I.   Overview

Departmental Overview:

Our department provides support to organizations that serve students throughout the life cycle. Our work is prioritized to meet the needs of the departments that serve students through network, hardware and third-party software support.

Although we are housed in Student Affairs, our role has been to operationalize the "One U" mission by supporting partner areas that are located within common locations. Our metrics are aligned with the two Big Goals of #1 Student Success and #4 Viability of the institution. **We leverage the number of units that we support to realize cost-sharing and greater efficiency.** Similar to the Academic Colleges and Schools such as Business, Health, Humanities, Architecture + Planning, Engineering, Medicine, Mines & Earth Sciences, Pharmacy and Social Work, we provide a service that is distinct from UIT. Most of our time is spent assisting staff with problem-solving hardware issues that range from smart phone syncing, laptop and desktop support to network management and troubleshooting third party software to help staff serve students quickly. Because the work of Student Affairs, Enrollment Management, International Student Support Services and Academic Advising are similar and connected our unit has been able to holistically serve these units that are student-facing.

Our service philosophy is distinct, as we are primarily focused on working with student-facing organizations that need immediate support. Our organization has existed since 1998 and we have developed a distinct niche in service delivery to support student success. In 2010, our department was comprised of six individuals that included two web designers. In 2012 we contracted with USS for web-development for consistent university branding and costs savings so that our team could focus on the support described above. Our team is currently comprised of four individuals, three of whom have advanced IT skills and one team member who primarily addresses hardware issue.

      a. **Accomplishments**:
- i. Coordinated with unified communications the successful migration of exchange mail boxes to the cloud. This consisted of coordinating movement of mailbox resources in conjunction with users accounts to maintain full access throughout the transition.
- ii. Hired and trained two new desktop technicians to better handle the influx of daily activity between remote working and on campus needs.
- iii. Setup and began the change over to the Universities new asset tracking system (RF Track).
- iv. Upgraded all Virtual technologies to meet new security criteria and provide better redundancy.
- v. Replaced, updated or retired 203 desktops, laptops and tablets to current 2021.
- vi. Updating security and logon through VPN services, working to implement role based rules to allow greater versatility when using the VPN off campus.

b. **Awards and Recognitions:**

STAFF	AWARDS AND RECOGNITIONS
Burns, Jeremy	Student Affairs Employee Spotlight
Waters, Hayden	Student Affairs Employee Spotlight

c. **One University**:

    i. Our department is unique in the regard that we do not operate within one unit or department, we support over 26 departments that can have collaboration between other areas on campus. We also engage in campus meetings with UIT and serve on committees to better the network infrastructure on campus.

    ii. Staff member involved in the NACOP (Network Architecture Community of Practice Charter).
   1. The Network Architecture Community of Practice is a working group made up of individuals who regularly commit a significant part of their professional time engaged in network architecture activities in an effort to both mature the skills and abilities of those who fulfill an architecture role as well as to drive standards for both technology and process that enhances the overall usability, stability and security of the University of Utah network and its associated services. Participants will be engaged to solve some of the biggest network challenges facing the organization by planning holistically and organizationally while acting locally.

    iii. Staff member involved with SCP (Security Champs Program).
   1. The Security Champs Program supports an engaged, enthusiastic university community dedicated to evangelizing best information security practices in their departments, colleges, offices, research groups, and centers. Sponsored and supported through the U's Information Security Office, the Security Champs Program is designed to strengthen university-wide information security risk management through education and collaboration.

d. **Equity, Diversity and Inclusion**:
   i. We foster a climate rooted in mutual respect, drawing on intellectual strength, and producing innovative solutions from the synergy of our people. This does not include out department alone but the users we support as well as the students, faculty and staff in all area of the University.
      1. Invest in and build cultural competency. Offering training for all in the department based on the needs of ongoing IT support for new software and solutions that make it possible for users to work with a more diverse environment.
      2. Educate our community in an effort to promote a safe and supportive environment for all members to work, learn, and thrive. Staff members are encouraged to attend all trainings offered around equity, diversity and inclusion.

