

# **CIO Introduction and ITS Updates**

## **November 2020**





# My Beliefs

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# Off-Campus Mainframe Access – VPN Requirement Coming

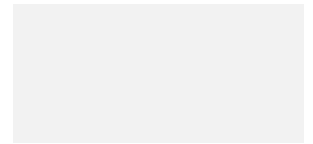
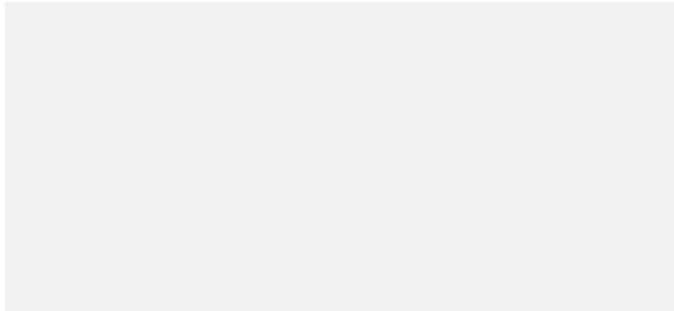
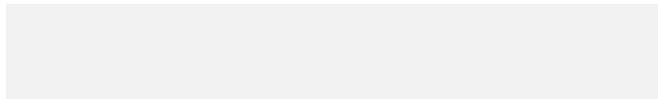
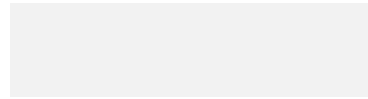
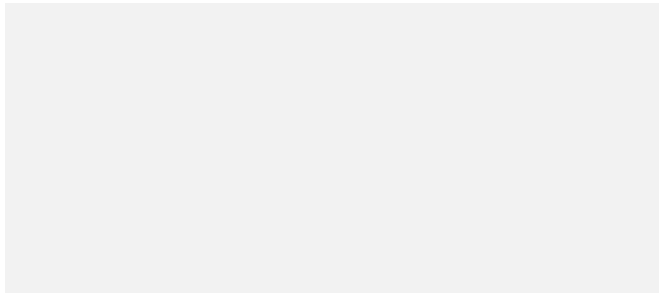
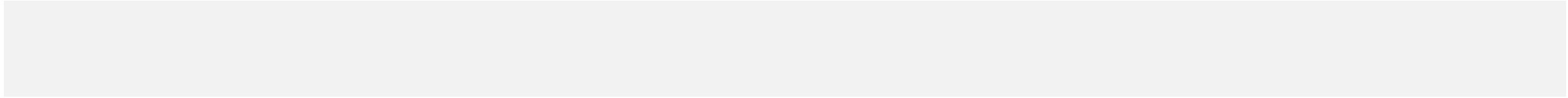
ITS is working to improve the security and performance of the Mainframe, and thus needs to take some necessary measures. ITS will be implementing network changes for the Mainframe that will prevent users from accessing it from off-campus without utilizing VPN.

# **ITS Customer Satisfaction Survey**

## **October 2020**



# ITS Customer Satisfaction Survey



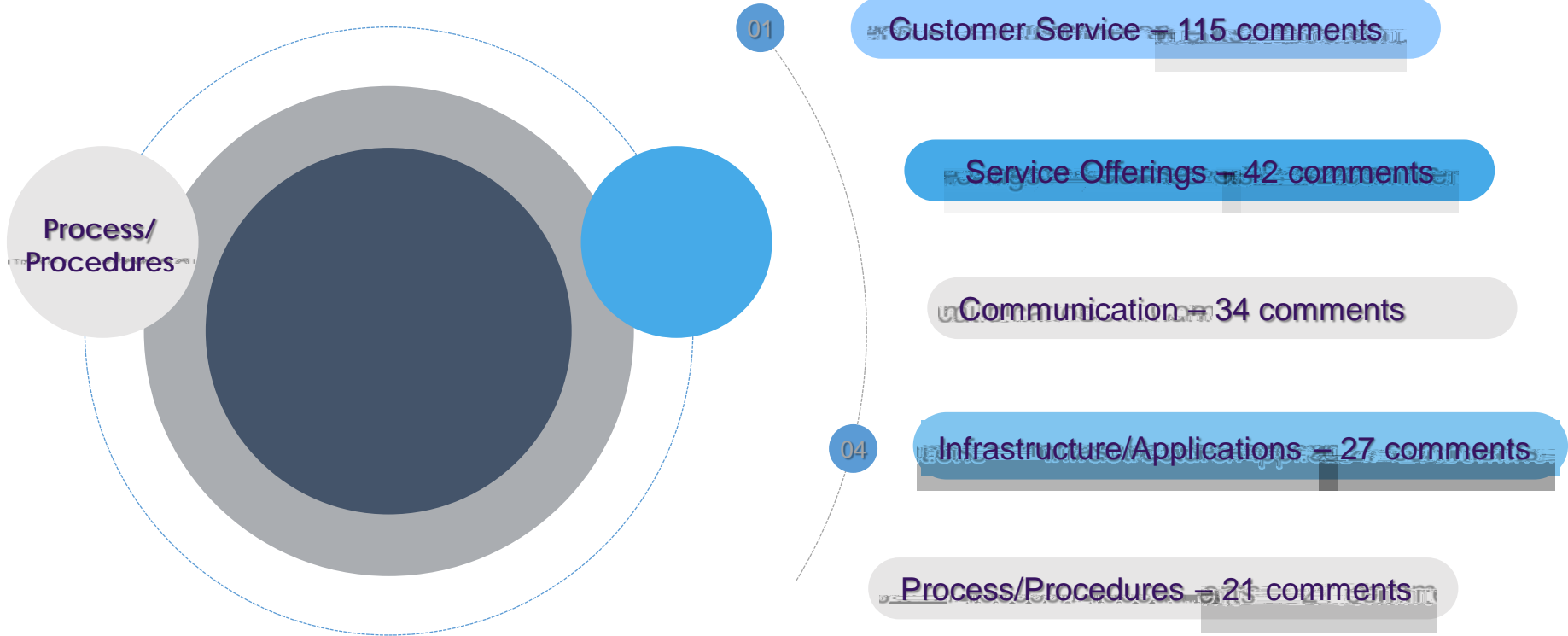


I am a satisfied customer of ITS Services:

25%  
STRONGLY  
AGREE



# Top 5 Customer Satisfaction Themes



# Short and Long Term Initiatives

- Redefine IT Governance and Role of PMO
- Overhaul of Software Acquisition Process
  - Implement efficiencies with new ITSM
  - Strengthen relationships with TSPs
- Immediate Customer Service Training
  - ITS Management Team and Staff to participate in reviewing survey results and proposing initiatives to improve

