

**SUNY Potsdam
Administrative Unit Assessment Plan**

Administrative Unit: Computing & Technology Services

Unit Contact -- Name: Mindy Thompson

Phone: 3486

Email Address: thompsme@potsdam.edu

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Mission Statement: Computing and Technology Services (CTS) is responsible for planning, developing, and managing the information and technical resources and services of the campus. CTS advocates the utilization of technology to enhance the educational experience for SUNY Potsdam students, promote critical thinking, and develop the skills necessary to succeed in society. CTS supports student, faculty, and staff needs, and provides a full complement of services to support the academic mission and campus administrative needs.

Goals	Desired Outcomes/Objectives	Assessment Methods and Targets/Measures
1. Operations: CTS will ensure that the department is fiscally responsible and will realize savings and discounts whenever possible.	A. Securing the best pricing through research and selecting hardware/software based on lowest price often by selecting equipment across several quotes.	1A1. Operations will track all savings that were secured.
2. Device Management Services: Refactor device imaging services by utilizing Microsoft Deployment Rings with software update services for Windows	A. Microsoft Deployment Rings will permit various groups and entities on campus to receive stable and timely updates. This allows for more granular control of updates and selected quick deployments of security patches.	2A1. Progress is tracked in CTS' tracking system. As testing begins select areas will start to receive their "ring" of updates. Test groups will be used to test deployments until larger scale rings are used. Success will be the deployment of Microsoft updates with little to no action needed by the end users. Success can be measured by no end user noticing the positive changes being made behind the scenes.

<p>3. Device Management Services: Effectively communicate lab access and availability to current students.</p>	<p>A. Using KeyReporter, CTS will generate maps that will allow students/users to see how many computers in a facility are available for use and what software is available on them.</p>	<p>3A1. Computing facilities are accurately mapped. Facility hours and computer access are posted publicly on the College website and available for student / faculty use.</p>
<p>4. Administrative Information Systems: Implementation of applications and software to complement Banner, our student information system, and enhance the productivity and increase efficiencies for functional offices across campus.</p>	<p>A. Administrative Offices increase productivity and efficiencies by their effective use of either Banner or software integrations with Banner.</p>	<p>4A1. Student Outcome Tracking is implemented. 4A2. Award Management is implemented and functional. 4A3. Advancement is up and running on Banner Finance. 4A4. Custom reports are replaced with more dynamic and efficient reporting.</p>
<p>5. IT Service Desk: Provide effective and timely Tier 1 support to all faculty and staff. Provide effective and timely support to students pertaining to technology based academically related services offered at SUNY Potsdam.</p>	<p>A. Through the utilization of the RT Tracking system and well trained student assistants, the IT Service Desk will investigate and troubleshoot software and basic hardware issues. B. The IT Service Desk will also triage complex hardware, software, and network issues to ensure that they are communicated to the correct areas of CTS C. Technology support will be offered to students in basic areas of software and connection to on campus technology based services.</p>	<p>5A1,B1,C1. Tickets in the RT Tracking system are updated with detailed information pertaining to the issues and steps taken. 5A2, B2, C2. Tickets in the RT Tracking System will be periodically reviewed to determine how effectively an issue was resolved.</p>
<p>6. Network Infrastructure and Media: Equip classrooms with resources to deliver hybrid remote and in-person classes.</p>	<p>A. Faculty will be able to provide media rich experiences, in real time, for both remote and in-person students utilizing streaming audiovisual appliances. B. The classroom furnishings will provide capability to save audio and video recordings that can be shared through a learning management system.</p>	<p>6A1. Camera, microphone and streaming equipment is installed and functional in projection facilities. 6A2, B1. Utilization of equipment is tracked through audiovisual control system software.</p>
<p>7. Host and Network Services: Implement and update security changes in our User Account Management process.</p>	<p>A. Transition our Password Reset method from our home-grown solution (https://account.potsdam.edu) to</p>	<p>7A1,B1. Our home-grown password reset solution is retired. No services utilizing our legacy LDAP infrastructure. All users are using</p>

	<p>Microsoft's self-service method.</p> <p>B. Students, faculty, and staff will have an easier time resetting their password. Using Microsoft's self-service password reset method will allow users to enable 2FA which provides two layers of security to access their campus account. Our IT Service Desk will have fewer requests for remote-password resets.</p>	<p>Microsoft's self-service method to reset their password. Initially encourage students, faculty, and staff to enable 2FA and eventually roll it out faculty/staff and eventually students.</p>
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