

INFORMATION TECHNOLOGY

College Services: The Information Technology Department strives to provide the technological solutions that support student success, as well as providing Lane employees and the college community the access and information they need to provide value and exceptional services.

Computer Lab and Classroom Support

Measure	FY2018	FY2019	Status
Customer Satisfaction	99%		


Number of calls and tickets for computer lab and classroom support. Comparison of positive survey responses to negative survey responses. Positive responses are characterized as 3 stars or above (out of 4 possible). Shown as positive percentage overall.

Desktop Support

Measure	FY2018	FY2019	Status
Customer Satisfaction	99%		


Number of calls and tickets for desktop support. Comparison of positive survey responses to negative survey responses. Positive responses are characterized as 3 stars or above (out of 4 possible). Shown as positive percentage overall.

Network Infrastructure/WiFi

Measure	FY2018	FY2019	Status
User Experience and Communication	85%		

Measure of unplanned outages for wired and wifi, and communications speed and effectiveness. Assurance of back up plan for all planned outages. Shown as combined fulfillment percentage.

Data Security

Measure	FY2018	FY2019	Status
Prevention, Detection & Awareness	85%		


Number of blocks on firewall. PCI penetration test. Bi-annual data security trainings. Complete recovery plan. Shown as combined fulfillment percentage.

Telecommunications Support

Measure	FY2018	FY2019	Status
Customer Satisfaction	100%		


Number of calls and tickets for telecommunications support. Comparison of positive survey responses to negative survey responses. Positive responses are characterized as 3 stars or above (out of 4 possible). Shown as positive percentage overall.

Banner and Related Systems

Measure	FY2018	FY2019	Status
User Experience & proactive updates and patches	95%		


Planned outages with backup plan. Prompt communication of changes & outages. Number of available patches & updates completed. Number of unplanned outages. Shown as combined fulfillment percentage.

Data Analytics and Reporting Systems

Measure	FY2018	FY2019	Status
Report completion by requested date	95%		


Count of reports completed by requested date compared to reports completed after requested date. Shown as positive percentage overall.

Project Management

Measure	FY2018	FY2019	Status
Completion on time and on budget, appropriate project prioritization	80%		


Monthly reports to Cabinet, publicly viewable listing of IT projects, onboarding for all IT-related projects, prioritization of project work based on college core values, strategic priorities, and president's cabinet priorities. Shown as combined fulfillment percentage.

Budget Administration

Measure	FY2018	FY2019	Status
Staying on budget for both pass-through and IT controlled budget accounts	100%		

Number of times we need more budget because we overspend. Shown as a percentage of budget planned for compared to budget needed to cover any overspending.

Skill Enhancement

Measure	FY2018	FY2019	Status
Trainings attended by I.T. staff and cross-training	24		

Number of skill advancement trainings taken by IT staff and cross-training amongst IT staff. Shown as a total count of all trainings attended by IT staff.

NOTES: Our primary areas of concern are related to Project Management, Network Infrastructure/WiFi and Data Security. Since the beginning of 2019, a large portion of the initial concerns that were plaguing our project management work have been resolved and the year looks bright for that area. Work will also be progressing in the educational portion of Data Security this fiscal year. And finally, we are working diligently to address and resolve the current issues surrounding wifi access and network speed issues.