Daryl Ford, Chief Information Officer
Karen Ethier, Director of Support Services
Jim Galib, Director of Information Technology
Ryan Tiebout, Director Administrative Systems
Elizabeth Learned, Dean of University Library
Brian Kacmarsky, Director Administrative Systems
Allan Ramella, Information Security Officer
Robert Shea, Associate Provost for the Advancement of Teaching & Learning
Brett McKenzie, Professor of Computer Information Systems
Issa Ramaji, Assistant Professor of Construction Management
Glenn Harzewski-Burl, Director of Business Services University College
Marcus Hanscom, Director of Graduate Admission
Christopher Langlois, Student
Corey Sabia, Student

Olga Mesa, Assistant Professor of Architecture
Joseph Sassi, CO General Counsel
Raquel Ortiz, Assistant Dean of Library and Information Services
Charles .naqmates
ssor of Politics and International Relations

ding the meeting and welcomed new member Glenn
ervices, UC. Glenn spoke about his role at University

past summer by the Technology Strategy Board

4) Infrastructure
5) Innovation
6) Instructional Technology
7) Mobility

Daryl Ford presented a power point presentation to go over the IT Strategic Plan for those that have not had a chance to review it, and recognized the help from Marketing with the graphics. The IT strategic plan timeline is within a three to five-year outlook and will be reviewed and revised annually.

Karen Ethier presented a power point presentation to go over the IT Statists over the past thirteen months. This is the fifth-year anniversary for the IT helpdesk.
Statistic results, and the meaning of the results:
1) Top 10 ticket - General support ticket being top ticket, normally consists of hardware or software support. Working on breaking down to be more specific to support needs. Most ticket survey results are based on the time of year/semester resulting on the top 10 list.
2) Resolved tickets - Up 30 percent from last September, while being down four full time employees.
3)