

Service Outcomes Assessment Follow-Up
2023-2024 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 2022-23 Service Outcome Year-End Report:

Item #	Action Items: (Action item identified in the 2022-23 service outcome year-end report.)	Results / Use of Results: (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 2024-2025 action items table below.)
1	Market the use of the third-party helpdesk	Nothing was done to help market the third-party helpdesk.
2	Determine if third party helpdesk is needed and if it should move to another platform.	This still needs to be accomplished. This action item needs to be added for 2024/2025

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

Standard: 1600 #

Target: 1800 #

2022-23	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

2023-24	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov			
Source																
Phone	84	50	252	137	103	141	169	106	149	204	136	126	116			
Email	21	0	62	34	43	36	36	43	25	31	20	53	21			
Chat	0	0	0	0	0	0	0	1	1	0	1	1	1			
Voicemail	0	0	0	0	0	0	2	3	5	4	2	0	2			
	105	50	314	171	146	177	207	153	180	239	159	180	116		Total	2197

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.)*

The year-over-year results show that the third-party helpdesk is being used and exceeding our target. The demand has increased for two reasons, the first is the implementation of multi factor authentication. This required security measure has increased the demand for the helpdesk to help support that function. Secondly, the implementation of account locking and deactivation has forced users who have been separated from the institution for several semesters to need assistance gaining access to WCC resources.

The college still needs to determine if the current third-party helpdesk is viable and if other courses of action are needed.

2024-2025 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	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.

2024 Annual Training Campaign

Groups: All Users

← Back to Training

Overview Users Survey Results

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



2024 Annual Training Campaign

Groups: All Users

← Back to Training

Overview Users Survey Results

Notify Users

Campaign Content

Social Engineering Red Flags with Jenny Radcliffe Retired	86% Completed
Introduction to Data Protection	86% Completed
Malware Foundations	86% Completed
Cybersecurity Essentials - Secure Passwords	86% Completed
Business Conduct Series: Acceptable Use Policy	86% Completed
Putting Data Protection Into Practice	86% Completed
Safe Web Browsing Retired	86% Completed
2023 Common Threats Retired	86% Completed
2023 Your Role: Internet Security and You Retired	86% Completed

Campaign Summary ⓘ



Status	Completed
Start Date	11/03/2023, 7:45 AM
End Date	04/30/2024, 11:59 PM
Users	504
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

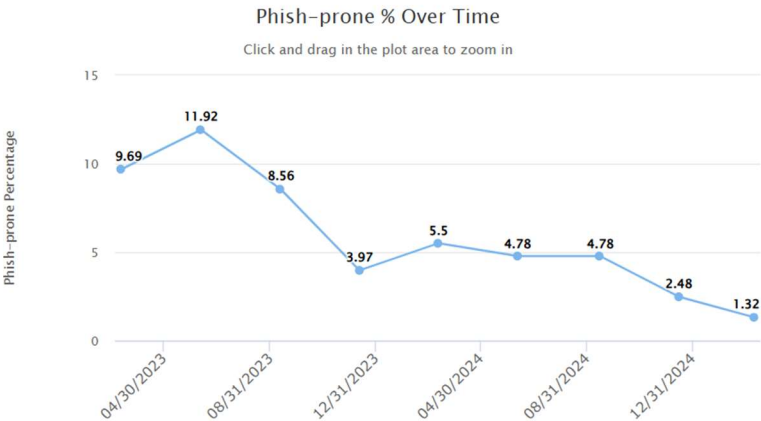
Campaign: Quarterly Phishing Campaign

Quarterly from categories: IT, Phishing For Sensitive Information, Reported Phishes of the Week

← Back to Campaigns

Overview Phishing Security Tests

Download All Failures



⚙ This Campaign	
Status	Running
Last Phish-prone Percentage	1.32%
Phishing Security Tests	9

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.)*

This past year we have been able to exceed our target for completing the mandatory training and fewer employees are failing the quarterly phishing tests, but it is not zero. Having administration receive updates of employees that have not completed the mandatory training has proven beneficial. This past year was the second 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.

Trying to improve to meet the target of 1% or less will take some additional work. We are still planning to have professional development sessions targeting Information Security. Phishing could be a component of that.

2024-2025 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	Set the new baseline for training to 85% and a new target of 93%. Set a new baseline for phishing to 3% and a new target of 1%.	Results from the completed training should reflect an action closer to the new targets set for training and phishing.

