

**Service Outcomes Assessment Follow-Up
2022-2023 Service Outcome (SO) Year End Reporting Form**

In response to SACSCOC 8.2, “The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results ...”

Name of Service: Information Technology

Outcome #1: Track the volume of 3rd party helpdesk demands and usage.

Action Items from Service Review:

Item #	Action Items: <i>(Action item identified in the 2021-22 service review.)</i>	Results / Use of Results: <i>(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)</i>
1	Determine if 2000 incidents should be an appropriate amount moving forward. (Assessed by: Preview previous volume of tickets.)	From November of 2022 to November of 2023, we consumed 1592 of the 2000 allotted volume.
2	Determine if BlackBelt should receive the new contract or move to another 3 rd party provider. (Assessed by: Speak to administration and stakeholders about what is currently provided and what is needed moving forward.)	Consistent feedback from employees about the third-party helpdesk is that it does not appear to be useful. From an IT perspective, we can capture assistance needs during and after hours. We can then act on any assistance the helpdesk could not complete.

Baseline: 1161 # *(Rationale / Average of last three years – 2019-20; 2020-21; 2021-22)*
Standard: 1600 #
Target: 1800 #

	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
Source														
Phone	115	58	191	73	84	93	147	67	112	207	95	91	84	
Email	1	0	1	7	12	8	16	5	17	25	22	28	21	
Chat	0	0	0	0	0	0	0	0	0	0	0	0	0	
Voicemail	2	1	0	2	1	0	0	0	0	4	2	0	0	
	118	59	192	82	97	101	163	72	129	236	119	119	105	Total 1592

Provide narrative for analysis of (track 3rd party helpdesk demands and usage). *(How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)*

This is the first year of actively tracking the third-party helpdesk specifically. Meeting our standard lets me know that we have been able to actively calculate the volume of help the service provides. Keeping the volume at 2000 incidents costs the College around 4000 dollars which is about 11% of the total cost of the contract of the service for the year.

Getting the campus involved to determine if the service is necessary or if it needs to be transferred to another company still needs to happen. There has not been any movement on that action item.

2023-2025 Action Items:

Item	Action Items <i>(What actions can be taken to increase the success of the outcome in your service unit?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Market the use of the third-party helpdesk	No marketing currently is happening, and the volume of use has been consistent based on the previous year's data. We will be looking to see the usage increase.
2	Determine if third party helpdesk is needed and if it should move to another platform.	We will seek input from the campus and make decisions based on the results. Please note that renewals for the third-party contract occur in March of each year.

Outcome #2: Increase completion of Information Security Awareness Training.**Action Items from Service Review:**

Item #	Action Items: <i>(Action item identified in the 2021-22 service review.)</i>	Results / Use of Results: <i>(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)</i>
1	Increase completion of mandatory training. (Assessed by: During the campaign, remind end users of required training and send notifications to supervisors.)	Efforts were made to get administration actively working with supervisors to get the mandatory training complete. The year before, we completed 63%, last year, 72% of the employees completed the training. Administration decided the mandatory 2024 training to start in the Fall of 2023 and end in the Sprint of 2024 to include adjuncts that may only be here for one semester.
2	Decrease end users entering credential information into unknown sites and locations. (Assessed by: Continue to add immediate training to users who fail the test and investigate adding Professional Development session.)	Data shows that overall phishing is making an impact because we do see a trend of fewer employees entering data, we are still slightly less of the standard. Completed tests so far show that we could still be short of meeting the standard.

Baseline: N/A; unable to set baseline**Standard:** 50% completion for mandatory training and 8% failure for phishing prone individuals**Target:** 75% completion for mandatory training and 4% failure for phishing prone individuals

2022 Annual Training Campaign

Groups: All Users

Overview

Users

Survey Results

Campaign Content

PCI-DSS Retired

User Progress

64% Completed

Security Awareness Fundamentals Retired

User Progress

69% Completed

Phishing Fundamentals Retired

User Progress

67% Completed

Understanding and Avoiding Malware Retired

User Progress

64% Completed

Data Protection Essentials Ending Soon

User Progress

66% Completed

Creating Strong Passwords - Security Awareness Training

User Progress

66% Completed

Security Awareness Foundations

User Progress

67% Completed

Cybersecurity Essentials - Safe Web Browsing

User Progress

65% Completed

Campaign Summary

63% Completed all content

Status Completed

Start Date 02/01/2022, 7:45 AM

End Date 04/12/2022, 11:59 PM

Users 456

Auto-Enroll Yes

Scheduled Notifications

- Send completion notification to users
- Remind users 7 days before due date
- Remind users 14 days before due date
- Send welcome notification to users on enrollment

