



## QUEENS COLLEGE ITS: FACULTY SENATE UPDATE

**Troy J. Hahn, CIO**

**April 20, 2023**

1

IT Support  
Across three shifts



940

•  
•



# New additions to the ITS Team



**Divya Samaroo**

Client Services Director



**Kathy You**

Helpdesk: IT Academic Support



**Roseann Warren**

Senior Dir. Digital Media and Web Technologies



**Evelyn Alvarenga**

ITS Chief of Staff



**Stephen Khan**

Inventory Control and Deployment

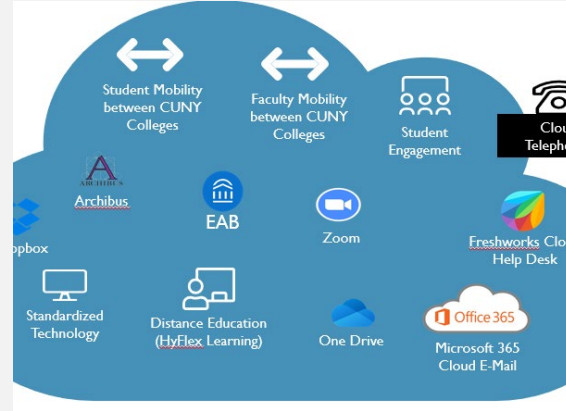


**Elijah Morgan**

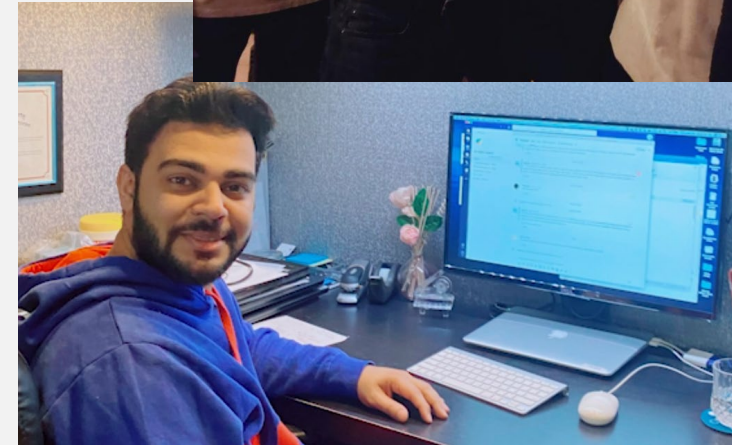
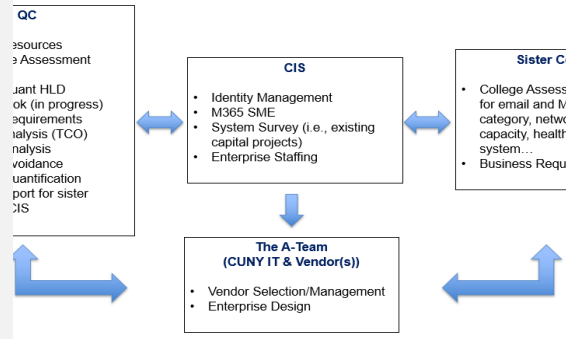
Server Operations Manager