II.   Departmental Core Objectives *(formerly Key Activities)*

Units Served

Our service strategy is a tier based approach. Following is a brief description of these service tiers:

Tier One – Basic help desk resolution and service desk delivery support for basic customer issues such as solving usage problems and fulfilling service desk requests that need IT involvement. Creation of new user accounts and security access, support issues with printers, general software errors, hardware failure, and setup of applications. This would also include movement of machines and new hardware placement.

Tier Two – Experienced and knowledgeable technicians assess issues and provide solutions for problems that cannot be handled by tier 1. Support personnel with deep knowledge of the product or service, but not necessarily the engineers or programmers who designed and created the product. This would include, creation of security roles and access to data file shares, mail resources and firewall services. Support of specialized applications and testing such document imaging deployment, financial software, inter operational services working with the campus data files. In depth support for services dealing with Apple products and remote services such as Citrix applications and gateway access.
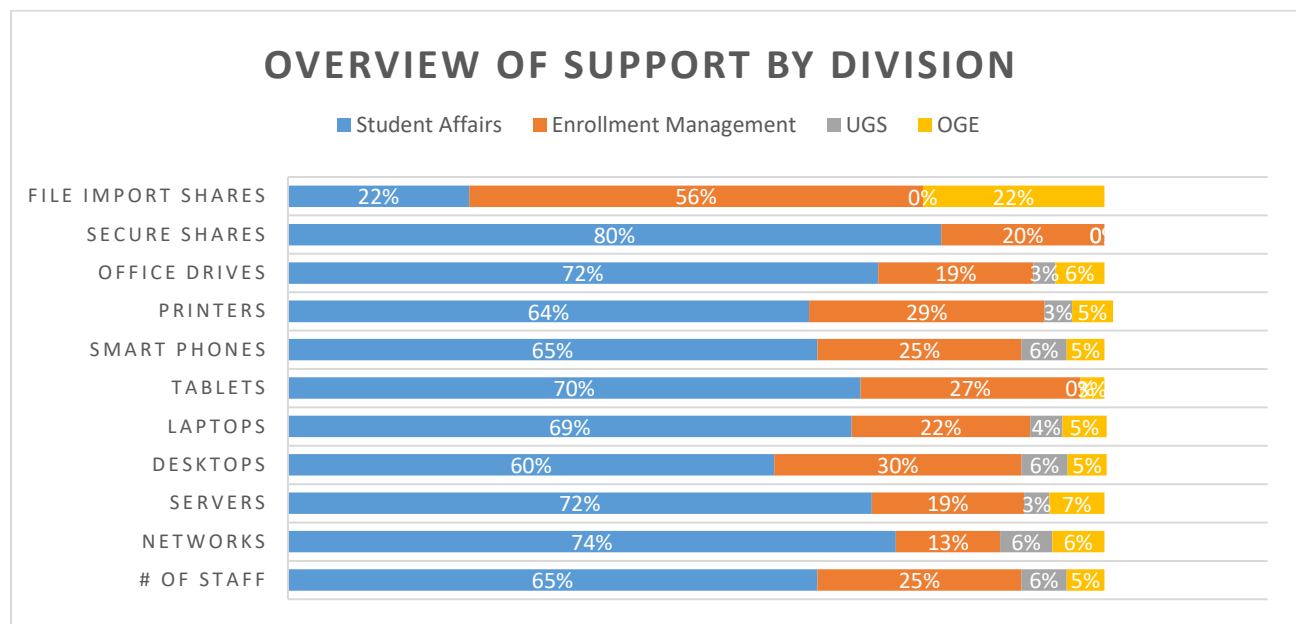
Tier Three – Access to the highest technical resources available for problem resolution or new feature creation. Tier 3 technicians attempt to duplicate problems and define root causes, using product designs, code, or specifications. Once a cause is identified, the department decides whether to create a new fix, depending on the cause of the problem. New fixes are documented for use by Tier 1 and Tier 2 personnel. This would include in depth solutions working with the vendors on backend services like government loan software, scheduling systems, application services that require enhancement using third party resources like Citrix.
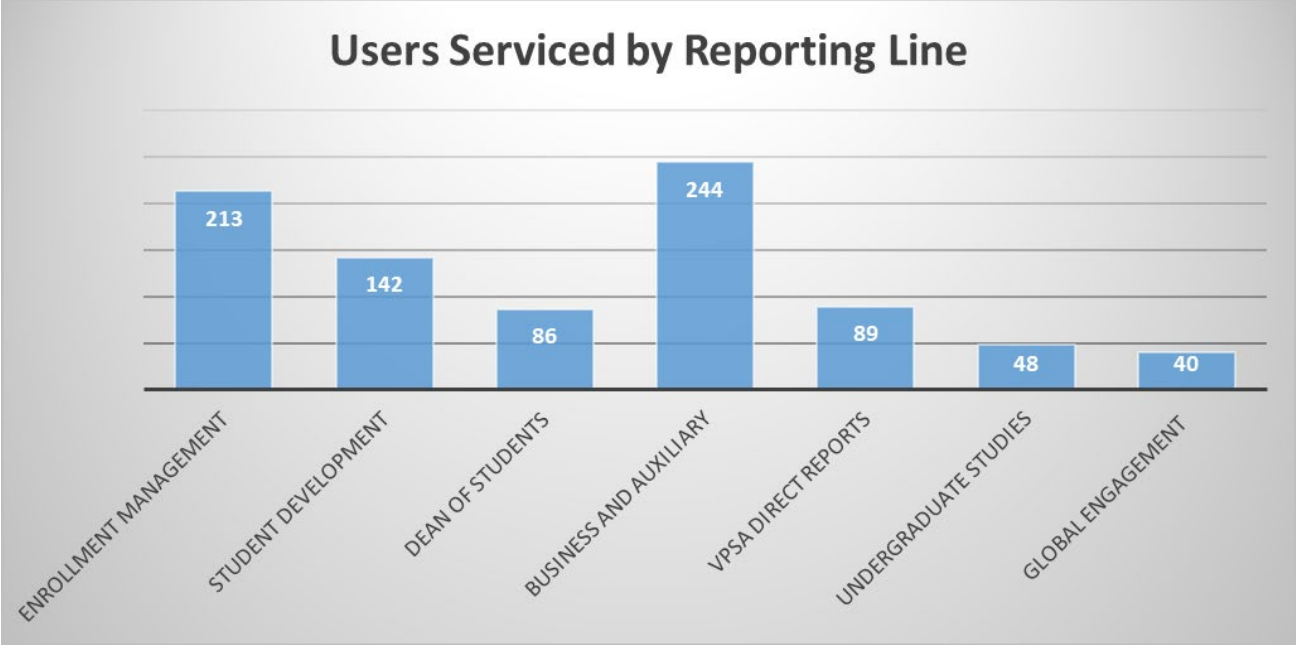
***All departments are charged one standard connection fee but receive all levels of support.

