

## Summary of Accomplishments Tied to Middle States Standards

The Department of Information Services is committed to continually improving its service to the campus community. The Department assesses the effectiveness of its services and programs that support teaching and learning efforts as well as business operations. Outcomes are documented in year-end reports and dashboards.

In terms of Standard VI, the culture of Information Services is to support budget requests with evidence and to use that evidence to improve services and plan for future needs. Expenditures are mapped to institutional goals and provide assessment outcomes where appropriate. For example, usage of existing software is evaluated annually as part of our budget preparation process. An annual software survey is distributed the campus community, allowing identification of software that is no longer required and any new software needs for the next academic year. These types of efforts ensure that we efficiently utilize the financial and personnel resources supporting instruction and student learning, and ensure that the college has the technology and infrastructure to meet its institutional goals.

## Summary of Accomplishments Tied to Institutional Goals

**Relevant Institutional Goals:** Focus on Sustainability, Improve Operational Effectiveness, and Create a Robust and Active Campus Life

- **Service Desk:**
  - The service desk continues to expand services for remote employees and online/FLEX students by implementing a ticketing system with self-help materials and remote access capabilities for technicians.
    - A total of 8,955 request tickets were generated, an increase of 64.1% from the 2020-2021 academic year.
    - A total of 6,700 tickets were closed by the service desk, an increase of 81% from the 2020-2021 academic year.
    - 64.5% of all created support tickets were generated via email and phone calls.
    - Tickets related to classroom technology issues account for only 3% of ticket volume, confirming preventative maintenance efforts are effective.
  
- **Event Support:**
  - Technicians supported 73 campus events during this time period. Approximately 50% of these required streaming via FLEX classrooms, mobile streaming carts, or CARC GigRig in addition to a standard technology setup.

- **Classroom and A/V Technologies:**
  - This year's computer replacement cycle consisted of:
    - 190 student PCs in Nevaldine Hall.
    - 64 Laptops in the Learning Commons laptop loaner cart.
    - 103 faculty and staff replacement laptops.
    - 6 ruggedized tablets for University Police.
    - 30 laptops and cart for Dana138 classroom
  - Facilities and classroom upgrades consisted of:
    - Dana Hall UP – installation of security center video wall.
    - Dana Hall Rm222 – installation of audio systems to address ambient noise issues.
    - Dana Hall Rm138a – installation of FLEX classroom technology for instruction.
    - Dana Hall Rm138b – installation of technology to create an immersive Crime Analysis Center simulation room.
    - Dana Hall Rm139 – installation of FLEX classroom technology for instruction.
    - Dana Hall Rm132 – installation of technology for Cyber Research Lab.
    - Dana Hall Rm133 – installation of conferencing technology.
    - Dana Hall Rm131 – installation of technology to display student research.
    - Wicks Hall Rm202 – retrofitted with FLEX lite technology for instruction.
    - Wicks Hall Rm204 – installation of FLEX classroom technology for instruction.
    - Wicks Hall Rm206 – installation of FLEX classroom technology for instruction.
    - Wicks Hall Rm208 – installation of FLEX classroom technology for instruction.
    - Cook Hall Rm102 – retrofitted with FLEX lite technology for instruction.
    - Cook Hall Rm206 – installation of FLEX classroom technology for instruction.
    - Nevaldine South Rm125 – installation of FLEX classroom technology for instruction.
    - Nevaldine North Rm115 – retrofitted with FLEX lite technology for instruction.
    - Nevaldine North Rm112 – installation of FLEX classroom technology for instruction.
  
- **Enterprise Applications:**
  - Statistics show a significant volume in Ad-hoc and operational tasks, slowing progress on project-based work. Also note that
    - 2146 Operational/Ad hoc tasks completed
      - Banner 868
      - Administrative 1005
      - Other Systems 251
      - Account Setup 22
    - 15 completed projects
    - 19 ongoing projects
    - 37 pending projects
    - 32 potential projects
  
- **Telecommunications and Networking:**
  - Completed CATV audit to reduce monthly expenses on academic side.
  - Disconnected CATV service in the residence halls based on student usage and needs.

- Completed RG11 coaxial replacement in Payson Hall.
  - Removed and replaced all jack faceplates in 4 residence halls.
  - Investigated options for a full telephony replacement. After installation, we will realize and annual support contract savings of approximately \$14,000.
  - Recharged monthly departmental services and provided monthly reports to department heads.
  - Replaced existing campus firewall appliance with a new solution in HA configuration.
  - Replaced existing wireless controllers.
  - Upgrade of campus Network Management Platform.
  - Replaced existing UPS system in Nevaldine South.
  - Fiber replacement in CARC, French Hall, and Nevaldine South -> Smith Hall.
  - Building of 3 new data closets to support Dana Hall project.
  - Deployment of Eduroam service.
- **Host and Systems:**
    - Security Initiatives:
      - During this period there were 48 compromised accounts, 6 of which were employees. Compared to 31 and 3 respectively for the 2020-2021 period.
      - Completion of annual SUNY SOC Pentest.
      - Expansion of Intrusion Detection System to now monitor east-west traffic on the network.
      - Expansion of logging capabilities to now include DNS and greater server infrastructure.
      - Implemented isolation of personal devices on the wireless network and DNS servers.
      - Removal of local administrative privileges for user accounts is nearing completion.
      - Exploring vendor solutions for PAM.
    - Microsoft 365 continues to be the preferred solution for our campus communication, collaboration, and (eventually) storage needs.
      - OneDrive
        - On June 14<sup>th</sup>, 2021, 3.71TB was in use with over 1,550,444 files.
        - On June 14<sup>th</sup>, 2022, 4.9TB (+32%) was in use with over 2,159,859 files (+39%).
        - In comparison to the use of the on-premise staff file server, last June 13<sup>th</sup>, Stafffiles had ~4.5TB in use with over 2,453,041 files. This year, on June 11<sup>th</sup>, Stafffiles had ~4.3TB in use with over 2,065,677 files.
      - Sharepoint
        - As of June 14<sup>th</sup>, 2022, there were 255 Sharepoint sites with 1.7TB of storage in use with 347,513 files.
- **Budget and Operations:**
    - Operations Savings & Tracking - \$44,527.24
      - Efforts to save money continued in FY2122 by pursuing competitive pricing, while monitoring accounts closely for budgetary errors, and requiring staff to apply for Individual Development Awards for travel. IT secured a substantial savings in all areas of fiscal accountability.

- Equipment Savings - \$28,728
- Maintenance/License/Support Savings - \$11,702.34
- Supplies Savings - \$3,896.90
- Larger scale purchases and numerous tracking spreadsheets were created:
  - UP Upgrade Project - \$64,803.15
  - CARES Funded Purchases - \$66,511.06
  - Travel - \$800 (2 individual registrations for virtual conferences/training programs processed)
  - Maintenance/Support/License Renewals – \$511,564.54 (71 transactions)
- Monitored SUNY-Wide Campus Expenditures - \$258,644