

Technology

Supporting NEIU's Strategic Goals

- ✓ Purposeful Appointments to Key Roles
- ✓ Continued Progress in Digitization
- Development of a Comprehensive Strategic Roadmap
- Continue Realignment of University Technology Services
- Proactive and Responsible Operational/Fiscal Planning

Project Management Office

- Launched Nov 23
- Identify, organize, prioritize
- Communicate
- Track / manage costs and resources

Security Officer

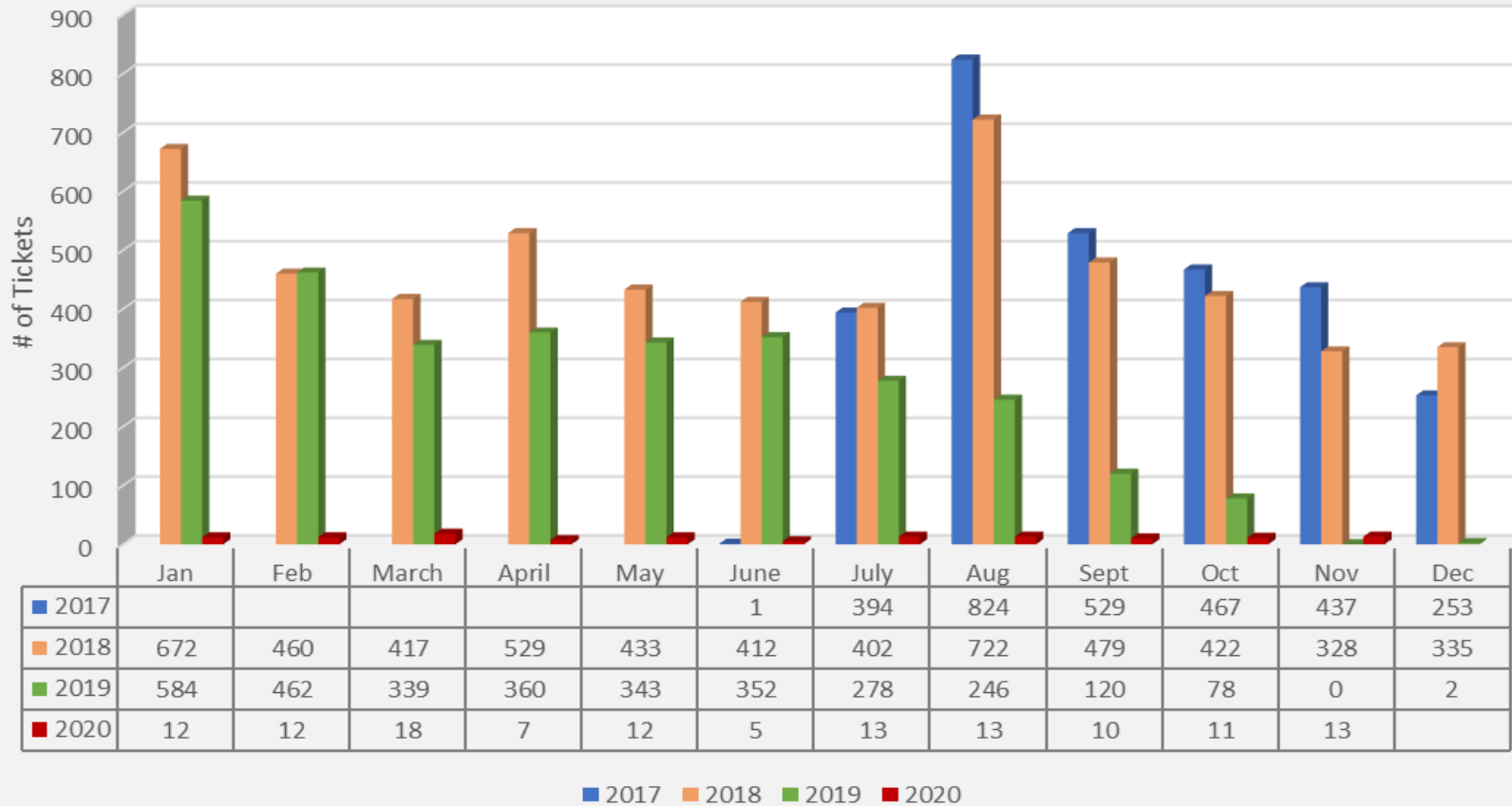
- Address audit concerns
- Protect NEIU's intellectual property
- Ensure compliance with State mandates
- Training and education

University Technology Services - Partial Portfolio

Project/Activity	Start	Anticipated Completion	2020		2021							
			Q4		Q1		Q2		Q3		Q4	
Student Services Live Chat - GEER funded	Nov 2020	Jan 2021										
Firewall Upgrade	Jan 2020	12/28/20										
Hybrid Classrooms for Remote Instruction	Sept 2020	March 2021										
IT Security Assessment and Training	2/1/21	Ongoing										
Employee Personell Action Form - EPAF	Oct 2020	May 2021										
Faculty Load and Compensation - Phase 1	Aug 2020	1/15/21										
CRM - Pending Board Approval	Oct-20	9/30/21										
Server and Infrastructure Upgrades	2/1/21	10/31/21										
IT Service Desk and Ticketing System	2/1/21	Ongoing										
Asset Management Planning-Implementation	2/1/21	10/31/21										
PMO - Process and Implementations	11/23/20	Ongoing										
Telephone System Upgrade - Phase 1 & 2	March 2019	5/15/21										

- Student Support
- Process Improvement /Business Enhancement
- Security
- Business Applications
- Systems and Network

Team Dynamix Help Desk Tickets



What to Measure And Key Performance Indicators

- First level call resolution
- Incident and Problem management
- Change management
- SLA compliance rate
- Satisfaction ratings
- Ticket aging and closure

Feb 2021

Define goals for the Service Desk
 Review current implementation
 Identify services, categories, prioritizations, workflows, SLA's
 Training, communications and rollout

Next Steps and Priorities

- Continue realignment of the UTS Department
- Deliver a Findings and Recommendations Document
 - Strategic Roadmap
- Invest in Critical Areas of the Infrastructure:
 - Servers, Applications, Storage, Networking
- Implement a Best Practice IT Ticketing System
- Correct Audit Findings