

Technology Council Minutes
October 30, 2019
2:30 to 4:00
School of Architecture # 239A

Members Present:

Daryl Ford, Chief Information Officer
Karen Ethier, Director of Support Services
Jim Galib, Director of Information Technology
Ryan Tiebout, Director Administrative Systems
Elizabeth Learned, Dean of University Library
Brian Kacmarsky, Director Administrative Systems
Allan Ramella, Information Security Officer
Robert Shea, Associate Provost for the Advancement of Teaching & Learning
Brett McKenzie, Professor of Computer Information Systems
Issa Ramaji, Assistant Professor of Construction Management
Glenn Harzewski-Burl, Director of Business Services University College
Marcus Hanscom, Director of Graduate Admission
Christopher Langlois, Student
Corey Sabia, Student

Members Absent:

Olga Mesa, Assistant Professor of Architecture
Joseph Sassi, CO General Counsel
Raquel Ortiz, Assistant Dean of Library and Information Services
Charles Thangaraj, Assistant Professor of Engineering
Joseph Roberts, Ph.D. Associate Professor of Politics and International Relations

Introductions

Daryl Ford thanked everyone for attending the meeting and welcomed new member Glenn Harzewski-Burl, Director of Business Services, UC. Glenn spoke about his role at University College

RWU IT Strategic Planning Overview

The IT Strategic plan was created this past summer by the Technology Strategy Board Subcommittee. With incorporating some ideas that the Technology Council would like to see implemented and the main results from the IT Customer Service Survey, it allowed to bring focus on the most strategic areas. Some of the strategic areas are:

- 1) Administrative Service
- 2) Customer Service
- 3) Information Security

- 4) Infrastructure
- 5) Innovation
- 6) Instructional Technology
- 7) Mobility

Daryl Ford presented a power point presentation to go over the IT Strategic Plan for those that have not had a chance to review it, and recognized the help from Marketing with the graphics. The IT strategic plan timeline is within a three to five-year outlook and will be reviewed and revised annually.

RWU IT Stats (September 2018 – September 2019)

Karen Ethier presented a power point presentation to go over the IT Statistics over the past thirteen months. This is the fifth-year anniversary for the IT helpdesk.

Statistic results, and the meaning of the results:

- 1) Top 10 ticket - General support ticket being top ticket, normally consists of hardware or software support. Working on breaking down to be more specific to support needs. Most ticket survey results are based on the time of year/semester resulting on the top 10 list.
- 2) Resolved tickets - Up 30 percent from last September, while being down four full time employees.
- 3) Customer satisfaction survey – A measure of positive service experiences as recorded by users.
- 4) Backlog – Backlog is an indication of the aging tickets, can be a more seasonal indicator especially during the beginning of the school year with deployments of equipment.
- 5) Average resolved times – Can be seasonally impacted with not only deployments, but the rush of incoming students and fewer student staff working on the tickets.
- 6) Zero and One touch ticket.
 - a) Zero touch ticket – Self-service, working to grow more with self-service.
 - b) One touch ticket – One call to media tech to resolve issue, without needing to be escalated.
- 7) SLA compliance – Service level agreement, agreement between service organization and customers. Our SLA spells out first response by priority, high to low. High being as fast as 15-minute response time. Our compliance is 95-99 percent 98 being most frequent, which is fantastic.
 - a) Since the start of SLA's customer satisfactions have gone up immediately.
- 8) Internet up time – 100 percent, very stable and down time is usually a result of service upgrades or equipment replacement.
- 9) Average daily wireless counts – Stable over 13-month period being less during summer months.
- 10) rcloud utilization – See this trending down, over the past 13 months.

Karen also announced that the laptop repair depot has been reopened since the beginning of this year. The laptop depot has become part of media tech service, rather than the desktop support. Location is close to the help desk, located in the library allowing for easy access for students. Estimated 40 laptops have been repaired through the laptop depot that were not under warranty, with a savings to the students.

rCloud Planning

Six years of rCloud, has been a great tool for students to access software. Has had challenges, but we continue to upgrade and work on improving the rCloud environment.

Ryan Tiebout presented a Power point presentation to show year by year trends, and overall usage of rCloud based on number of desktops being used August – October. Usage is based on desktop polls, showing how many desktops were used in each poll. Stats gave information on how many students are on the rCloud at any given time. This information helps to size the polls which allows us to know how many desktops are needed. rCloud software will continue to grow and we will continue by utilizing rCloud to alleviate any issues. Working on eliminating profiles to make a true lab environment to help with low times.

New Hosted Phone System Overview

Jim Galib spoke regarding the upgrade of our phone system, working to try to have completed by Spring 2020 semester for both Bristol and Providence systems. Working with Avaya on pricing.

- Will be updating all phones
- Many new features
- Faculty will be able to have display phones
- Mobile employees for a fee will be able to use app that will emulate the phone number with ability to turn on and off.
- Voice mail only options will be available.
- Integration with o365 to allow faculty and staff to bring phone to meetings
- Lower price point than our current system

Cox Cable Planning

Jim Galib spoke about our current cable system. With decrease of cable usage due to streaming we have been working with Cox Cable to review other options. Cox Representative will be visiting campus to speak with students. Testing Antennas on maple with modulator to modulate local channels.

Open Discussion/Q&A

- Special attention needs to be paid to online learning and how we support the growing needs.
- Career services, finding a way for students to have a dedicated space for students to have professional job interviews.

Next Council Meetings

- Would like to bring in the Bridges team to talk about where we are with our system and discuss our growing needs with our online learning environment.