2022 Annual Training Campaign

Groups: All Users

Overview

Users

Survey Results

456 All Users

36.6% 167 Incomplete

28.5% 130 Not Started

4.8% 22 In Progress

63.4% 289 Completed

36.6% 167 Past Due

Search for users by name or email

☐ Include Archived Users

Bulk Update

Generate CSV

Actions

2023 Annual Training Campaign

Groups: All Users

Overview

Users

Survey Results

Notify Users

Campaign Content

Security Awareness Foundations

User Progress

73% Completed

Cybersecurity Essentials - Safe Web Browsing

User Progress

73% Completed

Social Engineering Red Flags with Jenny Radcliffe

User Progress

74% Completed

Introduction to Data Protection

User Progress

74% Completed

Malware Foundations

User Progress

73% Completed

Cybersecurity Essentials: Secure Passwords

User Progress

73% Completed

Business Conduct Series: Acceptable Use Policy

User Progress

74% Completed

Putting Data Protection into Practice

User Progress

73% Completed

Campaign Summary

72% Completed all content

Status Completed

Start Date 03/01/2023, 7:45 AM

End Date 06/01/2023, 11:59 PM

Users 542

Auto-Enroll Yes

Scheduled Notifications

- Send completion notification to users
- Remind users 7 days before due date
- Remind users 14 days before due date
- Remind users 30 days before due date
- Remind users 60 days before due date
- Send welcome notification to users on enrollment

2023 Annual Training Campaign

Groups: All Users

Overview

Users

Survey Results

Note: Users are allowed to complete training after the due date. This setting can be changed by editing the campaign.

542 All Users

27.1% 147 Incomplete

25.1% 136 Not Started

1.3% 7 In Progress

72.9% 395 Completed

27.1% 147 Past Due

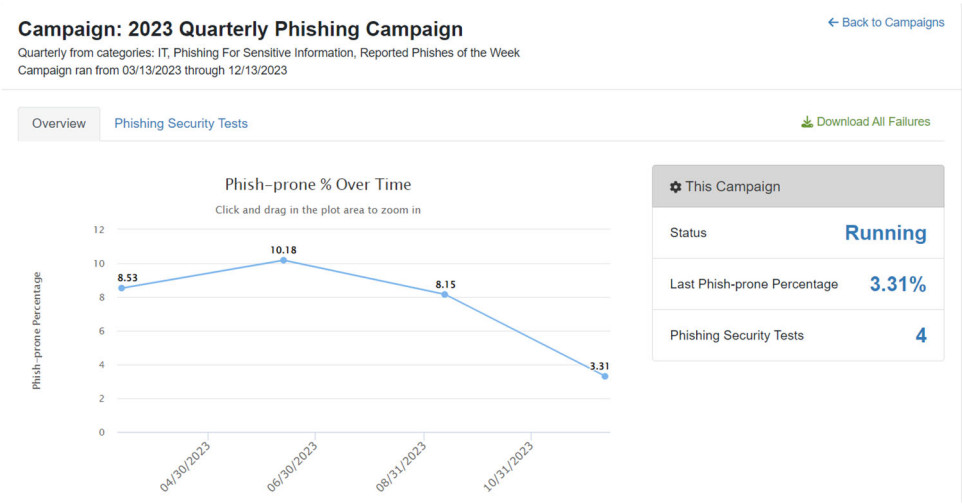
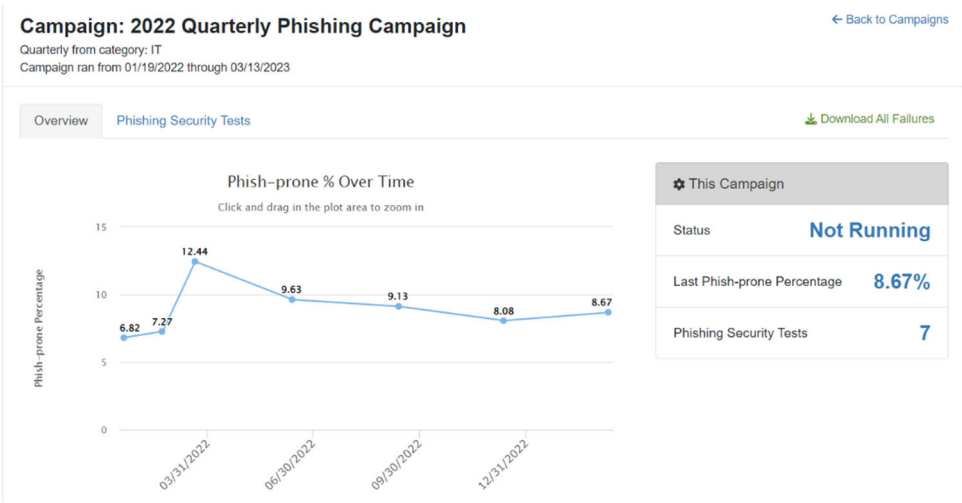
Search for users by name or email

☐ Include Archived Users

Bulk Update

Generate CSV

Actions



Provide narrative for analysis of (Information Security Awareness Training completion). *(How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)*

Having administration receive updates of employees that have not completed the mandatory training has proven beneficial. This past year was the first year that this practice was put into action. Also, allowing the employees a longer time and having the campaign span across semesters will hopefully help move to meeting the target.

