**Department of Technology
Improvement Plan
2012-2013**

District Key Result: Efficient and effective operations

Department Goal: Build appropriate, self-reliant capacity in staff to reduce basic support needs.

Supporting Data (evidence of need)**:** The support team has worked very hard to increase internal efficiency and skill to reduce the number of repeated attempts to solve technical issues, but with an ever increasing number of tools being utilized within the district there is a strong need to increase staff self-reliance for certain technical needs. Last year's technology survey indicated that 83% of staff agree or strongly agree that they could solve basic technical issues, with only 27% strongly agreeing.

Measures:	Targets:
1. Self-report data from end of year TIS survey	1. Increase the percentage of users who agree or strongly agree that they can solve basic trouble shooting issues by 5%
2. Percentage of service requests in the self-service category.	2. Reduce to less than 10% of the total service requests.

Strategies	Person(s) Responsible	Timeline
1. Collaborate with custodial staff to leave equipment in the state it was found before cleaning.	The Support Team	Spring 2013
2. Identify self-service skills and increase staff knowledge in these areas.	The Support Team	2012-2013
3. Increase Use of Tech Help Site	The Support Team	2012-2013
4. Use RT to provide a mid-year and end of year review of tickets to identify the frequency of self-service request submitted.	The Support Team	January 2013 June 2013

To be completed in June: 2013
Accomplished: ⇨ **Yes** ⇨ **No** ➡**In Progress**

Actual Results:

Future Steps: