

# Information Technologies

## 2005-2006 Strategic Goals

### **Improve Access to Colleague Data**

This goal is in progress. We are well on the way to accomplishing this goal. We have the majority of our data mapped from Colleague into our data warehouse. The IT and IR team has used this data to create new standard reports. The Information Use team is in the initial stages of evaluating a comprehensive business intelligence and data warehousing solution which will provide self service reporting, portals and dashboards as well as being a source to do more detailed analytical work.

### **Improve Helpdesk Service**

This goal has been completed but will be an area of ongoing improvement. We have made drastic improvements in this area. We moved from an environment where it was like 1 person was playing catch with 500 people to a system that routes all requests to their proper owners automatically. Schooldude has improved our efficiency, response time and as a result our service. It automatically informs the requester when a request has been made and when a request has been completed. It allows us to stay on top of any trends and pinpoint additional training or communication internally or to our userbase as needed.

### **Simplify Server Infrastructure**

This goal has been completed. We have completed a full inventory of our systems, we have consolidated and standardized where applicable. We have implemented a network storage strategy. We also have identified a need to have a better environment for our 100 servers. We have partnered with Facilities and received permission from Cabinet and our Board to renovate our existing computer room in Kirkwood Hall. This was completed in November. This new computer room offers robust and redundant electrical and cooling systems, it delivers data center quality UPS and features a backup generator to protect our valuable computing resources.

### **Increase End User Flexibility**

This goal was put on hold in favor of the other higher priority goals mentioned.