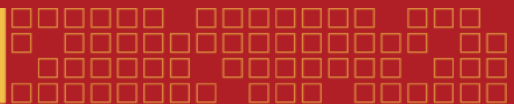


# P&S Council IT Update

September 10, 2020



# ITS COVID-19 Response

- Technology to Support Health
  - Facilitate Check in/testing on move in
  - New testing site technology at Johnny's
  - Tools to distribute results, compile data, meet compliance
  - Survey tools (Symptom checker, symptom tracker, case investigation and contact tracing, data visualization and interpretation)
  - Outdoor wireless – supporting social distancing
- Technology Supporting Remote Work
  - Continue to support Webex, Zoom etc.
- Technology to support hybrid learning – Major Classroom modifications

# Solution Center

- Normal staffing
  - On Campus
  - 35 students
  - 5 CSA's
- Staffing for start of Fall
  - Hybrid - Staff onsite and remote
  - 23 students
    - Challenges arose trying to hire students while remote
  - 5 CSA's + 1



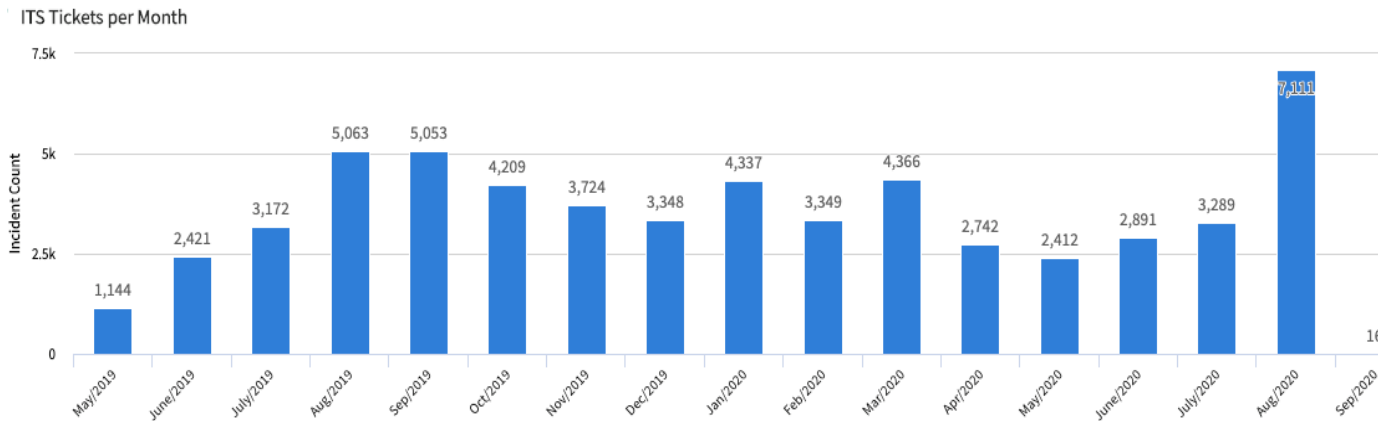
# Solution Center Contacts

## Phone Calls

- Typical Day Mon – Fri:
  - 100 -150 calls per day
- Aug 3 – Aug 23:
  - 200 – 300 calls per day
  - High on two days: 480, 420

## ServiceNow Tickets

- Typical Day Mon – Fri:
  - 200 – 250 tickets per day
- Aug 3 – Aug 23:
  - Avg 211 – 376 tickets per day
  - High on two days: 601, 529
  - Previous high 510
- 7,111 tickets in August 2020
  - 95% have been closed or resolved
  - 1853 staff
  - 445 faculty



# Workday Release 2020R2

- Twice a year comprehensive updates
  - Mandatory (automatic)
  - Optional features (we choose whether to adopt)
- Usability features
  - Improved Search and Prompt
  - New quick access to most used tasks, reports and apps
- Improved expense report functionality
  - – reduces time/effort for creating/editing/submitting
- **Update makes Workday unavailable from 1 a.m. to 9 a.m. Saturday, September 12**



# Remember to look for ...



The background features a stylized circuit board design with yellow and red lines. Faint outlines of a computer keyboard are visible in the background. A large, dark red trapezoidal shape is positioned in the center, containing the text.

**Questions/Feedback?**