

## **Information Technology (IT) - Service Unit Outcomes**

### Service Unit Purpose:

The primary purpose of the Information Technology (IT) department is to support and promote the effective integration of technology into college practices to maintain highly effective, reliable, secure and innovative information systems that support instructional, administrative, student services and institutional effectiveness. IT will select, design and implement solutions designed to meet the business needs of the College.

### Service Unit Outcomes:

1. The College's IT hardware and software are considered to be efficient and effective to provide the infrastructure and functionality to support essential goals and objectives of the College.
2. System availability is maximized by the reduction in the number of unscheduled interruptions in technical services.
3. All information resources are protected by adequate security by reducing the number of viruses and malware occurrences with the assurance of no security breaches.
4. College faculty, staff and students receive services that are adequate to meet their needs by addressing requests and deficiencies.
5. Administrative and academic software applications are implemented and maintained to support the functions of the College.
6. Effective use of technology is provided to improve efficiencies and accomplish business practices in the College support service areas through the use of data reporting and IT supported applications.
7. Telecommunications services, including telephones lines, voicemail and fax services are available and adequate to meet the demands of the college personnel.