Another component to meeting and exceeding the target for training is the administrative council has approved a CPM to require all employees to finish IT training.

Trying to improve to meet the target of 4% or less looks like it will take some additional work. We are planning to have professional development sessions targeting Information Security. Phishing could be a component of that.

2023-2025 Action Items:

Item	Action Items <i>(What actions can be taken to increase the success of the outcome in your service unit?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Having Phishing as a component of Information Security professional development sessions	Movement towards meeting the target of the 4% or better.

Outcome #3: Track volume of work getting accomplished by the department.

Action Items from Service Review:

Item #	Action Items: <i>(Action item identified in the 2021-22 service review.)</i>	Results / Use of Results: <i>(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)</i>
1	Gather data on volume of work accomplished. (Assessed by: Generate reports that break down volume of incidents, requests, and project items.)	Completed over 5800 stories for the year. 2603 Incidents, 717 Services Request and the rest are stories to complete the larger project. 247 closed service requests have been related to AV.
2	Increase use of the help desk by end users (Assessed by: Periodically remind users of the services that it provides. Look into possible professional development session.)	Taking the student assistance out of the volume of incidents, 1096 incidents were completed. Taking the service requests of 717 plus the 1096 incidents, 1803 requests for assistance by employees have been completed this past year.
3	Integrate the help desk with other IT infrastructures to help easily add items when issues occur. (Assessed by: Integrate VMWare, Cisco, Palo Alto, and BeyondTrust and enable use of ITOM component of ServiceNow)	ServiceNow has been integrated with BeyondTrust on the development instance. It should be moved into pro Full implementation of integration ITOM and with IT infrastructure set begin 1 st quarter of 2024.

Baseline: 4300 completed stories (#) *(Average of last three years – 2019-20; 2020-21; 2021-22)*

Standard: 5400 completed stories (#)

Target: 6500 completed stories (#)

	Completed Stories	Complete	Count
Sprint			
Total		5,892	5,892
(empty)		22	22
WCC IT - Sprint - FYE 23 - 01/05 - 01/18		341	341
WCC IT - Sprint - FYE 23 - 01/19 - 02/01		251	251
WCC IT - Sprint - FYE 23 - 02/02 - 02/15		282	282
WCC IT - Sprint - FYE 23 - 02/16 - 03/01		260	260
WCC IT - Sprint - FYE 23 - 03/02 - 03/15		182	182
WCC IT - Sprint - FYE 23 - 03/16 - 03/29		160	160
WCC IT - Sprint - FYE 23 - 03/30 - 04/12		122	122
WCC IT - Sprint - FYE 23 - 04/13 - 04/26		220	220
WCC IT - Sprint - FYE 23 - 04/27 - 05/10		193	193
WCC IT - Sprint - FYE 23 - 05/11 - 05/24		260	260
WCC IT - Sprint - FYE 23 - 05/25 - 06/07		267	267
WCC IT - Sprint - FYE 23 - 06/08 - 6/21		199	199
WCC IT - Sprint - FYE 23 - 06/22 - 07/05		132	132
WCC IT - Sprint - FYE 23 - 11/24 - 12/07		154	154
WCC IT - Sprint - FYE 23 - 12/08 - 12/21		202	202
WCC IT - Sprint - FYE 23 - 12/22 - 01/04		96	96
WCC IT - Sprint - FYE 24 - 07/06 - 07/19		268	268
WCC IT - Sprint - FYE 24 - 07/20 - 08/02		248	248
WCC IT - Sprint - FYE 24 - 08/03 - 08/16		270	270
WCC IT - Sprint - FYE 24 - 08/17 - 08/30		416	416
WCC IT - Sprint - FYE 24 - 08/31 - 09/13		229	229
WCC IT - Sprint - FYE 24 - 09/14 - 09/27		231	231
WCC IT - Sprint - FYE 24 - 09/28 - 10/11		200	200
WCC IT - Sprint - FYE 24 - 10/12 - 10/25		202	202
WCC IT - Sprint - FYE 24 - 10/26 - 11/08		143	143
WCC IT - Sprint - FYE 24 - 11/09 - 11/22		194	194
WCC IT - Sprint - FYE 24 - 11/23 - 12/06		121	121

