

Steven's Notes #11  
4/15/11

Good morning, IT Team!

Here are some notes to keep you informed.

### **Department Mission**

Please remember our department mission as you make decisions and perform your work: *Stay current with technology trends and make utilization of technology easier for students, faculty, and staff through advising, teaching, automating, and troubleshooting*

### **Kudos**

- Jim has completed his first two weeks on the team and is already making an impact
- Josh recently won a Spot award for simplifying the IT environment
- Several customers have contacted me to praise Steve and Alvin's work this year
- Tami has completed the first-ever IT audit of an academic program, which will benefit students

### **Schedule**

- Central Penn is closed Monday, April 25th. Have a good day off!
- Jim is scheduled off April 21 (pm) and 22 (all day)
- Josh is off April 21, 22, and 26
- Nobody else has scheduled time off this month

### **Projects and action steps**

- Due to the excellent work of Steve, Tami, and Josh the Blackboard upgrade project was completed on-time, to-quality, and on-budget
- All 2011 projects have been scheduled based on our meeting the other week. See the calendar here: T:\Shared\Information Technology\Projects and Action Steps\2011 Project Calendar.xlsx

### **Workload and Staffing**

- In 2010, we averaged 10.8 help, MAC, and development calls per day. The first 3 months of 2011 have been nearly identical at 10.9 calls per day.
- Jim will be in training for the next few months, getting acclimated to the Central Penn culture. Joe and Bobby are emerging from their orientation period now.

### **Training, Seminars, Conferences, etc.**

All of need to attend relevant training, seminars, and conferences to achieve our mission. Please continue to seek out these opportunities.

-Steven