

Lehman College | Information Technology Division

Goals and Objectives for IT Support Services

A document based on the shared values workshop session—5/8/2024 and reviewed 6/5/2024.

Enhance Digital Skills and Competence

- Expand on the Digital Training program to improve the campus community level of competency using collaboration tools such as MS 365, Zoom, etc.
- Develop a part-time training program to ensure all part-time employees are equipped with the necessary knowledge to conduct tier-one troubleshooting, resolution, or escalate, if needed.
- Provide digital skills training (such as MS 365) for all IT staff and ensure the IT staff achieve at least an intermediate level of competency.
- Provide better equipment and software tools for the IT support team.
- Provide customer service training and other professional skills development training.

Improve Service Delivery and User Satisfaction

- Replace the self-service password management system to make it more user-friendly and secure.
- Increase operational transparency and communication through ServiceNow.
- Implement Cisco Contact Express
- Conduct user surveys and analyze the results to identify areas of improvement.
- Establish service level agreements and monitor the performance indicators.
- Improve quality assurance and feedback mechanisms for the IT services.

Streamline Processes and Procedures

- Automate access requests and approvals for IT resources.
- Provide on the spot resolution for common IT issues and queries.
- Practice patience and empathy with the users and colleagues.
- Provide lasting impression and follow-up with the users.
- Automate more processes and reduce manual work.
- Have staffing back-up and contingency plans for emergencies.

Ensure the successful transition to Brightspace LMS

- Collaborate and participate in the Campus Implementation team.
- Attend LMS Admin Training.
- Attend LMS Train-the-Trainer training.
- Develop a Lehman College training program for faculty and students.
- Develop a go-live support program.