

Department	Objectives/KRs	Final Metric
	We will take actions to maintain the financial viability of LC now and in the future	
EA/PMO	By the end of Q2, receive and respond to 10 IT department reviews of a prototype of the Service Portfolio in Confluence that is designed to support tier one Service Desk workers and improve efficiency of operations.	70%
EA/PMO & CIO	Evaluate three different options for reporting out of TrackIt and make a recommendation to the CIO to get the information we need to establish baseline metrics for our OKRs.	70%
EdTech	Minimize the impact of technology purchases for Summer/Fall hybrid teaching on current and future operating budgets. Metric: 80% of equipment purchased for Fall hybrid teaching will be used as planned to support Fall instruction measured by stock of unused/returned equipment.	75%
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 60% to 100%	100%
	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)	0%
Information Systems	Complete 50% of research/planning for potential migration of Colleague to the Cloud	70%
Operations	Reduce and streamline operational costs by reviewing current solutions; Reduce telecom recurring Op-X by 20%	100%
	Be good stewards of allocated capital funding; Implement 3 projects on-time and on budget	85%
	Improve access to data for key stakeholders for data-driven decision making; Build big data platform	0%
	We will improve our service to the delight of our people.	
EA/PMO	Identify historical percentage of projects where we were involved in technology solution evaluations versus tracking pre-determined solution implementations over the past two years by the end of Q2.	100%
	By the end of Q2, create new resources, documentation and training for Google and Google Groups to address some of the most frequently asked questions to improve self-service capabilities, as measured by a 10% reduction in tickets in Q3. (shared KR- EA/IS/ET) (start with top 5 questions about google)	0%
	Strategically roll out Shared Drives by the end of Q2 and do so in a way that keeps support tickets to 5 or fewer per week.	100%
EdTech	Reduce time for faculty and students to get answers to EdTech Tickets. Metric: Establish routine process for collecting and reporting web page view data weekly to support eventual goal to increase views of top 5 EdTech web page how-tos by 15% with the eventual goal of posting this information on the IT Web site as top articles.	100%
	Plan and schedule a virtual Faculty Technology Showcase event. q2 goal - identify 20 presenters; have at least 10 faculty presenters; assist in developing 10 presentations.	90%
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 2 departments)	100%
Information Systems	Decrease account status referrals to tier 2/3 support by 50%	20%
	Identify/Delete 20 inactive Google Groups	100%
Operations	Reduce technical debt; have no unplanned system outages	99%
	Maintain Customer Satisfaction Score; achieve 100%	93%