Information Technology Update

Josh Olson
Chief Information Officer
23 March, 2016
No metric decreased in a statistically significant way, and most improved significantly.

IT will continue to focus on customer service, with a goal of average scores of 4.0 in all key metrics.
Key Performance Indicators (KPIs)
### Key Performance Indicators (KPIs)

<table>
<thead>
<tr>
<th>Row Labels</th>
<th>Satisfaction</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>4.69</td>
<td>30</td>
</tr>
<tr>
<td>Staff</td>
<td>4.88</td>
<td>158</td>
</tr>
<tr>
<td>Student</td>
<td>4.77</td>
<td>70</td>
</tr>
<tr>
<td>Grand Total</td>
<td>4.83</td>
<td>258</td>
</tr>
</tbody>
</table>
Comment: “The printer spooler could be set to auto restart if it fails”

Lesson Learned: This person likely has repetitive printing issues and we need to work with them to identify the problem, rather than periodically restarting their print system.

Comment: “Nathan, was able to help me recover bookmarks quickly and professionally. My workstation was upgraded and that's how they got lost. He did a great job.”

Lesson Learned: It’s very important to follow the standard checklist when upgrading a customer’s computer. The checklist would have caught this issue and prevented the need for the call for help.
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Escalation Path

it-help-mgmt@mtu.edu
Remote Assistance

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Project Management

#1 in Higher Education
Cloud-based software built for higher education.

TeamDynamix - The Leader in Higher Education ITSM and PPM Software

Michigan Technological University
Information Technology
Outreach

GSG
USG
GFC
IRHC
MESAC
555-888
Student Organizations
Hall Councils
Deans
Directors
Academic Forum
Faculty Meetings
“Meet Brian”
Postcards
Tech Today
Lode
VPA Meetings
Yik Yak

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Customer Service Month (Fall)

Vacation

15 August – 23 September, 2016
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Ticket charts

5,000 tickets/month
Projects of Interest

Campus-wide PC Purchase