

### QUEENS COLLEGE ITS: FACULTY SENATE UPDATE

Troy J. Hahn, CIO April 20, 2023



IT Support Across three shifts 1



940





## New additions to the ITS Team



Divya Samaroo

**Client Services Director** 



**Evelyn Alvarenga** 

**ITS Chief of Staff** 



Kathy You

Helpdesk: IT Academic Support



Stephen Khan

Inventory Control and Deployment



Roseann Warren

Senior Dir. Digital Media and Web Technologies

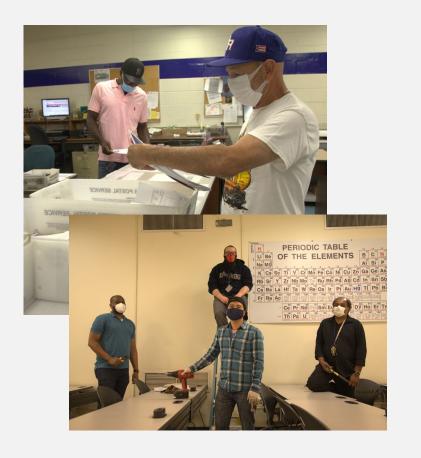


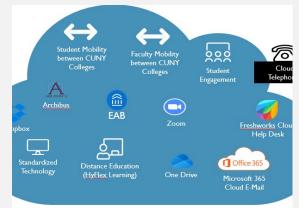
Elijah Morgan

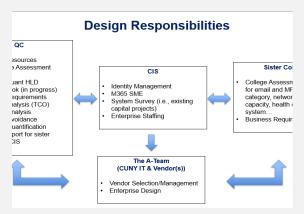
Server Operations Manager



### ITS Digital Transformation Journey 2020 - 2028











## **Digital Transformation**

Digital Transformation refers to rethinking

how technology,

people,

and process

combine to create and deliver value to the College.

It transforms technology from a utility of the institution to an organizational partner to advance the mission



### Timeline 2023-2024



- Fall 2023 Prep
- Single Sign On (SSO) Prep

Bright Space Prep

Cybersecurity – Everyone's Job – Campaign

Network Upgrade Phase I

Help Desk CRM Phase III

- IT Policies & Procedures
- Classroom Upgrades
- Commencement 2024 Planning

- Building Cable Upgrade Phase I
- Classroom IT Inventory
- Classroom Upgrade Phase II
- IT Research Network Phase I
- Q-Card Upgrade Analysis
- Warehouse Pick up Lockers
- **Brightspace Training**
- Website roadmap released
- Retire MYQC Intranet.
- Digital Signage Refresh Plan
- IT Project Training for the QC Community

- Launch
- Network Upgrade Phase II
- Digital Signage Upgrade Phase I
- **Network Operations Center** Planning.
- Publish Classroom Renovation Plan
- Data Center Upgrade Phase II
- Building Cable Upgrade Phase II
- Q-Card Replacement Plan
- Disaster Recovery Plan Published

- Network Upgrade Phase III
- Digital Signage Upgrade Phase II
- **Building Cable Upgrade Phase III**
- Help Desk Analysis
- IT Policy & Procedure Revisions
- **Review Cybersecurity Posture**
- Student Self Service Computer Check out
- **Evaluate Project Progress**
- Publish IT End of Year Report
- Celebrate Yearly Accomplishments



