

CSU Desktop Support CIs

These service offerings are to measure the value desktop IT provides against these categories when prioritizing strategic initiatives.

What:

- **general purpose classroom support**
 - what: troubleshooting, installation, and upgrading of equipment in General Purpose Classrooms (GPCs) (rooms available for instruction across departments/colleges that are funded at least in part by the Provost)
- **departmental classroom support**
 - what: troubleshooting, installation, and upgrading of equipment in Departmental Classrooms (rooms designated as instructional space that are owned and funded by one department)
- **conference room support**
 - what: troubleshooting, installation, and upgrading of equipment in Conference Rooms (rooms with AV equipment that are used for conferencing/meetings, typically owned, used, and funded by one department)

Why: CSU leadership would like regular reports describing the support that desktop IT provides for instructional spaces based on whether the room is a GPC, departmental classroom, or conference room. Funding sources for equipment are based on the room type. Each of these room types is used in a way that advances the college's mission differently and requires a specific type of support.

What:

- **instructional technology training**
 - what: in-person training on how to use AV equipment in a room given by desktop IT staff to instructional staff/faculty

Why: Measuring this service offering is needed for leadership to make informed recommendations on instructional technology.

What:

- **research support**
 - what: any IT support given for a research lab that does not receive instructional funds from the college and does not have instruction as a primary focus.
- **instructional research support**
 - what: any IT support given for a research lab that has instruction as a primary focus and receives instructional funds from the college.

Why: CSU leadership performs on-going analysis on the impact made by these different types of research on the college's mission. CSU desktop IT is unable to provide insight on the support we give for these areas using any other metric (the person, location, device, nor application can be used).

What:

- **instructional support**
 - what: any IT support given to instructional staff / faculty in the context of instruction
- **administrative support**
 - what: any IT support given to administrative staff, in an administrative context, and/or not in the context of instruction

Why: CSU desktop IT offers differing levels of support depending on whether the need is administrative or instructional. Comparing these two areas is also used when assessing costs of hardware and software due to the way funding sources vary based on whether the need is instructional or administrative.

What:

- **security exception**
 - what: consultation on the security exception process and configuration changes to devices as part of an approved security exception
- **network quarantine**
 - what: all work done in response to network quarantines including remediating vulnerabilities on managed devices and removing network quarantines

Why: CSU Leadership and desktop IT are highly focused on Information Security and Endpoint Management (EPM). These two categories are used when measuring our compliance, service performance, and resource usage because they account for a significant number of resources across CSU IT.

What:

- **capital inventory management**
 - what: activities and support done regarding capital inventory including providing information about a capital asset and updating records
- **network inventory management**
 - what: activities and support done regarding network inventory including providing information about an asset and updating records (primarily in ISORA)

Why: CSU Leadership and desktop IT are highly focused on inventory management and these two categories account for a majority of how our inventory team's resources are used.