Commentary on "Critical" recommendations:

Address network bandwidth

Internet speed was identified as the top technical issue by the students and by a significant portion of the staff and faculty. Our strongest recommendation is to increase the Center's Internet bandwidth, particularly for the student population.

Hire an audio-visual technician

The audio-visual systems at the Center are extensive and heavily used, with coverage required from 7:00 AM to 9:00 PM. The existing staff lacks the training and background to perform the necessary audio-visual support. Given the quantity of rooms to support, the required hours of coverage, and the complexity of the audio-visual systems, we recommend hiring a full time audio-visual technician.

Implement trouble ticket tracking

The most prevalent customer complaint is inconsistency in follow-through on support issues; lacking a ticketing system, the mechanisms for tracking outstanding work requests are ad-hoc at best. We recommend implementation of a true trouble ticket tracking system. The Assistant Manager of Information Systems should be given responsibility for monitoring ticket assignment, response, and resolution in accordance with the appropriate service level agreement.

Providing IT services at the Center will remain challenging due to high expectations, small scale, and physical isolation. Given limited resources, clear focus is the key to improved outcomes. Delivery should be focused on services which provide direct user contact. Procedural changes will help the team focus on customer service and improve satisfaction levels. The team should focus on building relationships with related units to provide consulting assistance for outsourced projects. The generally positive opinions of the existing IT staff and the generally good quality of Center equipment should act as a solid basis for developing successful IT services.