

Quarterly review

OIT

Q3 - 2015/16

Approximate team size during this quarter: 5

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

OIT During Q3 Has Focused On:

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

Q3 - 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

- Responded to 734 tickets (requests for help from OIT)
- Replaced and upgraded 11 computers.
- Reached out to external colleagues regarding computer Laptop refresh policy to “benchmark” other practices and procedures

Q3 - OIT

Objective: Install AntiVirus/ Malware on at least half of deployed machines



Objective	Measure of success	Status
Install AntiVirus/ Malware on at least half of deployed machines: 2	The percent of installations accomplished	Successfully installed Malware Scanners in machines in HR, Finance, Legal, Advancement and OIT and in all new machines from February forward

- Updated WMF Guest Network Password and successfully notified staff of the change
- Added Two-Factor Authorization for all email accounts, providing added security measures for email access
- Assisted with procurement of vendor for Security Penetration Test



Objective	Measure of success	Status
Improve AV experience in conference rooms and for large events: 3	Feedback from users re audio and video quality and ease of use of equipment.	Successfully upgraded speakerphones in the large conference rooms. Upgrading acoustics is still in progress.

- Successfully supported and ran 38 AV events.
- Purchased a software tool to enable the recording of Skype calls/interviews
- Speaker phones upgraded in all large conference rooms - Elder, Yongle, Gargi, Chambers.
- Updated all conference room Mac minis by installing Solid State Drives and new images.