



IT Services

Board Presentation

Lowell Ballard | Director of Technology | October 21, 2020



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



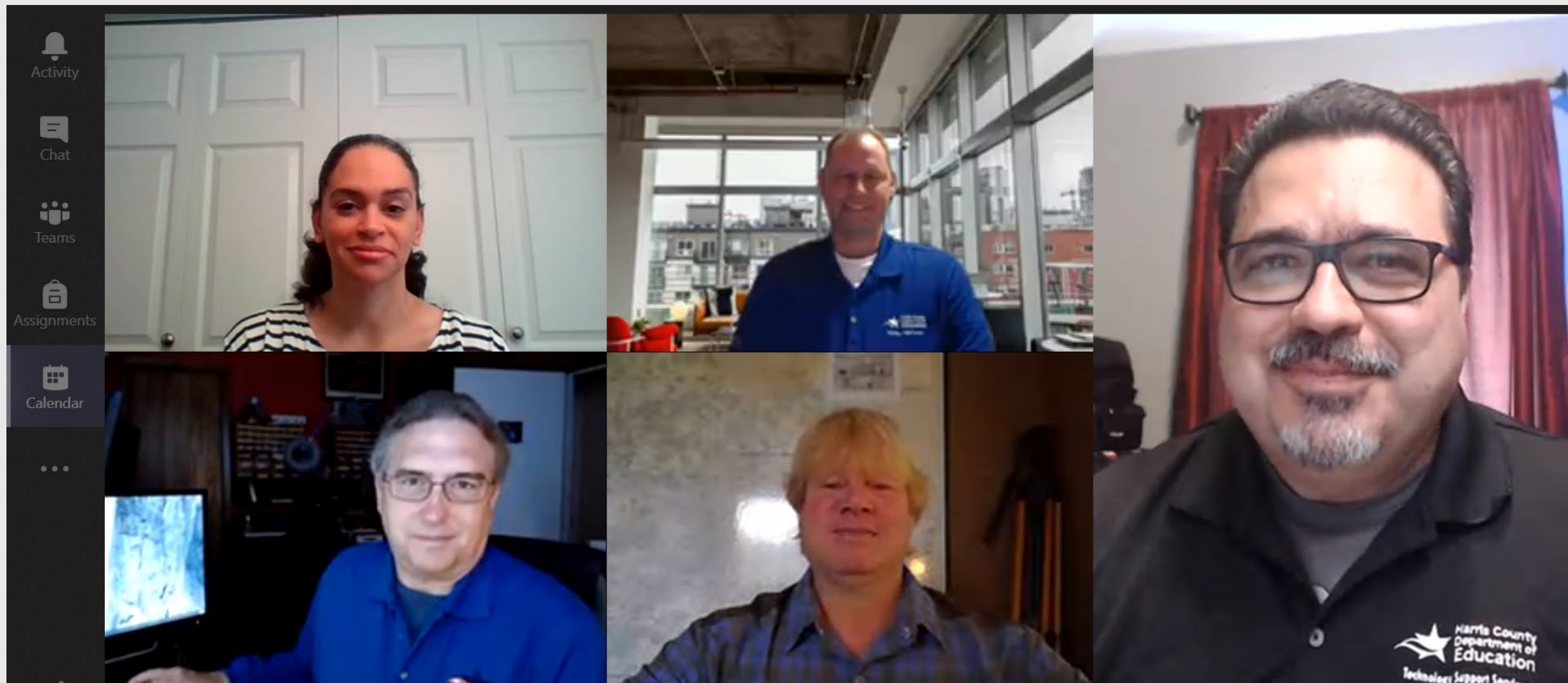
▶ **Jaime Salinas**
Service Desk

Service Desk Analysts & Field Technicians



Three Teams, 24 Staff

Who We Are – IT Management



Who We Are – IT Services Team



Service Objectives for 2019/20



- **Client Satisfaction:** >90% customer satisfaction
- **Financial Effectiveness:** <4.6% of institutional revenues spent on IT
- **Service Delivery:** >40% requests resolved on first contact
- **Institutional Outcomes:** >22% of forms able to submit online

