



Assessment Record

Service **Information Technology** **Assessment** **2021 - 2022**
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 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.	4049 support calls 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 the institution's network which	Review of user requests/complaints. Internal Audit, including review of system logs.	Unscheduled interruptions to user access are minimized.	A negligible number of network outages for the year (<5 hrs.) No reported	IT will continue to ensure the network will remain secure and reliable with

<p>includes critical systems and data. This objective will establish scalability that will meet the future networking needs of the College.</p>		<p>No breaches of security occur. Reduction in the number of viruses and malware.</p>	<p>breaches of security.</p>	<p>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>Upgrade of VMWare hosts to ESXi version 7.0. Upgrades to Active Directory to 2016 functional level.</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>College portal migrated to Office 365 cloud. Migration of Help Desk for IT and other functional units to the cloud-based solution (Zoho Desk).</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 improve efficiencies of the College support service areas</p>	<p>Internal Audit, including review of IT, and work logs.</p>	<p>Data/reports prepared by the IT department accurately reflect data loaded in the administrative</p>	<p>187 projects and 617 reports completed.</p>	<p>IT will continue to improve the efficiency of the College through the analysis of data and reporting.</p>

through increased analysis of data and reporting.		software system. Requests for information are met in a timely manner.		
IT will provide and maintain a reliable telephone system.	Review of user requests/complaints. Internal audit, including review of system logs.	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.	Planned migration from a premise VoIP solution to a cloud base VoIP solution (Avaya Cloud Office) is currently underway. Also, the replacement of all current IP phones.	The telephone system will continue to be provisioned, upgraded, and maintained to meet the needs of the college with enhanced functionality.
Plan submission date: September 2022			Submitted by: James Burton	