

## IT 2011-12

# Information Technology Service Center Expansion and Improvement Project

### Summary:

The IT Service Center is the new name for the IT Helpdesk of old. This service center is becoming the hub of information for the IT department and as such is expanding to fulfill the wide variety of needs this description entails. This project to expand and improve the services/operations of the IT Service Center is in year one of a multi-year plan to increase the services provided as well as improve the delivery of these services.

### Description

Over the years, the IT department has provided services to the college's faculty, staff, and students. These services have been provided in a myriad of ways, and each area/person had their own system for providing these services. Although all staff members of IT have always tried to provide the best service possible, this decentralized method of delivery has caused confusion, frustration and irritation for the customer's of IT services. The IT Service Center (the ITSC) has been developed to act as a conduit between the technical staff of IT and the faculty, staff, and students in need of IT service and/or support. The ITSC receives calls and emails requesting assistance for a wide variety of IT provided services and they input that information into a centralized work request tracking system. These requests are then routed to the technicians that perform the tasks, track the work performed and complete the ticket. These tickets are then reviewed and closed out, so that accurate reports can be generated on the delivery of support services.

This initiative will allow the ITSC to expand its services to both the users of IT support as well as the technical staff that are performing that work.

### Questions and Answers

**How is the initiative linked to the Unit Plans most recently submitted?**

1. How does it continue the achievement of those goals?
2. If this is a continuation of an initiative started last year, make sure that relationship is clear.

**How is this initiative linked to the efficiencies and productivities plans you had last year?**

1. How does it continue the achievement of these plans?
2. If this is a continuation of an efficiency or productivity plan started last year, make sure that relationship is clear.

This initiative links to previous year initiatives by acting as a central communication point for service provision to computer labs, to faculty and staff, and to students at Lane.

**Describe the resources needed:**

A higher allocation of LETS student workers would be part of the resources needed. It would be desirable to increase the number of student workers for this area to around 14,000 hours per year.

In addition, a timesheet employee to work with the IT Service Center would also be desirable to provide some additional stability to this area.

Request: Timesheet Employee (STF): \$32,000.00

Request Technology Fee (STF): \$32,000.00

**What specific measurable program outcomes do you expect to achieve with this initiative? The outcomes should be specific enough to be measurable. Also, outline the method that will be used to determine the results.**

The specific outcomes of this initiative will be:

Improved operations through expanded training for student workers and expanded, well developed documentation.

Expanded service options will include callbacks to users, front line remote tech support, and more efficient and responsive assignment of work requests.

**Department Priority:**

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**Unit Resources:**

The ITSC currently requires the hours of two full time staff members, plus several hours per week for the project coordinator. The expansion of this program will increase the staff to one more member and additional hours for the project coordinator.

[Funding Request: Carl Perkins](#)

[Funding Request: Curriculum Development](#)

[Funding Request: Technology Fee](#)

**1. Category of request**

- **Maintain existing technology**
- **Increase student access to technology**
- **New technology**

**Please type in the category of the request in the field below.**

Increase student access to technology

**2. Campus location**

- **Main Campus**
- **Downtown Center**
- **Florence**
- **Cottage Grove**
- **CLC (list specific locations)**

**Please type in the location of the request in the field below.**

Main Campus, Downtown Center, Florence and Cottage Grove

**3. Names of the person(s) with more information (if needed):**

Barbara Barlow

**4a. Budget ORGN**

320301

**4b. Budget PROG**

210000

**5. How many students will benefit per year?**

All students who utilize the services provided by the SHeD (Student Helpdesk), and all student workers who work in the IT Service Center.

**6. Describe the benefit?**

Students will benefit through the expanded offerings to the IT Service Center, which also includes the handling of all email and phone support provided by the Student Helpdesk. This position would also enhance the experience of the student workers by providing additional continuity from one term to another - allowing them to work more effectively as a cohesive unit.

**COMPUTER HARDWARE \$**

**COMPUTER SOFTWARE \$**

**STAFFING \$**

32000

**INSTALLATION \$**

**LICENSING \$**

**Can this initiative be partially funded?**

No

**COMPUTER HARDWARE \$**

**(CH) Explanation of effect of partial funding:**

**COMPUTER SOFTWARE \$**

**(CS) Explanation of effect of partial funding:**

**STAFFING \$**

**(S) Explanation of effect of partial funding:**

**INSTALLATION \$**

**(I) Explanation of effect of partial funding:**

**LICENSING \$**

**(L) Explanation of effect of partial funding:**