Leading Indicators Tracked

Reduce Outages: Single Points of Failure addressed

Reduce Costs: Identified potential cost savings realized

Reduce Risks: IT Security controls addressed

COVID Related Accomplishments

- ✓ Remote Files OneDrive/SharePoint
- ✓ Adobe Sign – Online Forms
- ✓ Remote Access Web Site
- ✓ VPN for All Employees
- ✓ Remote Work – Teams and Zoom
- ✓ Student Accounts
- ✓ Remote K12 Classrooms - Teams
- ✓ New Workstations Ordered



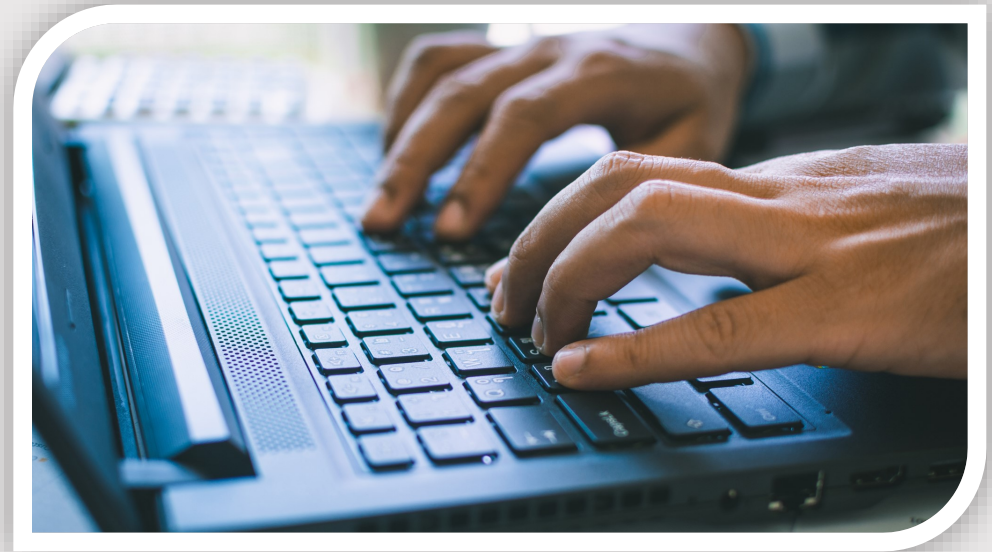
Upcoming Projects *(From Last Year)*

- ☐ Dashboard in a Day (Power BI)
- ☐ OneDrive/SharePoint Online
- ☐ Project Service/MS Teams
- ☐ IT Service Management System
- ☐ School Data Sync
- ☐ Conference Room AV Upgrades
- ☐ IT Security Enhancements

