CIO Introduction and ITS Updates

November 2020

About Craig Woolley

- 33 Years in Higher Education IT

- 27 years at University of South Florida

  - Last position was Assistant Vice President for IT

- 5.5 years at Wright State University

  - Served as their first Chief Information Officer

LSU

My Beliefs

- ITS needs to be a customer focused organization

- We need to find ways to collaborate more with key constituents

  - Creation of Department IT Subcommittee

  - Faculty Senate

  - Staff Senate

  - Business Managers

- We need to do a better job of communicating

Off-Campus Mainframe Access – VPN Requirement Coming

ITS is working to improve the security and performance of the Mainframe, and thus needs to take some necessary measures. ITS will be implementing network changes for the Mainframe that will prevent users from accessing it from off-campus without utilizing VPN.

ITS Customer Satisfaction Survey

October 2020

ITS Customer Satisfaction Survey

A Qualtrics survey distributed to LSU Faculty & Staff 10/02/20-10/23/20

Total of 19 possible questions

280 Comments

Total Responses

153

User Roles Who took the Survey

76% Staff

24% Faculty

Overall Satisfaction with ITS Service

70%

Customer Satisfaction Ratings

Overall Satisfaction with Service

70%

ITS is aligned with LSU mission and goals

71%

ITS is focused on the right priorities

74%

ITS values me as a customer

73%

ITS proactively looks for ways to help me do my job
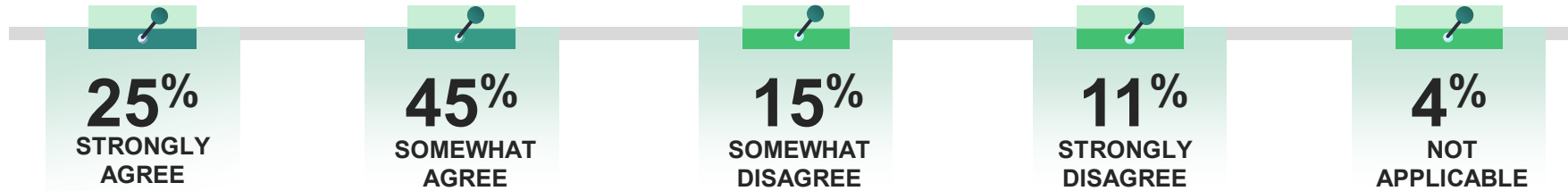
56%

ITS changes do not disrupt my work

71%

I am satisfied with the availability of IT Services

73%

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Top 5 Customer Satisfaction Themes

Customer Service

Process/ Procedures

Service Offerings

Infrastructure/ Applications

Communication

01 Customer Service – 115 comments

02 Service Offerings – 42 comments

03 Communication – 34 comments

04 Infrastructure/Applications – 27 comments

05 Process/Procedures – 21 comments
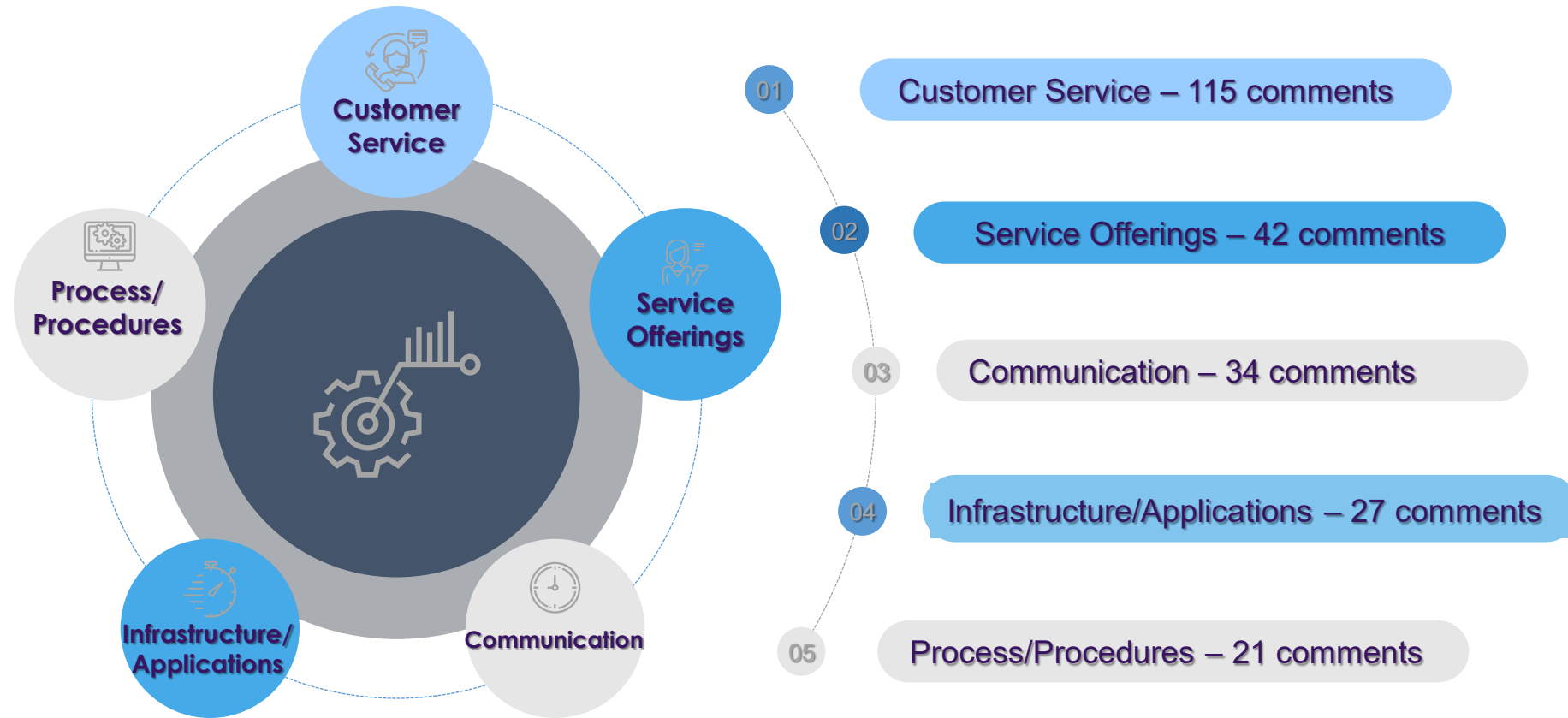
Short and Long Term Initiatives

- Enhance IT Service Offerings to LSU Community.

LONG TERM
6+ MONTHS

- Redefine IT Governance and Role of PMO

3-6 MONTHS

- Overhaul of Software Acquisition Process
- Implement efficiencies with new ITSM
- Strengthen relationships with TSPs

0-3 MONTHS

- Immediate Customer Service Training
- ITS Management Team and Staff to participate in reviewing survey results and proposing initiatives to improve

QUICK WINS

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