



Assessment Record

Service **Information Technology** **Assessment** **2019 - 2020**
Unit: _____ **period:** _____

Program or Department Mission:
 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 needs of the College.

Service Unit Outcomes & Assessment Plan				
Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
IT will streamline practices to create efficiencies and economize resources to meet the growing technological needs and demands of the College. This will improve the delivery of system administration and information access.	Metrics support the effectiveness and economy of the infrastructure including uptime and outage logs. Review of user requests and complaints from support email logs, and internal, audit, and system logs.	Resources are being used efficiently and economically. End users have access to technical resources. College faculty, staff, and students receive services that are adequate to meet their needs in a timely manner.	5521 support calls were answered promptly with no access complaints. Resources have been streamlined to be more efficient and economical. Users received services in a timely manner.	IT will continue to look for ways to streamline and economize resources that will meet the needs of the college as well as improve the delivery of system administration and information access.
IT will provide reliable and secure access to the institution's	Review of user requests/complaints.	Unscheduled interruptions to user access are minimized.	A negligible number of network outages for the year. No	Due to an increase in virus and ransomware incidents, IT will

network which includes critical systems and data. This objective will establish scalability that will meet the future networking needs of the College.	Internal Audit, including review of system logs.	No breaches of security occur. Reduction in the number of viruses and malware.	reported breaches of security.	need to evaluate the addition of EDR software to end-user devices. Additionally, the use of Multifactor Authentication (MFA) for email and systems access should be explored.
Support critical institutional systems and projects, including Oracle and all Banner systems (including Finance, Human Resources, Student, and Financial Aid systems).	Internal Audit, including review of system logs.	Software applications are on supported versions. The IT Department implements the appropriate release of all administrative software to ensure regulatory compliance from an operational and reporting perspective.	In the Fall of 2019, all administrative functions of Banner were migrated to OneACCS, the ACCS centralized version of Banner. Going forward this section may begin to reference local systems integrated into ACCS Banner.	System updates and requirements will be continually monitored and installed to ensure regulatory compliance and ensure support in all future reporting periods.
Evaluate and implement new innovative information systems that enhance technology for Jefferson State students, faculty, and staff.	Professional judgment and review of IT work logs.	College faculty, staff, and students receive services that are adequate to meet their needs.	Remote access was increased due to Covid-19. New software enabling remote collaboration (e.g. Zoom and Teams) was purchased and deployed to end users.	IT will continue to evaluate and provide new innovative systems that enhance technology for faculty, staff, and students.
Effective use of technology is provided to improve efficiencies of the College	Internal Audit, including review of IT, and work logs.	Data/reports prepared by the IT department accurately reflect data loaded in the	All main reporting functionality has been moved from the local Banner to OneACCS Banner. Access to	IT will continue to improve the efficiencies of the College through the analysis of

<p>support service areas through increased analysis of data and reporting.</p>		<p>administrative software system. Requests for information are met in a timely manner.</p>	<p>reporting tools should be evaluated and legacy-type reporting phased out.</p>	<p>data and reporting.</p>
<p>IT will provide and maintain a reliable telephone system.</p>	<p>Review of user requests/complaints. Internal audit, including review of system logs.</p>	<p>An adequate number of outgoing and incoming lines are available to meet the work-related needs of the College. An adequate number of extensions are available for full-time employee use.</p>	<p>Improvements were made to eliminate analog lines by replacing them with VoIP lines.</p>	<p>The telephone system will continue to be provisioned, upgraded, and maintained to meet the needs of the college with enhanced functionality.</p>
<p>Plan submission date: April 2020</p>			<p>Submitted by: James Burton</p>	