

Demand Indicators:

32. Number of student, faculty, and staff computers per IT desktop support staff
 $1389/3 = 463$

36. Average response time for Help Desk calls
1.7 days

37. Average processing time for work orders
3.1 days

38. Total number of computers per Computer Services Budget
\$155,000 annual budget /1389 computers

Effectiveness Indicators:

39. I am satisfied with the customer service of the Help Desk/computer services staff.
83.9% of those who responded to the survey were either very satisfied or satisfied

40. I am satisfied with the response time of the Help Desk/computer services staff.
85.5% of those who responded to the survey were either very satisfied or satisfied

41. The computers on campus meet my needs.
97.6% of those who responded to the survey either strongly agreed or agreed

Qualitative Analysis of Computer Service

The mission of Computer Services is to meet our College's existing and evolving technological demands. This group provides service and support in areas related to computer hardware and software, as well as wired and wireless networking to support voice, video, and data. Successful achievement of the mission will provide necessary services to students, staff, faculty, and administrators living, learning, and working on our island.

External Factors Affecting Computer Services

Computer Services are often put into a reactionary mode by system level initiatives and construction initiatives that greatly impact the levels of service and support that we attempt to maintain. During 2011-2012, new initiatives have continued to emerge with the expansion of the VoIP telephone system and an upgraded wireless network on the West Hawai'i campus along with server security and replacement issues. The

monitoring, management, and administration of the three campuses network infrastructure and switching is now vastly automated and network outages are a rare occurrence. Planning for new construction projects and renovations on campus continues to be an area that Computer Services has not been fully engaged in and efforts lobbying for more direct involvement have recently resulted in better communication and inclusion.