

## NEAS Standard Eight Meeting Notes

October 22, 2012

Given the documents from Cathy Livingston, the committee made decisions about the listed priorities and where they might be regarding schedules, timelines and completion rate.

For priority one, involving space utilization and the CollegeNet family of products it was determined that significant progress had been made and that there was a greater understanding of what the scheduling and resource allocation programs accomplished. Additionally, it was found through collected data that the number of changes after the initial staging of room assignments had drastically changed from semester to semester to where there were only a handful of changes this semester

For priority two, related to creating a technology awareness program, it was felt that major changes were in place and progressing involving the additional Lynda.com online training materials that the college had adopted. Other additions in this area are the development of a written information security plan, the introduction of the SANS Institute Security Awareness Training program to the staff and the increased notification and communication of information about information privacy, security and phishing expeditions constantly attacking the college.

Priority three focuses on desktop support and help desk transition to improve services offered in those areas. The adoption of virtual desktops is having a large impact on the number of computing facility issues that are arising and enables our limited staff to be more responsive. Additionally the addition of part time staff to the Help Desk and the adoption of a automatic call distribution system enables more calls to be taken by a larger population of support staff.

Priority four discusses the IT Governance system and the manner in which projects are prioritized and assigned to user and IT leads. Vast improvements in what projects get assigned and how quickly they get resources assigned have been noticeable and improving.

Priority five deals with orientation and technology awareness which follows closely the security awareness programs under development and in progress. Lynda.com is playing a major role in helping increase the technology awareness of the staff.