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

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