



Assessment Record

Service Information Technology Assessment 2020 - 2021
 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, internal audits, 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.	6226 support calls were answered in a timely manner 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	Review of user requests/complaints.	Unscheduled interruptions to	A negligible number of network outages for the year (<5 hrs.)	IT will continue to ensure the network will

<p>the institution’s network which includes critical systems and data. This objective will establish scalability that will meet the future networking needs of the College.</p>	<p>Internal Audit, including review of system logs.</p>	<p>user access are minimized. No breaches of security occur. Reduction in several viruses and malware.</p>	<p>No reported breaches of security. ACCS FortiEDR security software was tested and deployed to all user devices via local group policy. MFA requirements for access to Office 365 rolled out for all users.</p>	<p>remain secure and reliable with minimum access interruptions and no security breaches.</p>
<p>Support critical institutional systems and projects, including Oracle and all Banner systems (including Finance, Human Resources, Student, and Financial Aid systems).</p>	<p>Internal Audit, including review of system logs.</p>	<p>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.</p>	<p>Continued patching/updating of critical Active Directory and VMWare infrastructure. Continued patching/upgrading of critical network infrastructures such as firewalls and controllers.</p>	<p>System updates and requirements will be continually monitored and installed to ensure regulatory compliance and ensure support in all future reporting periods.</p>
<p>Evaluate and implement new innovative information systems that enhance technology for Jefferson State students, faculty, and staff.</p>	<p>Professional judgment and review of IT work logs.</p>	<p>College faculty, staff, and students receive services that are adequate to meet their needs.</p>	<p>Addition of “Zoom Rooms” on each campus to provide for remote learning. Migration of LMS to ACCS centralized Blackboard.</p>	<p>IT will continue to evaluate and provide new innovative systems that enhance technology for faculty, staff, and students.</p>
<p>Effective use of technology is provided to</p>	<p>Internal Audit, including review of IT, work, and logs.</p>	<p>Data/reports prepared by the IT department</p>	<p>147 projects and 12 reports completed.</p>	<p>IT will continue to improve the efficiencies of</p>

<p>improve efficiencies of the College support service areas through increased analysis of data and reporting.</p>		<p>accurately reflect data loaded in the administrative software system. Requests for information are met in a timely manner.</p>		<p>the College through the analysis of 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 2021</p>			<p>Submitted by: James Burton</p>	