Southeast Tech
Information Technology Updates
EXECUTIVE SUMMARY

Purpose:
To inform the School Board on updates from Southeast Tech's Information Technology Department.

The report will include updates on the customer satisfaction survey that was administered in late October. Updates will also include the campus end user data security training program and campus app roll out.

Administrative Recommendation to School Board:
Acknowledge the Information Technology Updates report.

Information Technology Updates

Erik VanLaecken, Chief Information Officer

December 5, 2018

# IT Support Center Customer Satisfaction Survey

October 26-November 19

Students and Employees Surveyed

Annual Survey to measure customer service/areas of improvement

Q1 Thinking of the last interaction you had with our on-site team, how satisfied are you with the quality of the service you received from us? (1 is not at all satisfied, 10 is extremely satisfied.)
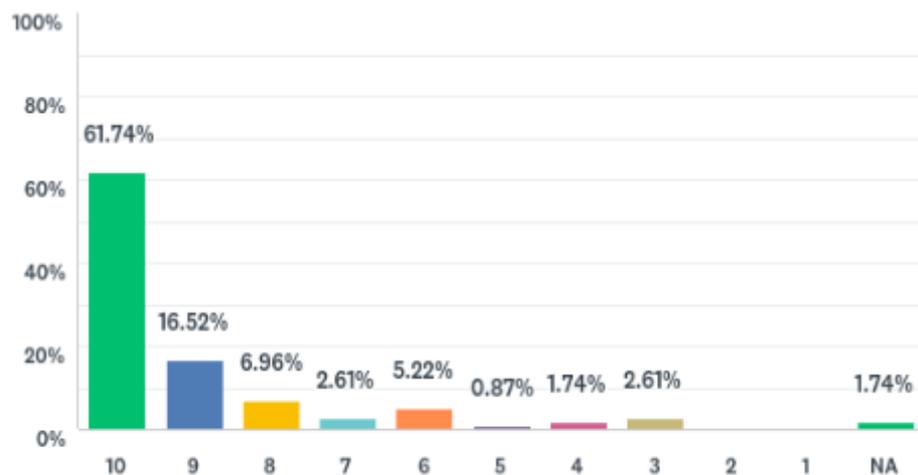
Q2 How satisfied are you with the speed of the service you received from us? (1 is not at all satisfied, 10 is extremely satisfied.)