WCC IT - Sprint - FYE 24 - 12/07 - 12/20	27	27
	5,892	5,892

Incident by sub-category Wayne CC

Assignment group	Subcategory	State	Work in				Total
			Open	Progress	Resolved	Cancelled	
Wayne CC - AV/Event Support							
	Total		0	1	40	0	41
	Classroom Camera		0	0	10	0	10
	Classroom Projector		0	1	30	0	31
Wayne CC - Desktop Support							
	Total		0	10	366	0	376
	Conference Room		0	0	3	0	3
	Hardware		0	7	191	0	198
	Software		0	3	172	0	175
Wayne CC - ERP Support							
	Total		0	1	105	0	106
	Colleague		0	1	101	0	102
	Name Correction		0	0	4	0	4
Wayne CC - IT Dept							
	Total		1	6	375	5	387
	IT Support		1	6	375	5	387
Wayne CC - Network Support							
	Total		0	2	110	0	112
	Email		0	0	39	0	39
	Network		0	2	71	0	73
Wayne CC - Security Support							
	Total		0	0	2	1	3

	Security Concern	0	0	<u>2</u>	<u>1</u>	<u>3</u>
<u>Wayne CC - Server Support</u>						
	Total	0	<u>2</u>	<u>65</u>	0	<u>67</u>
	Etrieve	0	<u>2</u>	<u>38</u>	0	<u>40</u>
	OneDrive	0	0	<u>11</u>	0	<u>11</u>
	Server	0	0	<u>8</u>	0	<u>8</u>
	SharePoint	0	0	<u>8</u>	0	<u>8</u>
<u>Wayne CC - Student Assistance</u>						
	Total	0	<u>1</u>	<u>1,507</u>	<u>5</u>	<u>1,513</u>
	Student Assistance	0	<u>1</u>	<u>1,507</u>	<u>5</u>	<u>1,513</u>
<u>Wayne CC - Telephone Support</u>						
	Total	0	<u>2</u>	<u>33</u>	0	<u>35</u>
	Telephone	0	<u>2</u>	<u>33</u>	0	<u>35</u>
Count		<u>1</u>	<u>25</u>	<u>2,603</u>	<u>11</u>	<u>2,640</u>

Service request tickets for Wayne CC						
State	Open	Work in Progress	Closed Complete	Closed Incomplete	Closed Skipped	Count
Assignment group						
Wayne CC - AV/Event Support	0	<u>25</u>	<u>247</u>	<u>2</u>	<u>2</u>	<u>276</u>
Wayne CC - CIO	<u>1</u>	0	0	0	0	<u>1</u>
Wayne CC - Desktop Support	0	<u>5</u>	<u>232</u>	0	0	<u>237</u>
Wayne CC - ERP Support	0	<u>3</u>	<u>8</u>	0	0	<u>11</u>
Wayne CC - IT Dept	<u>4</u>	<u>3</u>	<u>80</u>	<u>1</u>	0	<u>88</u>
Wayne CC - Network Support	0	<u>1</u>	<u>8</u>	0	0	<u>9</u>
Wayne CC - Server Support	0	<u>3</u>	<u>139</u>	0	<u>1</u>	<u>143</u>
Wayne CC - Telephone Support	0	<u>1</u>	<u>2</u>	0	0	<u>3</u>
Count	<u>5</u>	<u>41</u>	<u>716</u>	<u>3</u>	<u>3</u>	<u>768</u>

Provide narrative for analysis of (tracking work volume / completed stories). (How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)

This has been the first year that we have been able to provide this volume of the several types of data points to also include components to projects that are completed. The volume of students assisted is large and demonstrates the impact we have for employees and students.

Due to the volume of work accomplished, getting the ServiceNow instance tied to other services to help with ITOM has been low priority but will be picked up as an active project in the first quarter of 2024.

2023-2025 Action Items:

Item	Action Items (What actions can be taken to increase the success of the outcome in your service unit?)	Assessment of Action Items (How will you assess the results of action items?)
1	Implementing ITOM and ServiceNow	Seeing incidents and stories created for various issues that IT infrastructure generates.
2	Continue to market the use of the ServiceNow help desk.	Additional work and requests will be captured and recorded.

Approvals

1. Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Outcome Assessment when completed by the responsible program/service personnel.
2. Using DocuSign (electronic signature), appropriate Department Chair, Division Dean, Director, and/or AVP is asked to read and approve the Program/Service Outcome Assessment.

IE Acceptance / Date: Dorothy Moore 12/20/2023

Department Chair, Dean, Director, and/or VP / Date: Joy Kornegay 12/20/2023