

IT Client Services Quarterly Scorecard

October 2019 - December 2019

IT Client Services aligns with the overall mission of the college by our focus on supporting technology that helps drive student success and seeks sustainable excellence in all operations. Our primary responsibilities include computer and audio/visual support for all desktop computers, podiums, classrooms, conference rooms, and computer labs – as well as operating the IT Service Desk.

Service Desk Support Tickets

Month	Tickets Created	Tickets Closed
Oct 2019	3,178	2,372
Nov 2019	2,228	1,567
Dec 2019	2,201	1,618
Total Q2	7,607	5,557

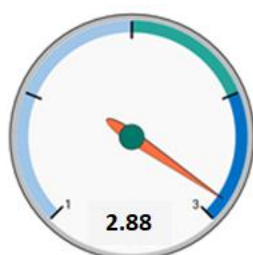
On average 95% of all closed tickets were resolved in less than one business day

IT Support Desk Calls

Service Desk Call Type	Calls Answered
Password Resets	2,169
Other	5,313
Total Calls	7,489

Average Support Call Duration	Average Speed to Answer Incoming Calls
5 minutes 51 seconds	1 minute 07 seconds

Service Desk Customer Rating



Average score out of 3 for courtesy, timeliness, and resolution

Major Software Updates

Product	Number of Computers
Adobe Creative Cloud 19	2,218
Dell BIOS	565
Fusion 19	4,651
Mac OS 10.14 "Mojave"	271
Natural Reader v15	4,653
NoMad Sync	399
Windows 10 v1803	354
Total Updates Q2	12,757

Student Computer Lab Metrics

Campus	Login Count	Unique Students	Total Hours of Computer Usage	Average Minutes Per Session
Cascade	18,465	3,563	12,049	81
Rock Creek	27,344	3,789	21,053	100
Southeast	19,185	3,229	17,232	81
Sylvania	34,845	4,458	25,576	49
Totals	81,392	15,039	75,910	78

15K students have used the open computer labs, logging over 75K total hours!

(Each campus may have multiple student computer lab locations, metrics are consolidated at the campus level)

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Service Desk Metrics

The IT Service Desk handles phone and email customer support for problems or access requests related to all technology services at the college.

We have friendly and dedicated staff on the Service Desk *six (6) days a week*.



The IT Service Desk receives support requests by *email*, *phone calls*, and most recently via *online web forms*.

Even when the college is closed, we always have a way for people to reach us and can respond to emergency requests.

The *Client Services Dashboard* shows metrics for:

- ✓ Service Desk Tickets opened versus closed
- ✓ Call counts
- ✓ Customer Satisfaction



Customer Satisfaction

After each support ticket is closed, our clients have an opportunity to rate the service experience. This helps us monitor our quality and to prevent similar issues in the future.

Scoring is based on a scale of **1 to 3**:

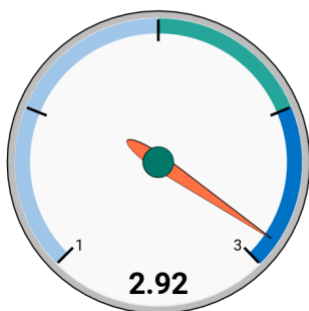
3 = Excellent

2 = Average

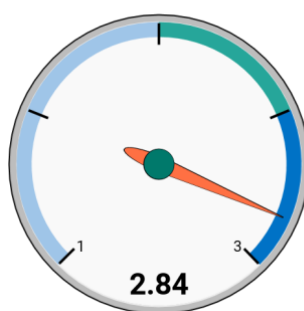
1 = Needs Improvement.

We received *205* completed satisfaction surveys over the last quarter with figures for each of the rated areas listed in the charts below:

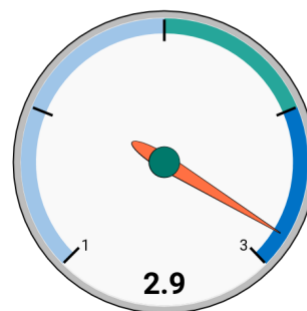
Courtesy of the person who assisted you



Timeliness of services received



Your satisfaction level with the resolution



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Client Stories

Highlighting some of the great partnerships we have is important to IT Client Services!