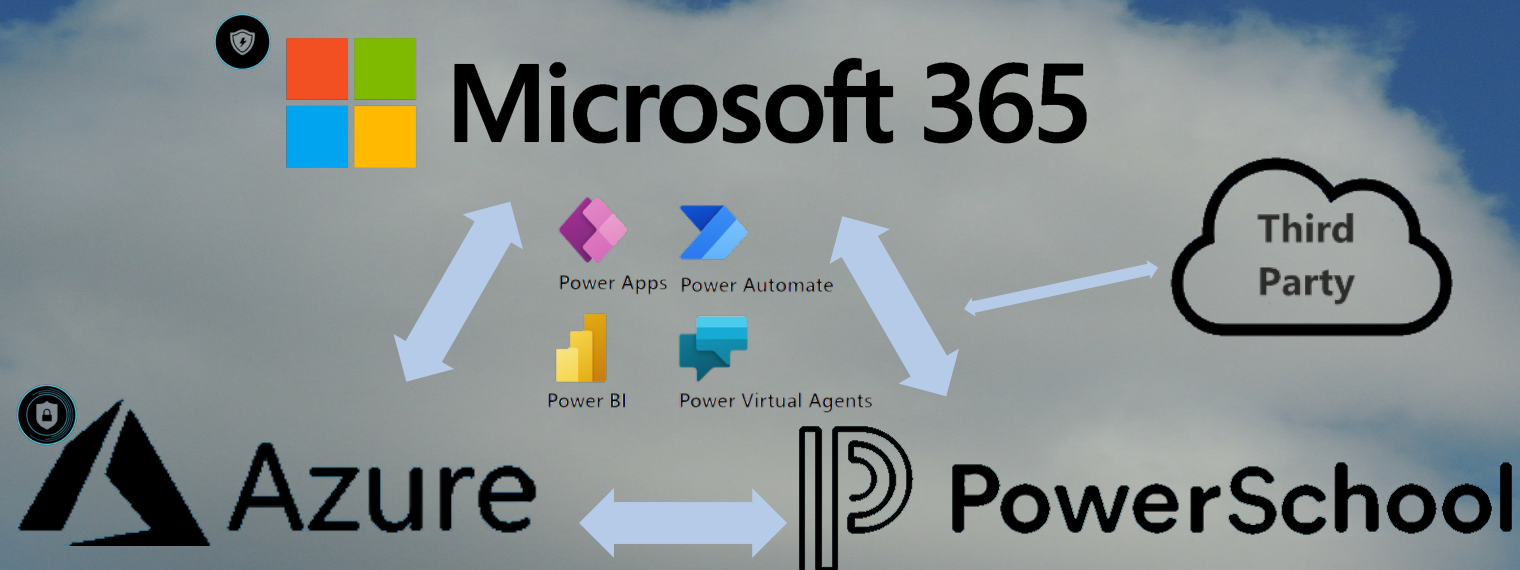


Upcoming Projects (*Current Status*)

- ✓ Dashboard in a Day (Power BI)
- ✓ OneDrive/SharePoint Online
- ✓ Project Service/MS Teams
- ✓ IT Service Management System
- ✓ School Data Sync
- ✓ Conference Room AV Upgrades
- ✓ IT Security Enhancements



Strategic Direction: The Cloud



Upcoming Projects (*Plans for 2021*)

☐ IT Training of “Citizen Managers”

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

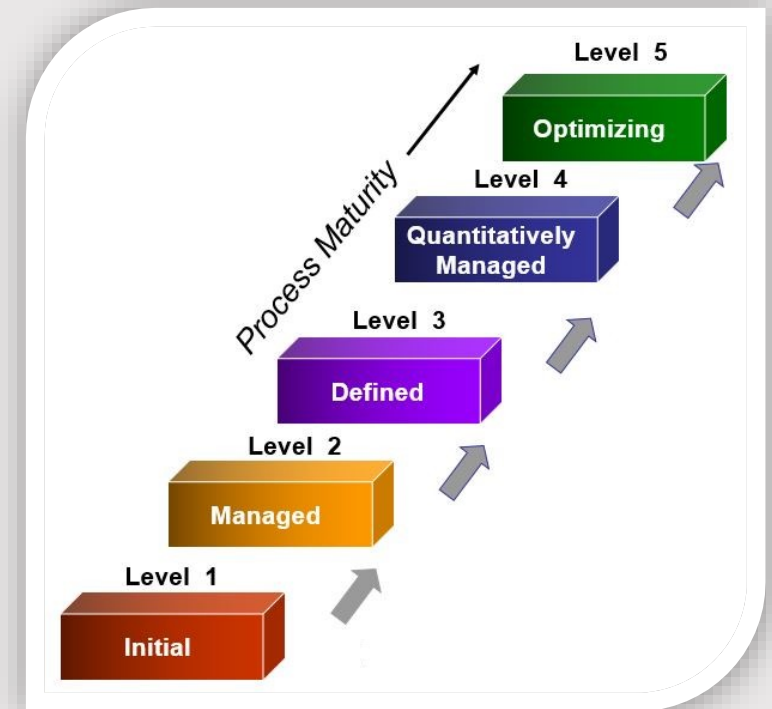
☐ Process Management (*Promapp*)

☐ Decision Support - Dashboards (*Power BI*)

☐ Enhanced Security

☐ Additional Projects

- Identified from External Best Practice Assessments



IT Security/Risk Reduction

- ☐ Security Committee and Policy Update
- ✓ Security Awareness Training
- ☐ Security Controls Compliance (*NIST SP 800-53*)
- ☐ Microsoft and Azure Defender – *Utilize New Features Institution-wide*
 - ☐ Data Loss Prevention
 - ☐ Security Incident and Event Management
 - ☐ Multi-factor Authentication (*Off Site*)
- ☐ Disaster Recovery Planning, Removal of Single Points of Failure



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