# ITS Digital Transformation Journey 2020 - 2028



## Design Responsibilities



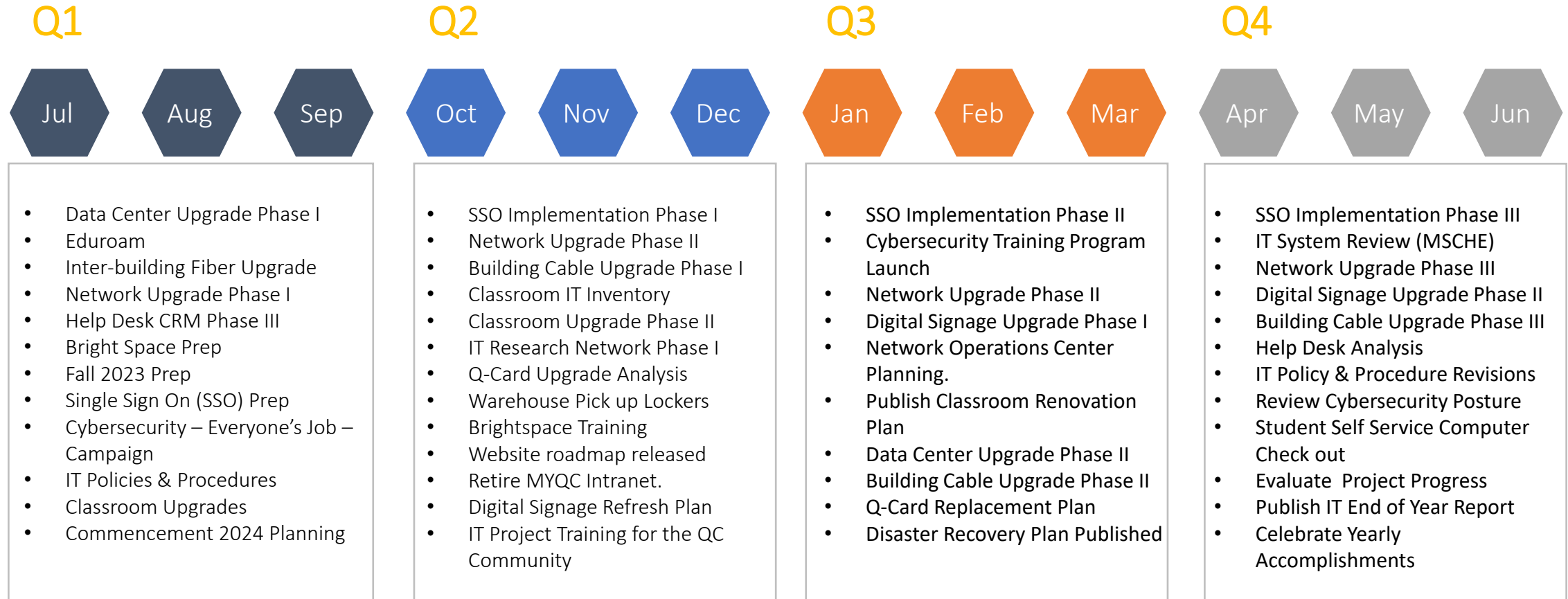
# Digital Transformation

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

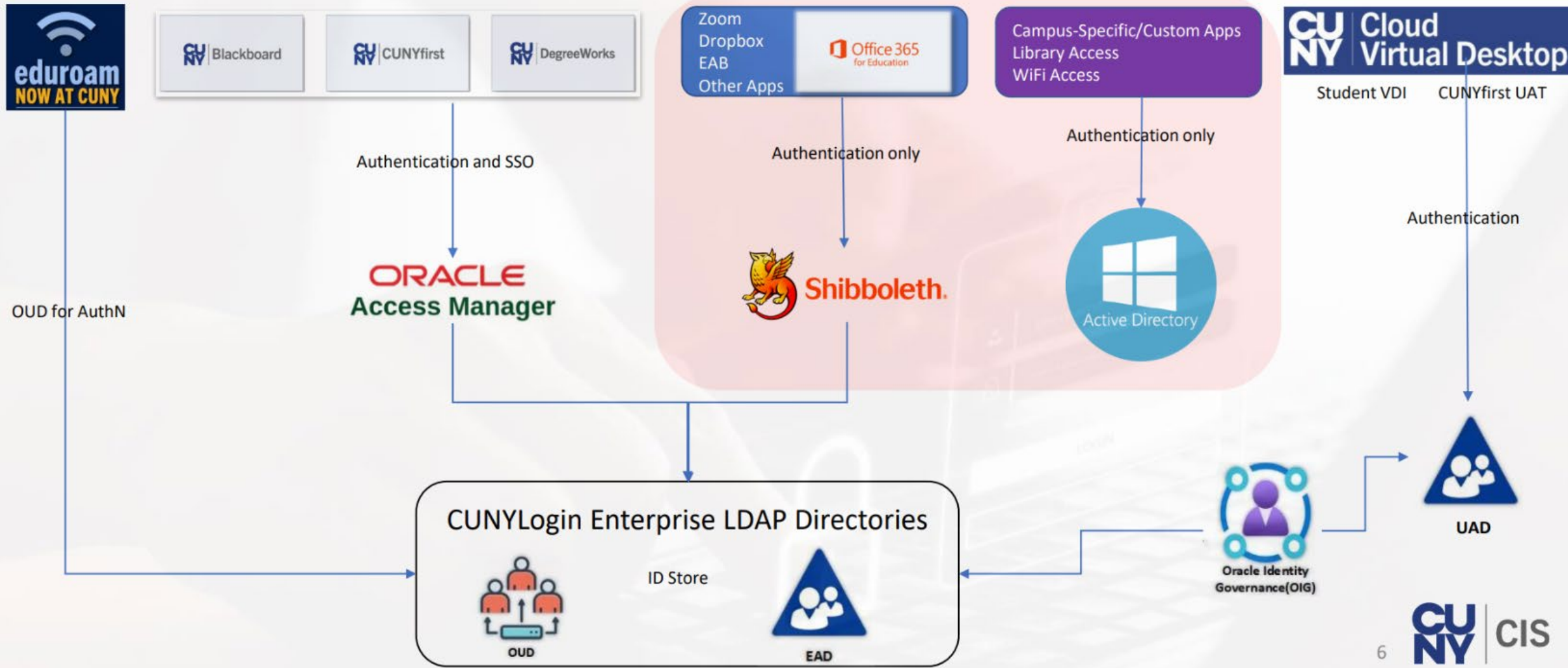


Select Projects & Subject to Change



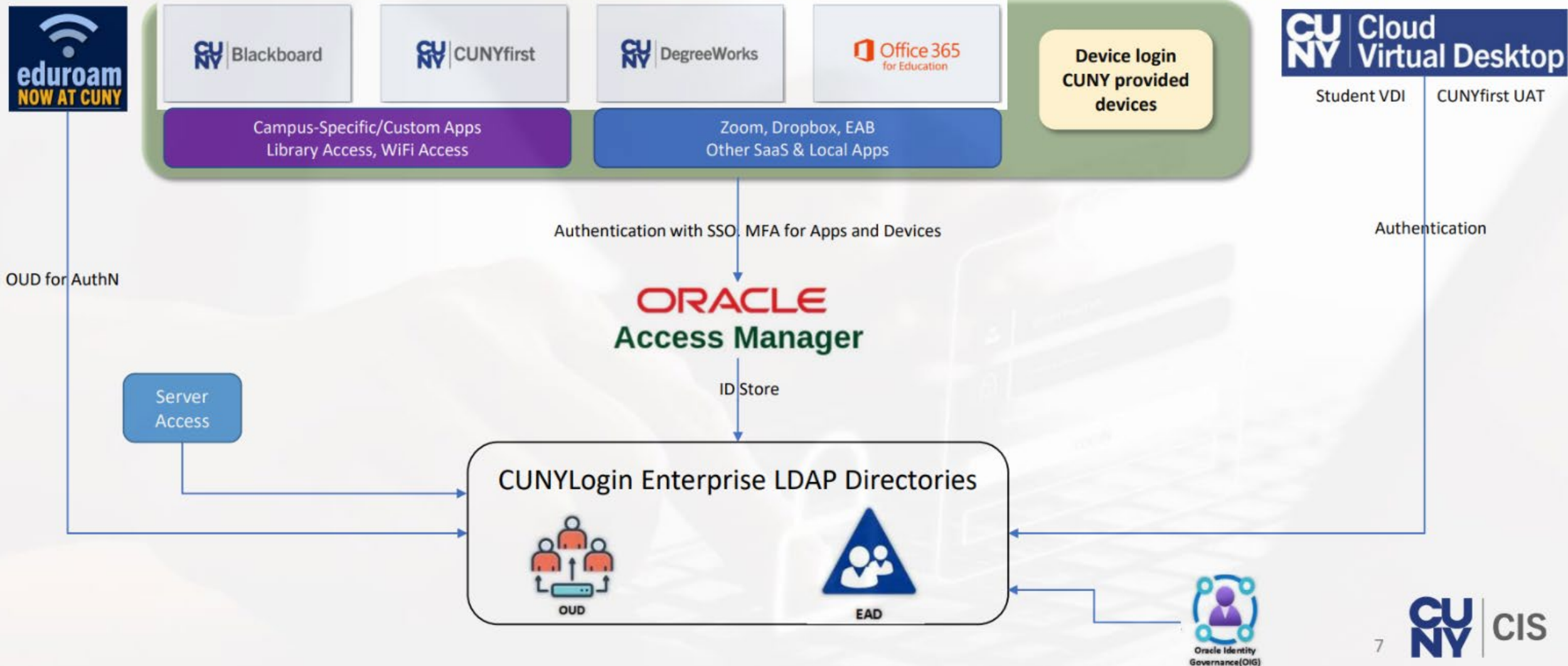
# Current State - CUNYLogin

- OAM** – Oracle Access Manager
- ODU** – Oracle Unified Directory
- OIM** – Oracle Identity Manager
- OIG** – Oracle Identity Governance
- EAD** – Enterprise Active Directory



# Future State - CUNYLogin

- OAM – Oracle Access Manager
- ODU – 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