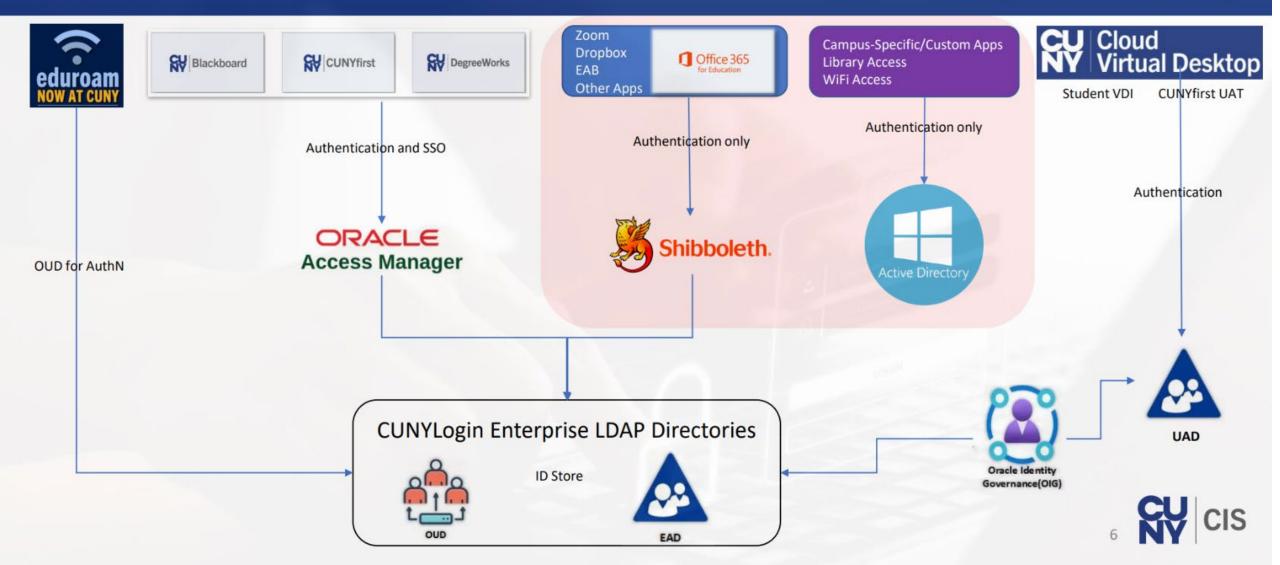
## **Current State - CUNYLogin**

OAM - Oracle Access Manager
OUD - Oracle Unified Directory
OIM - Oracle Identity Manager

OIG

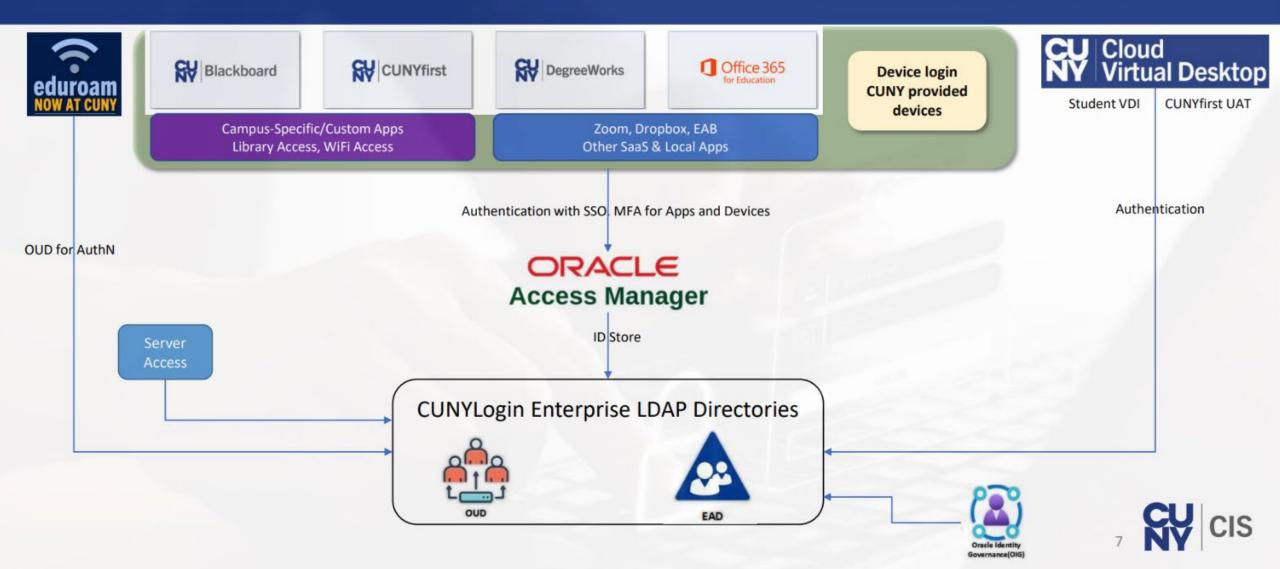
- Oracle Identity Governance

**EAD** – Enterprise Active Directory



## **Future State - CUNYLogin**

OAM - Oracle Access Manager
OUD - Oracle Unified Directory
OIM - Oracle Identity Manager
OIG - Oracle Identity Governance
EAD - Enterprise Active Directory
MFA - Multi-Factor Authentication



# Goals for Q1

#### **IT Team Opportunities**

- IT start of Fall 2023 Celebration
- Establishment of Friday Professional Development Day.
- IT Internal Seminar series begins September

### QC Community priorities

- Brightspace training development
- Network & Data Center Upgrade Phase I
- Cybersecurity Everyone's Job Campaign
- Classroom Technology Replacement



## Goals for Q2

#### Community opportunities

- Increase Help Desk response rate by 15% during August/September
- CyberKnight Campaign Launches
- Survey of Faculty on IT Research Network

### Added priorities

Q2 is setup for schedule adjustments due to College need

#### IT Team Activities

- Begin interoffice Mario Cart Competition
- Challenge Facilities/BnG to Volleyball Game



## Snapshot 2022



#### We're delivering

385 New Computers have been deployed 50 New computers in Classrooms



#### Our team is growing

ITS welcomed 6 new team members



#### We're leaders

QC Technology Solutions are being relied on by Central and other CUNY Colleges.



#### Our Projects Have Impact

IT Projects have saved \$2,500,000 +



#### We're getting our work done

The Summit Residence Halls Technology Renovations are done

Website OCR Compliance

50 Cybersecurity Threats Mitigated

Integrated QC Hub into the IT CRM

