



**Administrative Program Review
2024 Annual Update**

Program / Department:	Information Technology Services
Date submitted:	5/1/2024
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Outcomes Assessment Report

Revised Plan of Action

The Annual Update is conducted by all programs at the college and consists of an analysis of changes affecting the program as well as significant new funding needs for staff, resources, facilities, and equipment. It should be submitted or renewed every year by June 30 in anticipation of budget planning for the following year, which begins at the planning retreat in November. *Note that if there is no change from the previous year, you may simply resubmit the information in that report (or any portion that remains unchanged) from the prior year as long as it is on the current form and completely responds to each question.

Programs and units should support their planning efforts with quantifiable data, conduct appropriate analyses, and make supportable conclusions.

I. Program Purpose (must align with college mission)

Describe the need that is met by the program or the purpose of the program.

The Information Technology Services (ITS) department deploys and maintains technology resources for academic programs, support services, administration, and other institutional areas. ITS maintains the college's public website, enterprise software for the campus, and supports program-specific software implementations. In addition, ITS supports all computer equipment that AHC provides to employees and students. ITS also manages connectivity for the campus, including the internet and phone systems.

II. Progress on Comprehensive Program Review Final Plan of Action

Summarize the progress the program has made on recommendations, including the status of any incomplete items.

The comprehensive program review focused on three primary areas: effective technical support for the campus community, information security, and classroom technology. Over the last year, we have improved the metrics we use to measure the effectiveness of technical support (see next section). We have accelerated our information security program by hiring a permanent information security analyst and through projects funded by the Chancellor's Office. Progress on classroom technology has been slower this year, and we continue to see some classrooms with persistent technology failures. We are going to complete room technology overhauls this summer and remediate problematic classrooms.

III. Program Assessment



Check here if any SAOs have changed since the last comprehensive program review and/or annual update.

What are your program service area outcomes? Which of these have been assessed since the last comprehensive program review and/or annual update? How are they measured? What did the assessment data indicated about the strengths and weaknesses of your program? What changes have you made/do you plan based on these data? (See *Administrative Service Area Outcomes SAOs Assessment Report form on last page*)

SAO 1: Respond to all requests for technical support (i.e. problems) within one business day.

Improved processes for ticket assignments have resulted in the average time to response for a “problem” category ticket decreasing from 29.33 hours (21-22) to 19.01 hours (22-23) to 18.19 hours (23-24). In the last year, 98.8% of survey respondents said they received an initial response in a reasonable amount of time.

SAO 2: Attain a ticket satisfaction rate above 95%

The percentage of survey respondents who stated that their ticket was successfully resolved increased from 94% (21-22) to 96% (22-23) to 97.8% (23-24).

SAO 3: Develop and maintain a comprehensive information security program

Chris McMains became the permanent information security analyst in May 2023. With the help of consulting support and funding from the Chancellor’s Office, we have eliminated many systems running on unsupported operating systems. A small group has been meeting every week to make incremental security improvements. We have improved our management of Windows devices through hybrid-joining devices in Intune. For example, we now automatically encrypt hard drives through an Intune policy. We have both improved our security posture and have the processes in place to keep improving.

SAO 4: Establish and implement up-to-date standards for classroom technology

The EdTac committee has continued to discuss and review classroom technology standards. ITS has purchased equipment to overhaul M building classrooms this upcoming summer.

IV. Internal/External Conditions

What external conditions have influenced the program in the past year? Have there been regulatory changes, changes in technology, accreditation recommendations, demographics, labor market, or other changes? Summarize the major trends, challenges, and opportunities that have emerged in the program since the last comprehensive program review and /or annual update.

Compared to the previous couple of years, we have seen an improvement in the availability of technology equipment, though there are still delays when it comes to specialized AV and network gear. For example, our AV overhaul of the boardroom was impacted by long equipment delays. We have continued to receive substantial funding from the Chancellor’s Office to support information security improvements.

What internal conditions have influenced the program in the past year? Have there been trends in SAOs/assessment data; changes in technology, budget, staffing or resources; facilities issues; etc.?



