### Figure 7.7: Systems’ Accuracy, Security, and Reliability

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<th>Systems</th>
<th>Ensure Accuracy, Security, and Reliability</th>
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| Desktop Services   | • Computer hardware purchases are centralized through Desktop Services to ensure that technical specifications are being met.  
                          • Computers are placed on a 3 to 5 year life cycle management. Achieving these goals enable us to meet business requirements faster and more efficiently. Implementing a unified approach develops a foundation for new initiatives.  
                          o Our life cycle PC TCO model is based on a combination of industry data. The purpose of the model is to assess and manage the cost impact of changes in technology, IT decisions, and implementation and support strategies.  
                          o This identifies opportunities for better managing the Desktop environment. The attention is focus on efficient computer and networking deployment strategies, improved coordination for end-user support, increased standardization of computing platforms and implementation of automated asset and systems management tools. |
| Information Systems| • Implementing a new user interface version for Datatel ERP system will offer improved database security.  
                          • Enterprise software upgrades and fixes are installed and thoroughly tested on a regularly scheduled basis.  
                          • We follow development of a lifecycle methodology of development, test and production environments with thorough testing and user signoffs prior to moving to production.  
                          • We follow standard procedures to authorize access requests for Datatel ERP system.  
                          • We are conducting an audit of user security rights to the Datatel ERP system.  
                          • We use secure socket layer technology and encryption on the college websites that collect private information.  
                          • Production and redundant backup server upgrades improve reliability and performance processing for Data ERP system. |
| Helpdesk Services  | • MATC installed a new IT Helpdesk SaaS (software as a service) application that streamlines the processing and resolution of IT support issues as well as provides useful metrics.  
                          • MATC IT Support Matrix is a grid that breaks down the communication intervals and anticipated resolution for IT incidents.  
                          • MATC IT Support Service Level Agreement (currently posted on the eMATC intranet) is a document/webpage that defines the services, priorities, and responsibilities of the IT Support desk and its customers in pursuit of the best possible support experience.  
                          • We review all IT Support process created or in place prior to 2005. |
| Technical Services | • An annual audit helps to identify areas of network and data risk.  
                          • Remote access to desktop pc’s downloads critical patches and updates.  
                          • Network infrastructure components are periodically updated to reflect technology, security, and capacity needs.  
                          • Newer and faster backup technologies help to ensure adequate system backups.  
                          • Moving all user data files to Storage Area Networks (SANSs) has helped to support high availability services such as clustering technologies. |
| Telecommunications | • A restructing of the daily workflow of IT telecommunications helped to improve service delivery.  
                          • A part-time telecommunications position is being added to help improve customer service. |
| Administration      | • Policies and procedures are created, updated, and reviewed on a regular basis to address issues involving the user community.  
                          • Information Technology Steering Committee was established to prioritize IT projects that impact multiple departments across the college, to provide guidance to improve the delivery of technical services, and to address issues of IT policy and procedure. |