<u>Executive Summary: Academic Alignment Plan</u>
This summary is about providing additional resources and strategically deploy from the Technology Assistance Center (TAC). For context purposes the TAC serves both as a first line of service via phone support as well as desk side, classroom and computer lab services. These positions would serve the customers beyond the initial call center and would positively contribute to.

- improving services provided by TAC through additional staffing levels of computer technicians
- the training of new staff to better serve university needs
- helping to increase productivity and efficiencies of IT and customers
- more staff that would be available for dispatch located closer to customers

Through meetings with deans, requests have been made to acquire additional facility space to be used as either workgroup locations or office workspaces in order to be closer to where customers work day-to-day. At this time, five locations have been secured that can function as workgroup areas for multiple computer technicians and student technicians. In addition, five individual lockable offices have been offered that can help computer technicians with a work location when responding to tasks in the building. Additional spaces may be offered as dean meetings occur or other deans have had more time to process our request.

Two coordinators and twelve computer technicians are being deployed in five "pod" or "workgroup" locations. One has been in place since January and that is in the Applied Technology Center in Grand Rapids for our Satellite IT support team. BUS-114, FLITE 412, VFS-326, and likely WES-108 are the locations for the Big Rapids main campus. The attachments detail the main campus locations and the related data over the last year relevant for each area. Also, there is a campus map that has yellow stars indicating how the locations are disbursed throughout the main campus. The colors of the buildings in the map coincide with the spreadsheet detail sheet.

In addition to computer technicians being strategically deployed out to buildings, there are operational efficiencies that lend themselves to doing work centrally. Examples of this are having computer technicians available for initial support calls to help close the calls on first contact eliminating the need to respond physically. Also, there are automation, A/V, training, inventory tasks, software loading, and repairs that require consistency and special or expensive work area facilities that can be done more consistently with the same people across all customer areas.

Support will be initiated as before by calling, emailing, or chatting with TAC First Level Support. Computer technicians would be on hand in First Level Support to help close calls so customers can get back to their work faster. For calls that cannot be remedied remotely, the call would be passed along to a Second Level Support team via the call tracking queue where a response would occur closer to the customer as workload and priorities allow.