

**Technology Council Minutes**  
**October 30, 2019**  
**2:30 to 4:00**  
**School of Architecture # 239A**

**Members Present:**

Daryl Ford, Chief Information Officer  
Karen Ethier, Director of Support Services  
Jim Galib, Director of Information Technology  
Ryan Tiebout, Director Administrative Systems  
Elizabeth Learned, Dean of University Library  
Brian Kacmarsky, Director Administrative Systems  
Allan Ramella, Information Security Officer  
Robert Shea, Associate Provost for the Advancement of Teaching & Learning  
Brett McKenzie, Professor of Computer Information Systems  
Issa Ramaji, Assistant Professor of Construction Management  
Glenn Harzewski-Burl, Director of Business Services University College  
Marcus Hanscom, Director of Graduate Admission  
Christopher Langlois, Student  
Corey Sabia, Student

**Members Absent:**

Olga Mesa, Assistant Professor of Architecture  
Joseph Sassi, CO General Counsel  
Raquel Ortiz, Assistant Dean of Library and Information Services  
Charles .naqmates

ssor of Politics and International Relations

ding the meeting and welcomed new member Glenn  
ervices, UC. Glenn spoke about his role at University

past summer by the Technology Strategy Board

- 4) Infrastructure
- 5) Innovation
- 6) Instructional Technology
- 7) Mobility

Daryl Ford presented a power point presentation to go over the IT Strategic Plan for those that have not had a chance to review it, and recognized the help from Marketing with the graphics. The IT strategic plan timeline is within a three to five-year outlook and will be reviewed and revised annually.

#### **RWU IT Stats (September 2018 – September 2019)**

Karen Ethier presented a power point presentation to go over the IT Statistics over the past thirteen months. This is the fifth-year anniversary for the IT helpdesk.

Statistic results, and the meaning of the results:

- 1) Top 10 ticket - General support ticket being top ticket, normally consists of hardware or software support. Working on breaking down to be more specific to support needs. Most ticket survey results are based on the time of year/semester resulting on the top 10 list.
- 2) Resolved tickets - Up 30 percent from last September, while being down four full time employees.
- 3)



