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 …
Questions/Feedback?