

Goal:

Responsible for advising and providing recommendations for the technology infrastructure. This includes assessing and improving support operations processes, procedures and training, technology standards, and project planning.

Efforts will be focused on enhancing the institution's goals of improving learning outcomes that increase student success in the post-pandemic environment.

Objective	Strategy
<ul style="list-style-type: none">● Provide the ability for students and staff to work anywhere.	<ul style="list-style-type: none">● Prioritize the purchase of laptops/tablets/digitizers/docking stations in lieu of desktops● Pursue cloud voice system and services to eliminate the need to use on-premise voice system● Explore and expand cloud virtual desktops● Continue to allow loan and/or provide laptops and hotspots to anyone in need● Expand the use of online forms (AdobeSign) and other electronic workflow automation tools● Increase the wireless network to support greater density of device connections
<ul style="list-style-type: none">● Improve monitoring and security of systems in order to allow the expansion of internet available services	<ul style="list-style-type: none">● Purchase new more intelligent system monitoring and alert system(s)● Purchase new firewall tools that allow easier micro-segmentation of data and services
<ul style="list-style-type: none">● Pursue new tools to allow students and staff to seek immediate technical assistance without calling or emailing for support	<ul style="list-style-type: none">● Purchase an integrated Live Chat solution that will allow any request supports● Structure a 1st and 2nd level support structure to resolve issues on first call● Enhance the technical knowledge<ul style="list-style-type: none">○ Expand the use of a wizard to detect the issue request and offer a response before sending to a technician

<ul style="list-style-type: none">● Issue laptops to students (based on need) and eliminate and/or reduce computer labs	<ul style="list-style-type: none">● Configure Microsoft InTune and Jamf to push all software necessary for student needs per semester.● Configure Microsoft School Data Sync to create online labs (Azure) and applications students need● Provide the software that students need for the classes via a software library
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