

2021 UC ANR Customer Service Survey

Information Technology

PRIMARY OPPORTUNITIES			ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS	2023 Updates
Prior Year	Current Year	PO Identified			
N/A	2.87	Moving in a Positive Direction	<p>Created a near-term (next 6 months) with KAI Partners, short term (1/1/2023 - 12/31/2023) and long-term (1/1/2024) IT roadmap that includes five domains:</p> <ul style="list-style-type: none"> <li>- Infrastructure</li> <li>- Applications</li> <li>- Security</li> <li>- IT Governance and Process</li> <li>- Personnel</li> </ul> <p>Roadmap coupled with Information Technology Implementation Plan defines how IT team will be working on stabilizing existing environment, modernizing infrastructure for improved reliability and sustainability, implementing new security measures, and implementing new IT processes to improve customer service, predictability, and response time.</p>	<p>7 outdated and unused systems were retired freeing up system resources (this will continue through 2022 with 7 more legacy systems targeted for decommissioning)</p> <p>15 applications identified for retirement</p> <p>All equipment is identified and tagged</p> <p>New firewall is planned for deployment to improve security</p> <p>Cloud logging to monitor performance and system availability deployed in production</p> <p>Applying scheduled maintenance on a monthly basis on Sundays (third Sunday of each month), which results in improved system security and reliability</p>	<p>Roadmap Goals Accomplished:</p> <ol style="list-style-type: none"> <li>1. 10 outdated and unused systems retired</li> <li>2. Success move of ProjectBoard to the cloud</li> <li>3. Successful retirement of 3 applications</li> <li>4. Successful deployment of a Security Information and Event Monitoring.</li> <li>5. Deployment of KACE application in progress.</li> </ol> <p>Coming up</p> <ol style="list-style-type: none"> <li>1. New Firewall deployment</li> <li>2. Move to a new Data Center</li> <li>3. Continued evaluation and sunseting of old applications</li> <li>4. Finish deployment of KACE application</li> <li>5. Movement to a new, better ticketing system (KACE)</li> </ol>
N/A	2.84	Client Service	<p>Hired 3 additional Help Desk employees</p> <p>Planned hiring for additional System and Network Administrator to eliminate single points of failure</p> <p>IT Governance and Process in roadmap will result in the implementation of a Risk, Issue, and Decision process as well as an IT Onboarding and Offboarding process (Onboarding is particularly important to address) by end of 2023. Training will be provided to UCANR staff with hiring of new Training Coordinator (August 2022)</p>	<p>2 additional Help Desk employees hired as of July 2022 with additional third employee joining in August</p> <p>Change Request Management process and supporting tool fully deployed; preparing to deploy to ANR end-users (beyond IT team)</p>	<p>Help Desk is now fully staffed and functional.</p> <p>In Progress:</p> <ol style="list-style-type: none"> <li>1. Hire additional development resources</li> <li>2. Add System Admin</li> <li>3. Working on networking contract with third party for networking support</li> </ol>

N/A	2.89	Communication	<p>Started communicating through All Staff list scheduled downtime/maintenance.</p> <p>Plans to communicate roadmap to leadership in August.</p> <p>Plans to meet with each department to discuss needs and how we can better serve them</p> <p>Daily internal stand-ups</p> <p>Weekly all-team meetings</p> <p>Bi-weekly team status meeting with contractor staff</p> <p>Documented graphic roadmap on upcoming technology plan through end of year (2022)</p>	<p>Staff more aware of scheduled downtime.</p> <p>Roadmap presentation planned for August</p> <p>Department discussions planned through EOY</p> <p>All IT team understands plans and expectations through 2022</p>	<p>Regularly using the mailing list tools to communicate:</p> <ol style="list-style-type: none"> <li>1. Scheduled downtime</li> <li>2. Known issues or downtime</li> <li>3. Deployment plans of tools or applications, such as Zoom Phones and KACE</li> </ol>
N/A	2.64/2.73	Approval Time/Approval Workflow Process	<p>Additional Help Desk hires were made reducing turnaround time for laptop imaging</p> <p>System Administrator hiring panel assembled</p> <p>KACE system management software appliance in process of deployment (tool will improve overall customer service and response time)</p> <p>Implementation of a predictable Onboarding and Offboarding Process (IT only) will accelerate IT onboarding for new hires</p> <p>Create workflow process and share documentation with departments.</p>	<p>As the new hires are trained, turnaround time for approvals will speed up.</p> <p>With recent hires, Help Desk is able to prepare new devices for deployment faster and respond to end-user problems more timely</p> <p>Deploying KACE tool will allow self-service by end-users particularly around software downloads</p> <p>Machine imaging process was documented in full to help train new Help Desk staff</p>	<ol style="list-style-type: none"> <li>1. Successfully deployed a new Microsoft Deployment Toolkit (MDT) to assist with faster imaging of devices</li> <li>2. All Help Desk staff has been trained in imaging and deploying laptops. Turn around time for new devices has improved.</li> </ol>
N/A	2.57	Training for Clientele	<p>Hired a new IT Trainer</p> <p>Plan to create self-help guides and user friendly documentation to community.</p>	<p>Tentatively starting in August, will create a plan for training sessions based on client needs.</p>	<p>Stephen Dampier hired and started offering training on Site Builder and other various resources.</p>

ADDITIONAL OPPORTUNITIES IDENTIFIED	ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
Accessible to customers	Additional Help Desk staff will improve accessibility. (see roadmap)	With the Help Desk fully staffed, we are able to provide accessibly to the customers, including having staff in the building for walk-ins.
Responds within an acceptable timeframe	Additional Help Desk staff will improve turnaround time. (see roadmap)	New Help Desk resources have improved turnaround and ticket time significantly.
Clear Procedures	Working on improved procedures with clear documentation. (see roadmap)	We have started to document our processes and will continue to work on documentation.
Effectively uses websites, online documentation	With a trainer and additional staff, can dedicate resources to creating and improving documentation. (see roadmap)	Stephen Dampier has been updating websites and resources regularly.