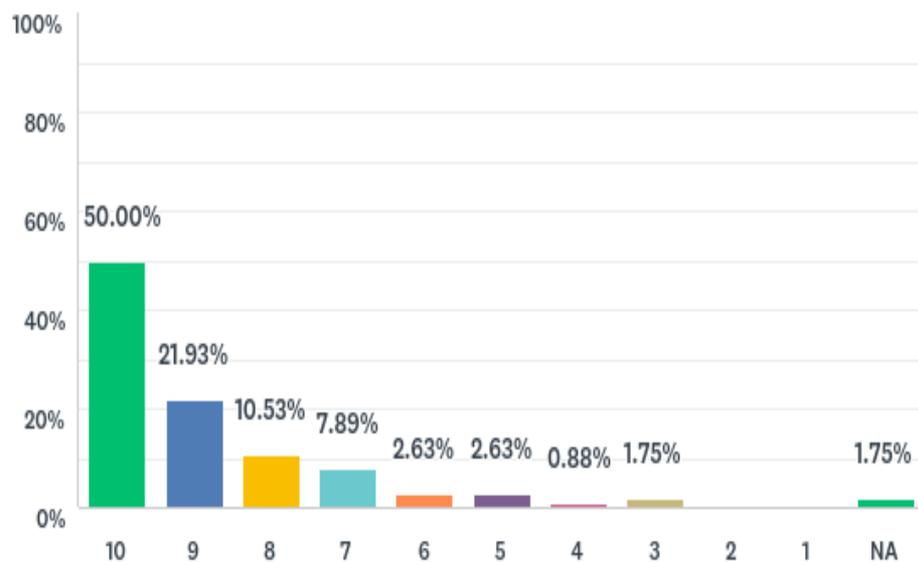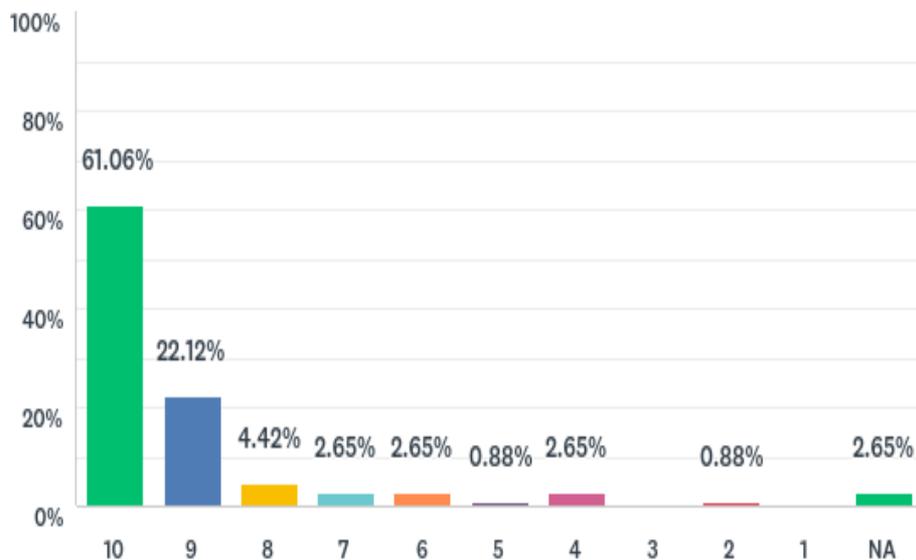
Q3 How satisfied are you with the knowledge and professionalism of the Support Center staff? (1 is not at all satisfied, 10 is extremely satisfied.)
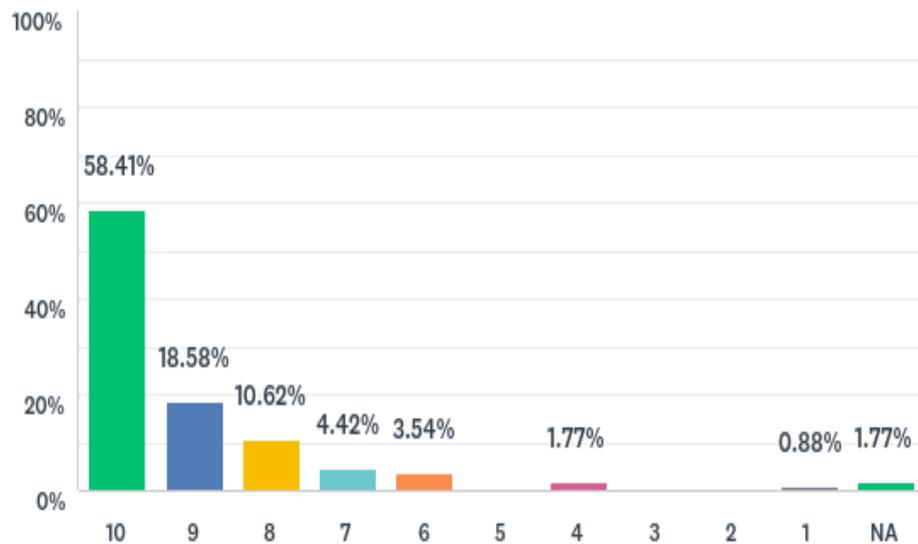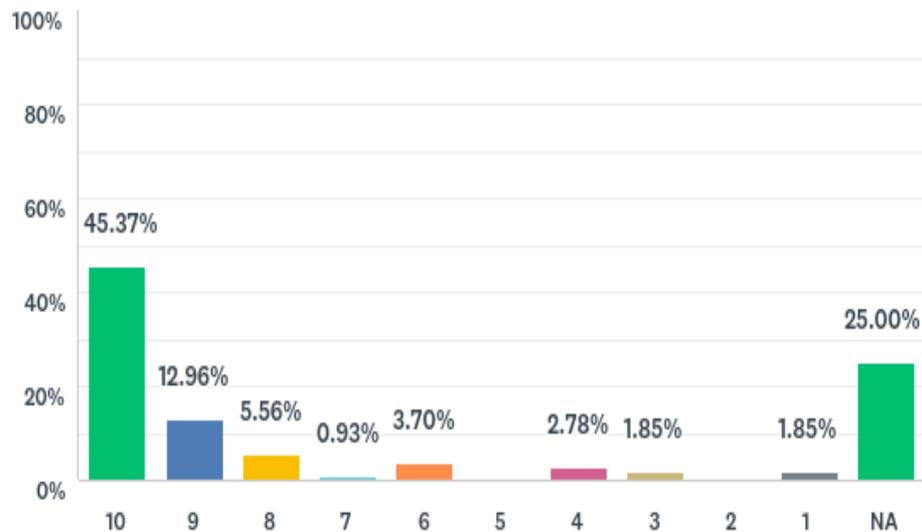
Q4 The ability of Support Center to diagnose and solve your problem? (1 is not at all satisfied, 10 is extremely satisfied.)
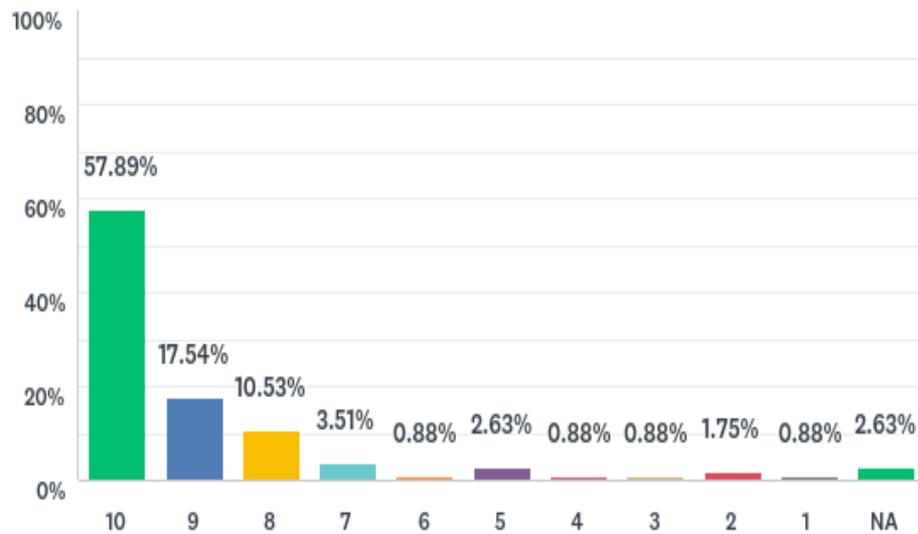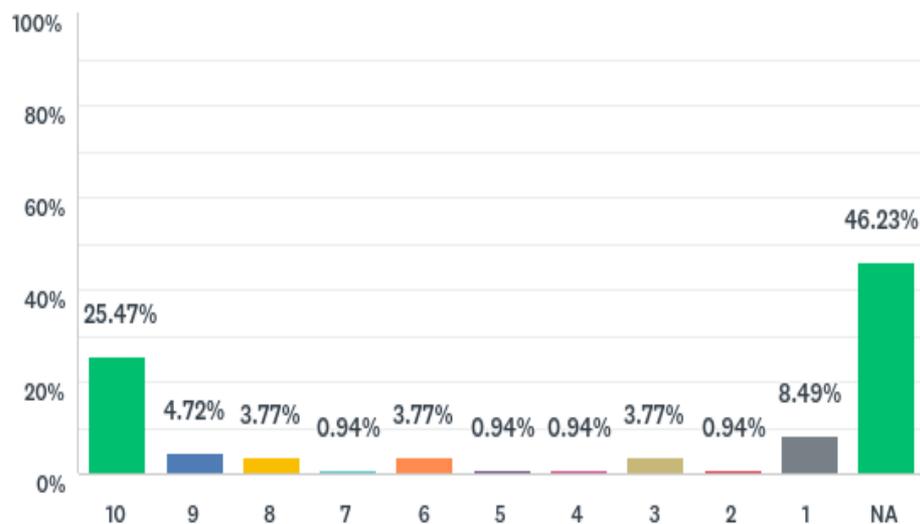
Q5 Overall quality of on-site support? (1 is not at all satisfied, 10 is extremely satisfied.)