- ✓ Collaborated with *Disability Services* to deploy out multiple software titles (Fusion, Natural Reader, Read & Write) to ensure a consistent set of accessibility/access tools are available on student-facing computers.
- ✓ Coordinated with the *Library* to improve the security update process of student checkout laptops to help reduce overall downtimes and increase student device availability.
- ✓ Partnered with the *Office of Diversity Equity and Inclusion* to complete *Take-5* training for all IT-Client Service Staff.
- ✓ Partnered with *Planning & Capital Construction* and *ASPCC* to roll out a new digital signage platform across the District. The new system works with AppleTVs and has a modern content management interface making it easy to maintain and post new slides.

Major Software Updates

We made the following significant software updates this last quarter. We thank you for your continued patience and cooperation with helping us keep your computer **updated** and **secure**.

- ✓ *Windows 10 v1803* deployed to all compatible Windows systems
- ✓ *NoMad Sync* deployed to all administrative Mac OS systems
- ✓ *OS 10.14 "Mojave"* deployed to all compatible Mac OS systems
- ✓ *Natural Reader v15* deployed to all Windows instructional systems
- ✓ *Fusion 19 (Jaws/ZoomText)* deployed to Windows instructional systems
- ✓ *Adobe Creative Cloud 19* deployed to all administrative systems
- ✓ *Dell BIOS* updates applied to resolve Meltdown/Spectra vulnerabilities



Remember:

Please submit all **Classroom Software Requests** for instructional areas prior to the term in which they are needed to ensure availability. Your IT Campus Technology Manager sends out email reminders to Department Chairs, Deans, and IAA contacts each term on this process and timing.

Please submit all **Technology Purchasing Requests** to your assigned IT Campus Technology Manager, also using the IT Technology Purchasing team via itbuy@pcc.edu or online at <https://pcc.edu/technology/buy>.

We thank you for your continued cooperation and support!

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Computer and Audio/Visual Support Metrics

IT Client Services provides **Computer Technician** support to manage and secure computer workstations across the District and **Audio/Visual Media Services** technology support for classrooms, conference rooms and events.

PCC has over 8,000 computers in use for both administrative and instructional purposes. Instructional computers make up 66% of total devices and help support academic programs at all locations. Computer counts continue to grow as academic groups add more computer technology.

Each PCC location has a dedicated IT Campus Technology Manager who is responsible for delivering quality service and support for the technology in those spaces.

Get to know your **IT Campus Technology Manager**:

Cascade

(Includes Downtown Center, Swan Island Trade Center, Vigor)

Rock Creek

(Includes Hillsboro Center)

Southeast

(Includes CLIMB, Portland Metro, Willow Creek Center)

Sylvania

(Includes Capital Park, Central Distribution, Newberg Center)

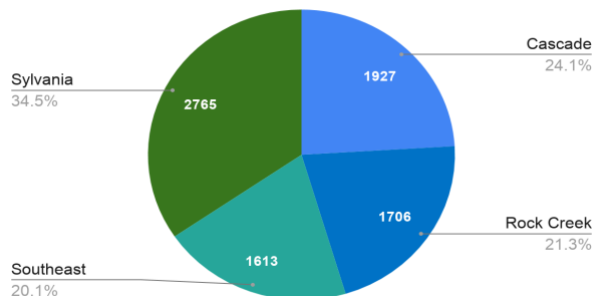
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Count of Computers by PCC Campus



Computers by OS

Computers by OS	
Windows 89%	Mac OS 11%

Computers by Type

Computers by Type	
Desktops 81%	Laptops 19%

Administrative vs. Instructional Computer Counts