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

Action Items from 2022-23 Service Outcome Year-End Report:

Item #	Action Items: <i>(Action item identified in the 2022-23 service outcome year-end report.)</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 2024-2025 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.)	We have been able to capture more in our helpdesk solution and have been able to exceed our target.

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

Standard: 5400 completed stories (#)

Target: 6500 completed stories (#)

Sprint

Completed Stories

(empty)	20
WCC IT - Sprint - FYE 24 - 01/04 - 01/17	410
WCC IT - Sprint - FYE 24 - 01/18 - 01/30	249
WCC IT - Sprint - FYE 24 - 02/01 - 02/14	241
WCC IT - Sprint - FYE 24 - 02/15 - 02/28	287
WCC IT - Sprint - FYE 24 - 02/29 - 03/13	246
WCC IT - Sprint - FYE 24 - 03/14 - 03/27	200
WCC IT - Sprint - FYE 24 - 03/28 - 04/10	199
WCC IT - Sprint - FYE 24 - 04/11 - 04/24	251
WCC IT - Sprint - FYE 24 - 04/25 - 05/08	456
WCC IT - Sprint - FYE 24 - 05/09 - 05/22	429
WCC IT - Sprint - FYE 24 - 05/23 - 06/05	294
WCC IT - Sprint - FYE 24 - 06/06 - 06/19	300
WCC IT - Sprint - FYE 24 - 06/20 - 07/03	213
WCC IT - Sprint - FYE 25 - 07/04 - 07/17	208
WCC IT - Sprint - FYE 25 - 07/18 - 07/31	265
WCC IT - Sprint - FYE 25 - 08/01 - 08/14	358
WCC IT - Sprint - FYE 25 - 08/15 - 08/28	507
WCC IT - Sprint - FYE 25 - 08/29 - 09/11	249
WCC IT - Sprint - FYE 25 - 09/12 - 09/25	259
WCC IT - Sprint - FYE 25 - 09/26 - 10/09	185
WCC IT - Sprint - FYE 25 - 10/10 - 10/23	236
WCC IT - Sprint - FYE 25 - 10/24 - 11/06	241
WCC IT - Sprint - FYE 25 - 11/07 - 11/20	179
WCC IT - Sprint - FYE 25 - 11/21 - 12/04	132
WCC IT - Sprint - FYE 25 - 12/05 - 12/18	21

WCC IT - Sprint - FYE 25 - 12/19 - 01/01

4

Total

6639

Incident tickets for Wayne CC

Assignment group	Closed	Canceled	Total
Wayne CC - AV/Event Support	19	0	19
Wayne CC - Desktop Support	247	0	247
Wayne CC - ERP Support	156	0	156
Wayne CC - IT Dept	697	8	705
Wayne CC - Network Support	69	1	70
Wayne CC - Security Support	2	0	2
Wayne CC - Server Support	29	1	30
Wayne CC - Student Assistance	2,173	5	2178
Wayne CC - Telephone Support	28	0	28
Total	3,420	15	3,435

Service request tickets for Wayne CC

	Open	Work in Progress	Closed Complete	Closed Incomplete	Closed Skipped	Total
Assignment group						
Wayne CC - AV/Event Support	0	5	212	3	12	232
Wayne CC - CIO	0	0	2	0	0	2
Wayne CC - Desktop Support	0	2	163	6	3	174
Wayne CC - ERP Support	0	0	12	0	0	12
Wayne CC - IT Dept	1	4	58	1	0	64
Wayne CC - Network Support	0	0	9	0	0	9
Wayne CC - Security Support	0	0	1	0	0	1
Wayne CC - Server Support	0	1	56	1	0	58
Total	1	12	513	11	15	552

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.)*

We have been able to exceed our target this year as a result of a couple of reasons. First, we have been deliberate to add projects that demand a certain volume of stories to complete for that one project. This includes projects such as the annual asset inventory that is required and other projects such as rewiring the 2nd floor classrooms in Magnolia and implementing PaperCut. The second reason is that local IT resources have seen an influx of needing to help and assist students. The current third-party helpdesk cannot currently access resources to unlock accounts, so any login issues are being passed down to local resources.

It may be time to evaluate the baseline, standard, and target metrics to determine if those need to be adjusted.

2024-2025 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	Finish the implementation of ITOM	Critical infrastructure will be able to create separate incidents as needed. The additional volume of incidents both opened and completed should be evident.
2	Automate recurring demands and capture the results	Implement processes within ServiceNow to capture recurring demands that are needed for compliance requirements such as the annual Eagle audit.

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 4/17/2025

VP / Date: Joy Kornegay 4/22/2025