Service Type by Reporting Line and Department		
Reporting Line	Department	Service Tier
EM	SAVPEM Office	
EM	Admissions	1,2,3
EM	Orientation & Transition	1,2,3
EM	Registrar's	1,2,3
EM	Scholarships and Financial Aid	1,2,3
EM	Scheduling	1,2,3
SA	AVP Student Development	1,2,3
SA	Bennion Center	1,2,3
SA	Career & Professional Development Center	1,2,3
SA	Center for Disability & Access	1,2,3

SA	LGBT Resource Center	1,2,3
SA	Center for Student Wellness	1,2,3
SA	TRIO	1,2,3
SA	Veterans Support Center	1,2,3
SA	Women's Resource Center	1,2,3
SA	Dean of Students Office	1,2,3
SA	Fraternity and Sorority Life	1,2,3
SA	Child Care & Family Resources	1,2,3
SA	Student Leadership & Involvement	1,2,3
SA	University Union	1,2,3
SA	ASUU	1,2,3
SA	Conference and Guest Services	2,3
SA	Housing and Residential Education	2,3
SA	Personal Money Management Center	1,2,3
SA	VPSA Office	1,2,3
SA	Assessment, Evaluation and Research	1,2,3
SA	Office for Inclusive Excellence	1,2,3
SA	Counseling Center (includes LSC & Testing Center)	1,2,3
UGS	Academic Advising	2,3
OGE	International Student & Scholar Services	1,2,3
OGE	Learning Abroad	1,2,3

Following is a break down by Division of the types of services that we provide and the network fees paid by reporting line. Time and support for products such as Hyland On-base are being further explored.

OVERVIEW OF SUPPORT BY DIVISION

■ Student Affairs   ■ Enrollment Management   ■ UGS   ■ OGE

	Student Affairs	Enrollment Management	UGS	OGE
FILE IMPORT SHARES	22%	56%	0%	22%
SECURE SHARES	80%	20%	0%	
OFFICE DRIVES	72%	19%	3%	6%
PRINTERS	64%	29%	3%	5%
SMART PHONES	65%	25%	6%	5%
TABLETS	70%	27%	0%	3%
LAPTOPS	69%	22%	4%	5%
DESKTOPS	60%	30%	6%	5%
SERVERS	72%	19%	3%	7%
NETWORKS	74%	13%	6%	6%
# OF STAFF	65%	25%	6%	5%

Users Serviced by Reporting Line

Reporting Line	Users
ENROLLMENT MANAGEMENT	213
STUDENT DEVELOPMENT	142
DEAN OF STUDENTS	86
BUSINESS AND AUXILIARY	244
VPSA DIRECT REPORTS	89
UNDERGRADUATE STUDIES	48
GLOBAL ENGAGEMENT	40

Ongoing Services Currently Provided by Network Support

➢ Active directory domain, and DNS (SA is a separate domain from AD)
➢ Desktop, laptop, and computing use hardware recommendations and ordering.
➢ User administration (setup and maintaining account)
➢ Maintaining system (updates for both security and features for all applicable software).
➢ Repair for hardware in occasion of hardware failure.
➢ Software configuration and installation.
➢ Share file creation, security roles and space management.
➢ Backup and recovery, all file share directories and critical systems.
➢ Implement the policies for the use of the computer system and network.
➢ Password and identity management.
➢ Monitor network communication.
➢ Administrate infrastructure, including firewalls, databases, malware protection software and other processes.
➢ Mail resource box management and aliases.
➢ Server Administration – maintains the operating system of the servers (and sometimes the applications as well), such as the mail services, the web services, etc., and is also in charge of troubleshooting any hardware, operating system or application-related problems.
➢ Assist in integrating new applications and technologies into the current system.
➢ Capacity Planning and Performance Advisory.
➢ Full support computing – desktops, laptops, mobile devices and peripherals.

III. Plan for the Future:

You are experts in your area. There may be national trends and/or changes that will impact the work of your department. Describe how you are planning to address these.

a. Changing dynamic for more remote use from departments leaves us in a situation where we need to address both the infrastructure and security as well as support for remote users.
b. Carry forward is always used as a reserve for unanticipated hardware repairs.
c. Expanding services investing in a formal ticketing system to measure data for types for services and to streamline the user experience.
d. Migrate all services from Cisco VPN to Palo Alto enabling new security features that will allow for greater versatility.
e. Continue Moving to the Data Center to bring a more stable environment for our servers but we will still maintain servers in the Student services building for backup, deployment services and redundancy.
f. Open the current infrastructure to utilize some cloud services allowing updates and management from external sources.

IV. Financials:

See attached report -