Information Technology Report to the Hilbert College Community

November 2021

INFORMATION TECHNOLOGY REPORT TO THE HILBERT COLLEGE COMMUNITY

Current State of Hilbert Technology (November 2021)

Ellucian Managed Services conducted a current-state assessment of Hilbert College information technology infrastructure and services. This assessment included the following data sources:
- *Faculty/Staff Survey (50 Respondents)*
- *Technology Audit*
- *Inventory of IT Infrastructure*
  - *Servers*
  - *Switches*
  - *Access Points*
  - *Bandwidth*
- *Campus Conversations*

Issues Common to the various data sources: #1 - Central Help Desk

1. CHD was slow and ineffective during fall registration.
2. CHD has not been effective in handling password problems.
3. Clients do not get a ticket acknowledging their reporting of an issue (but do subsequently get a survey).
4. CHD wait times have been long.
5. CHD just does not feel like Hilbert; agents do not know us or even where we are on campus.

Actions on Issue #1 - Help Desk

1. **In the near (now) term, we have added site-specific agents to CHD and are constantly adding to the Knowledge Base (KB) that CHD agents use for handling service calls.**

   a. CHD agents have been assigned to Hilbert, and we on campus are slowly adding demographic information to the KB so that agents will be more familiar with the College.
   b. We recently provided CHD with a revised, detailed script for resetting passwords.
   c. We have ordered Duo fobs for CHD agents so that agents can log into our systems for troubleshooting.

2. **We are establishing a Hilbert College ticketing system that integrates with the CHD Service Now (SNOW) system.**

   a. Assigning SNOW licenses to our on-premises support staff (Bob, Jeff, and the student workers) so that they can generate and share service tickets.
   b. Setting up a service link for people to use in submitting their own help desk tickets.
   c. Moving from "drop in on Bob or Jeff" to "submit a ticket."
   d. Creating a ticket for every service request, whether by phone, email, or drop in—thereby allowing tracking and responding to requests and prioritizing requests.

Issues Common to the various data sources: Issue #2 – BlackBoard

Faculty have identified a continuing need for BlackBoard training and support.
  a.   Ellucian Academic Operations is developing an asynchronous on-line faculty training module in all things BlackBoard and plan on delivering it before the start of the spring semester.
  b.   Ellucian is working with Dr Finney to identify additional areas for BlackBoard support.

Issues Common to the various data sources: Issue #3 – Email

Hilbert College email periodically crashes, thereby disrupting classes as well as administrative operations.
  a.   Short Term: HIT has added two external drives to the email server for additional capacity.
  b.   Near Term: We are deleting auto-generated and similar unused accounts and moving others to .pst files.
  c.   Pretty Soon Term: We are preparing to move to the Microsoft Office cloud platform.

Technology Audit

1. WiFi and Bandwidth: This month (November 2021) we increased bandwidth from 500Mb to 2Gb, and we have scoped and priced a plan for replacing all switches, wireless access points, and uninterruptible power supplies on campus—as well as adding outdoor WAPs.
2. Account Creation and Deletion: Remote Ellucian resources are working on reducing the number of steps required to create student accounts.
3. Security: We have made recommendations for establishing an IT Governance Council, a Security Standards Committee, and a formal Change Management Process.