

Quarterly review

OIT

Q4- 2015/16

Approximate team size during this quarter: 5

Time spent: strengthen 25%, focus 65%, experiment 10%

OIT During Q4 Has Focused On:

- Maintain a high level of service and customer support
- Install AntiVirus/Malware on all new machines
- Improve AV experience in conference rooms and for large events

Other OIT Successes - Internal and Organizational wide collaboration

1. Continued 100% success rating in response time and customer service from our users
2. Successful Asset Reconciliation with Finance
3. Cross Team Collaboration and Building by participating in the PRIDE planning committee (Eliza)
4. Organization promotion with external Institution (participating in Activist Action Skillshare Workshop for YBCA Exhibit - Take this Hammer (Activism and Art in the Bay Area) (Eliza)
5. Cross Team collaboration in supporting large conferences as well as providing audio expertise for Communications media productions (Brendan)
6. Revisit of the standard issued laptops (for Windows/Linux user)
7. Presented findings from Security Audit
8. Business Continuity work with the Safety Team
9. VPN with 2-Factor Authentication (Yubikey or Duo)

Q4 - OIT

Objective: Maintain a high level of service and customer support



Objective	Measure of success	Status
Maintain a high level of service and customer support <i>Team members involved: 5</i>	Team provides response times of < 1 hour to requests and achieves a satisfaction rating of above 90%	Achieved a 100% satisfaction rating per responses from staff regarding level of service

- 614 Solved tickets
- 15 people offboarded/12 people onboarded
- Assisted people with getting ready for Wikimania
- OIT Open House

Q4 - OIT

Objective: Install Anti-Malware tools on newly deployed machines.



Objective	Measure of success	Status
Install AntiVirus/Malware on all newly deployed machines	The percent of installations accomplished	Successfully installed on all newly deployed machines



Objective	Measure of success	Status
Improve AV experience in conference rooms and for large events	Feedback from users re audio and video quality and ease of use of equipment.	Improved acoustics in R37 - Chambers. Tested cables in all conference rooms. Installed HDMI auto switcher in several conference rooms. Used Communications' XA10 camera to add additional camera angles for Metrics Meetings.

- Successfully supported and ran 33 AV events.
- Prepared AV equipment for Wikimania
- Took advantage of empty office during Wikimania to improve cable management in conference rooms, thoroughly clean TV screens, and replace old cables