Q6 Overall quality of telephone support during normal hours? (1 is not at all satisfied, 10 is extremely satisfied.)

Q7 Overall quality of telephone support after hours? (1 is not at all satisfied, 10 is extremely satisfied.)

End User Data Security Training

All Employees participated in 90 minute training in 2017

Computer Lock Outs

Partnered with KnowBe4 to continue trainings

Baseline Email Phishing Campaign

From: UPS Updates <ups@ups-us-shipping.com>
Sent: Wednesday, November 14, 2018 12:45 PM
To: Fischer, Megan M <Megan.Fischer@southeasttech.edu>
Subject: UPS Label Delivery, 1ZBE312TNY00015011

Original Shipment Detail.

Ship To:
Megan Fischer

Number of Packages.
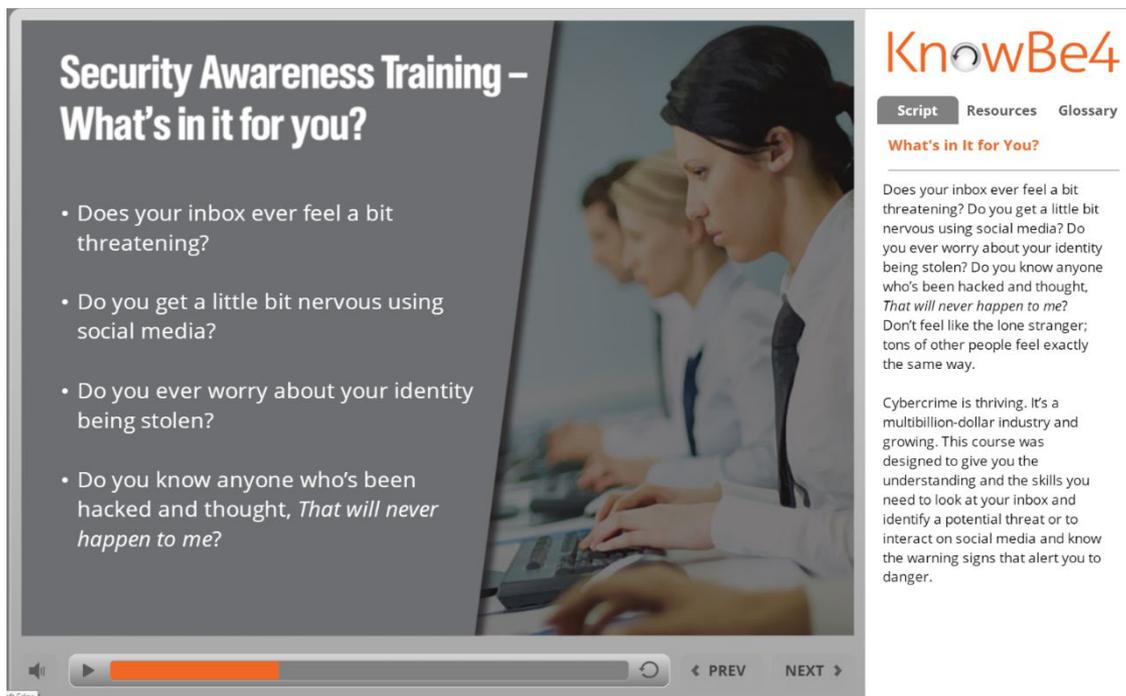1

UPS Service:
UPS 2ND DAY AIR

Weight:
1.0 LBS

Lead Tracking Number:
1ZBE312TNY00015011 (click for full Details)

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End User Data Security Training

End User Data Security Training
Next Steps

Monthly online trainings

External Email Messages

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

2-Factor Authentication

Campus App

Questions

Erik.VanLaecken@southeasttech.edu