

Department	Objectives/KRs	Final Metric
	We will take actions to maintain the financial viability of LC now and in the future	
EdTech	Minimize the impact of necessary technology purchases for Summer/Fall hybrid teaching on current and future operating budgets. Metric: 80% of teaching/classroom/lab technology expenses for summer/fall '20 will be Covid related.	90%
Information Security	Maximize our investments and protection of those investments by documenting what we have invested our money in. Increase % percentage of assets documented in the service portfolio from current ~25% to 60% (that's adding 60 assets)	66%
	Maximize our investments and protection of those investments by centralizing authentication. Increase % percentage of applications storing sensitive/confidential data using single sign on from current ~25% to 35% (that's 3 apps)	66%
Information Systems	Reduce application support related to secure document transfer by 50%	90%
	We will improve our service to the delight of our people.	
EdTech	Reduce time for faculty and students to get answers to EdTech Tickets. Metric: Identify top 5 issues. Web pages. Increase views of top 5 EdTech web page how-toos by 15%	100%
	Partner with CAS & GSEC planning groups for transition to hybrid learning for Summer/Fall 2020. Train 80% of faculty teaching in the hybrid environment in Fall '20. in LMS, Zoom, and other available classroom tech before the start of the Fall term.	75%
Information Security	Increase customer engagement and raise awareness to the delight of our people - Produce department dossiers for risk for 10% of the main College (that's 4 departments)	50%
Information Systems	Identify/Delete 20 inactive Google Groups	90%
Infrastructure	Reduce amount of time to get answers; maintain CSAT score of 98% or better	95%
	Reduce overall technical debt; Have zero system outages	100%
	We will act as a valuable, strategic partner in supporting the transition to return to campus while continuing remote and hybrid forms of work & learning.	
CIO	All employees will understand the new expectations before going back to work on campus.	95%
EA/PMO	Respond to 100% of Zoom help desk tickets within 48 hours	85%
	Allocate Zoom pro licenses to 100% of faculty at all three schools by the start of fall semester and develop and use systems to allocate remaining licenses to staff and students	100%
	Manage Youtube settings to optimize openness and security to allow Lewis & Clark users to subscribe to videos as a means of engagement by the start of NSO	100%
	Prevent 100% of "Zoom Bombs" by auditing and updating Zoom settings on a monthly basis to maximize security and functionality for hybrid and remote work and learning	100%
	Create a project management framework for Executive Council to use for reopening/returning to work and respond to 100% of inquiries regarding reopening spreadsheets and Smartsheet forms within 24 hours	100%
Infrastructure	Complete all 18 tasks in order to physically open the Service Desk on July 27	90%
	Outfit 142 CAS and GSEC spaces with hybrid learning technology	100%
	Implement solution for remote access to 20 Watzek and Dubach lab computers	100%