

1. A primary goal of user ITS User Services, is the *Continuous Improvement* of services and support delivered across campus by ITS. Areas of focus for the 2021-2022 academic year include:
 - a. Improvement and Expansion of the ITS Public Knowledge Base – The ITS Knowledge Base is a valuable self-help resource for the Wesleyan community to quickly and easily find IT related answers and solutions. - Status: This is an on-going project/process. With 82 published self-help articles, (*as of 2/9/2022) we are continually updating and improving the ITS Knowledge Base. 41 self-help articles have been updated or newly published during the 2021-2022 academic year to date.
 - b. Improve Helpdesk capabilities: The ITS Helpdesk is envisioned to be the Wes community's first and primary point of contact for IT services and support. – Status: Helpdesk student staff training is continually evolving and improved communication processes between ITS professionals and student staff have been enacted. We are seeking the hire of a professional Helpdesk Manager as a key component of the User services team in 2022.
 - c. Identify community IT training and education needs and deliver training (Success at Wes, etc.) – Status: ITS is represented at all monthly new employee orientations. 6 User Services related Success at Wes courses were provided in fall 2021. We continue to identify raining/instructional needs of the community and provide instruction and resources to meet those needs.
 - d. The campus socialization of knowledge resources with Service Catalog introduction. Support, educate and communicate available IT Services to the community. - Status: A orientation and communication campaign is being scheduled for spring, summer, and fall of 2022.
2. Capital Computing Process Improvements: Using ServiceNow, implement on-line end user cart based "ordering." Improve forecasting and just-in-time inventory management for peripherals and accessories (adapters, docks, displays, etc.) – Status: This project is on track for a March 2022 completion and campus implementation
3. Implement PaperCut Wes-Find-Me-Printers campus-wide: throughout 2021-2022 – Status: to date (*as of 2/9/2022) 115 PaperCut/Wes-Find-Me-Printer devices have been brought implemented and put into service across the Wesleyan campus.
4. Retire fax machines and analog lines to replace with cloud service where necessary. Evaluate solutions and propose by June 2022 – Status: Currently evaluating options.