

Yearly Evaluation of Campus IT

April, 2008

Purpose

The Technology Planning Committee will produce a Yearly Evaluation of Campus IT as a summation of the state of information technology at UWG.

Progress

UWG has made progress over the past year in effectively using IT to support the University's mission, to fulfill the mandates of the University's IT strategic plan, and to respond to the findings of the IT audit conducted by the BOR in 2005. The following bullet points highlight these accomplishments, with illustrative, though not exhaustive, examples of each.

Communication among and within the University's IT units has improved.

- The Technology Coordination Council (TCC) continued to meet biweekly to discuss matters of concern to the IT units. Its minutes are available on the TCC website, <http://tcc.westga.edu>.
- The Information Security Taskforce, another standing subcommittee of the TCC chaired by the UWG Information Security Officer with representatives from each IT unit, met regularly to provide a forum for discussion of security issues and plans.
- The Technology Planning Committee of the Faculty Senate met monthly to discuss issues related to technology at UWG. The committee recently completed a set of recommendations regarding the spending of E-Rate funds at UWG.
- The Technology Planning Committee has formed a subcommittee which will write a comprehensive technology plan for UWG during the 2008-2009 academic year.
- ITS is in the process of completing a major reorganization of its structure to better improve services on campus.
- An interim campus CIO has been hired and is overseeing the IT reorganization.
- In December of 2007 the institution funded additional helpdesk software user licenses, and in January 2008 all IT units began using the helpdesk software. In order to monitor customer satisfaction, a follow-up survey is sent to the customer upon completion of the helpdesk call. While there only a few months of data available at this time, the overall satisfaction rating for the campus is high, with a score 9.8 out of a possible 10. These actions address an item identified in the 2007 yearly report.
- During FY07, the campus underwent a strategic planning process. One area the campus strategic plan is attempting to address is need for improved budgeting and planning for IT purchases. This will address an item identified in the TPC 2007 yearly report.
- The TouchNet MarketPlace software was implemented, giving the campus a secure method to process credit card transactions for goods & services. This also addresses an issue in the 2007 report.
- Procedures have been put in place to implement the IT Security Plan approved in 2005.

- A Security Taskforce is updating the security incident response plan.

Procedures for instructional support have improved.

- The Classroom Technology Support Subcommittee of the TCC implementation of an improved protocol for classroom support covering both computing and audio-visual equipment is being improved to provide better service. The College IT units will provide first-level technical support in the classroom, while the LRC will provide second-level support, technical assistance, training, and R&D on developments in A/V technologies.
- The University's IT infrastructure has seen continued improvement, with a significant investment made in the networking core at the end FY06.

Areas of concern

Providing information security while meeting the IT needs of the University is an ongoing issue. Specific security concerns include:

Credit card information is still vulnerable:

- A review of units that may store credit card information began, and records were purged from one identified area. This review needs to be continued in 2008 - 2009.

Sensitive data may be stored on some office computers without adequate security. A thorough analysis is needed to determine where and how often this occurs, and how to secure any such data.