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
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
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

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

<table>
<thead>
<tr>
<th>Total Responses</th>
<th>User Roles Who took the Survey</th>
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<tbody>
<tr>
<td>153</td>
<td>76% Staff</td>
</tr>
<tr>
<td>24% Faculty</td>
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Overall Satisfaction with ITS Service: 70%

- Total of 19 possible questions
- 280 Comments
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%
Overall Satisfaction – 70%

I am a satisfied customer of ITS Services:

- **25%** STRONGLY AGREE
  
  “Any query I’ve had, they responded in a timely manner and were quite helpful.”

- **45%** SOMEWHAT AGREE
  
  “I always get a response and I escalate as needed. Folks are available in Teams for follow up or urgent issues.”

- **15%** SOMEWHAT DISAGREE
  
  “GROK articles should be updated and written in non-technical language”

- **11%** STRONGLY DISAGREE
  
  “Tickets are closed too quickly”

- **4%** NOT APPLICABLE
  
  “Too difficult to purchase software”

- **“The ITS help desk is wonderfully friendly, knowledgeable and efficient.”**

- **“I think they are trying to improve their services”**

- **“Too busy so staff is reactive not proactive”**
Top 5 Customer Satisfaction Themes

1. Customer Service – 115 comments
2. Service Offerings – 42 comments
3. Communication – 34 comments
4. Infrastructure/Applications – 27 comments
5. Process/Procedures – 21 comments
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
- Enhance IT Service Offerings to LSU Community

Quick Wins

3-6 Months

6+ Months

LSU