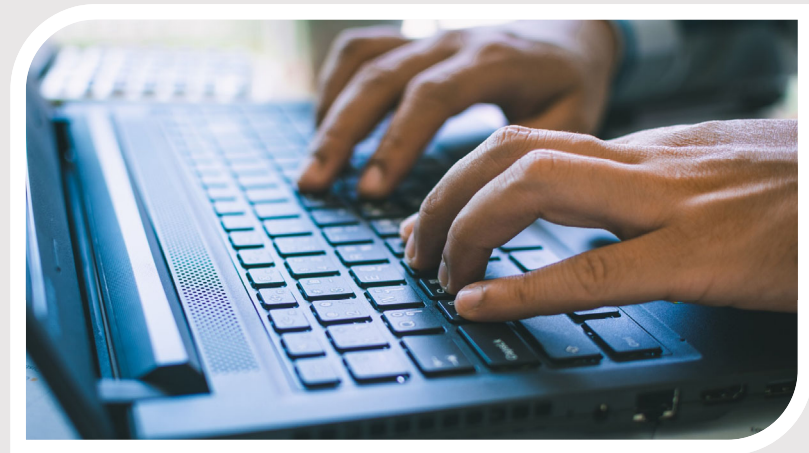
Process Management *(Optimizing)*



Strategic IT Projects (*Plans for 2022*)



- Process Enhancements (Laserfiche/Promapp)
- Decision Support (Power BI)
- IT Project/Portfolio Management
- IT Peer/Customer Collaboration
- Employee Knowledge Transfer
- Employee IT Onboarding
- IT Security Enhancements
- Network Capital Improvement



IT Security/Risk Reduction



- Custom HCDE Security Awareness Training
- Ransomware Attack Simulations/Incident Response Planning
- Enhanced Admin Account/Credentials Management
- Ransomware-Hardened Cloud Backup (Metallic)
- Disaster Recovery Plan Update and Test
- IT Security Policy Update/Socialization
- Secure unmanaged systems, devices and applications



Questions?