We are continuing to see an increase in tickets submitted and completed in ITS. Part of this is due to improved documentation and recordkeeping of informal requests (like walk-ups to the help desk). August 2023 saw our highest ticket volume of both requests and completed tickets in the last three years. After seeing dramatic growth in the number of requests for audiovisual assistance last year, the number was roughly flat this year and the team has been able to manage these events successfully.

Technology budgeting has continued to be challenging. Software vendors have continued to escalate prices, sometimes over 10%. Our annual technology equipment budget is still \$200,000 less than in 2019. We have put in a budget augmentation request to restore this funding. We have had adequate funding for technology capital projects.

V. Update to Final Action Plan

If you change or modify a previous recommendation, provide an explanation for the change and a new target date. For new recommendations, provide target dates and data for support. For all items, show how they are related to assessment results where possible and provide approximate costs for resources requested. Resources may include budget, facilities, staffing, research support, professional development, marketing, etc. Not all recommendations will require resources. (Plan may cover period up to the next scheduled comprehensive program review.)

N/A

VI. Revised - Plan of Action (Annual Update)

The last comprehensive program review was completed 3/3/22.
 The self-study and validation teams developed a final plan of action – post validation based on information in the self-study and the recommendations of the validation team.

(If any plan was made and action not taken, please state the rationale for not pursuing that particular item. If action was delayed or postponed, provide an explanation and a new target date.)

CHANGES AND MODIFICATIONS

RECOMMENDATIONS FROM PLAN OF ACTION	ACTION TAKEN, RESULT AND STATUS
N/A	

ADDITIONS

<u>PLAN OF ACTION</u>	<u>TARGET DATE</u>
N/A	



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RESOURCES NEEDED (Be sure there is sufficient justification and data contained in the narrative to support each of the items on your list.)

TYPE OF RESOURCE	SPECIFIC RESOURCE	APPROXIMATE COST
Facility Needs		
Technology Needs	Move Banner to a Self-Managed AWS Environment	\$300,000/year
	Cyber Security Training Software	\$30,000/year
	Budget for Annual Computer Lab Replacement	\$200,000/year
	Dedicated Budget for Classroom Technology Upgrades	\$500,000/year
	Campus-wide Video Surveillance Solution	\$1,000,000/one-time \$200,000/yearly
Staffing Needs	Technical Support Specialist for LVC and/or evenings	\$80,000/year
Employee Equipment Update	Update employee workstations to meet needs for mobile and remote service, security standards, and software requirements	\$15,000
Equipment (non-technology)	Update/acquire employee tool bag, toolkits, and equipment necessary to respond to requests	\$500/technician
Other Resources		



**Program Review Annual Update
Administrative Service Area Outcomes (SAOs) Assessment Report**

Program / Department: Information Technology Services

Use one row for each SAO

Program Intended Outcomes	Assessment Method(s)	Findings	Action Plan
SAO 1: Respond to all requests for technical support (i.e. problems) within one business day.	Help desk software reporting	We have decreased the average time for a response to “problem” category ticket from 29.33 hours (21-22) to 18.78 hours (22-23). We need to further set up our help desk software to accurately measure business days	Complete set up of working hours/days in TeamDynamix software. Develop written procedures for how tickets are assigned and response times
SAO 2: Attain a ticket satisfaction rate above 95%	Ticket satisfaction surveys (automatically emailed to ticket requestors after ticket is completed)	The percentage of survey respondents who stated that their ticket was successfully resolved increased from 94% (21-22) to 96% (22-23)	Continue to review patterns in ticket surveys with technicians as part of the evaluation process
SAO 3: Develop and maintain a comprehensive information security program	Track security activities and improvements each year	Implemented revised password policies and decommissioned obsolete systems	Hire a permanent information security analyst and assess highest impact security improvements
SAO 4: Establish and implement up-to-date standards for classroom technology	Develop and implement standards	Standards are on track to be completed by end of spring 2023. Prioritization and implementation will continue next year	Prioritize classrooms to upgrade and find funding sources