

**Resolution in Support of Increased Communication and Transparency from
The SUNY Old Westbury's IT Department with Faculty, Staff, and Students**

WHEREAS the SUNY Old Westbury's IT Department is responsible for conducting routine updates to the College Connect Portal, system changes, software conversions, and on campus and remote campus accessibility options for Mac, PC, and thin client applications; and

WHEREAS the Faculty, Staff, and Students are users of these IT Department responsibilities; and

WHEREAS we appreciate all the work the IT Department does and has done for the College during these challenging times; and

WHEREAS in the winter and summer months there is a pattern of reoccurring weather events (i.e., including, but not limited to snow storms, heat waves, and other inclement weather) resulting in power outages, and dropped, disconnected, or downed system connectivity to the campus servers; and

WHEREAS these issues occur during critical time-periods of classes, new/transfer student orientations and advising, and faculty research and grant writing activities; and

WHEREAS communication from the IT Department is either absent, delayed, or occurs too far in advance without contemporaneous reminders as to when such updates and system changes are scheduled to occur; and

WHEREAS system changes and updates should not occur during times where such access is needed for all campus constituents' work related purposes and when classes occur (i.e., between 6am – 11pm) and not during the days right before a semester begins; and

WHEREAS the SUNY Old Westbury's IT Department has either inconsistent or absent services for addressing IT related issues during the evenings on the weekdays and the weekends; and

WHEREAS when any power outages, downed systems, or other network and/or server related issues occur, Faculty, Staff, and Students have no alternative mechanism to submit service requests to the IT Department; and

WHEREAS when any updates and systems changes are instituted and require Faculty, Staff, and Students to refresh their browsers, change browsers, clear their history browsing data, clear their cache, and/or need to restart their computers in order for such changes to synchronize, they are not being communicated; and

WHEREAS, that SUNY Old Westbury IT Department requires increased resources and budget to hire more staff to address the aforementioned areas of concern raised by Faculty, Staff, and Students for working, teaching, and research related activities.

THEREFORE, BE IT RESOLVED that the SUNY Old Westbury's IT Department adopt new best practices to communicate by email and text alerts to all Faculty, Staff, and Students any future routine updates to the College Connect Portal, systems changes, software conversions, and on campus and remote campus accessibility options for Mac, PC, and thin client applications well in advance with another reminder the day prior to these scheduled events; and

BE IT RESOLVED, that the SUNY Old Westbury's IT Department email and text alert Faculty, Staff, and Students well in advance and the day prior to changing any critical operating systems, email systems, thin clients, on campus and remote learning accessibility, and ensure Faculty, Staff, and Students are provided enough time/forewarning to save, backup, and upload to the cloud any teaching, research, and other important files to prevent loss; and

BE IT RESOLVED, that the SUNY Old Westbury's IT Department proactively plan accordingly for threats to the availability of the system (i.e., including winter snow storms, summer heat waves, inclement weather, and power outages) to safeguard all data containing servers and IT relates systems on campus; and

BE IT RESOLVED, that the SUNY Old Westbury's IT Department immediately contact Faculty, Staff, and Students of any power outages, downed systems, or other network and/or server related issues for communicating when such problems occur with another follow up communication when such problems are resolved; and

BE IT RESOLVED, that the SUNY Old Westbury's IT Department come up with separate, prioritized options for faculty to submit service request tickets. These options should include as a backup alternatives in case of power outages, downed systems, or other network and/or server related issues arise with step-by-step instructions on how to submit such requests when needed; and

BE IT RESOLVED, that the SUNY Old Westbury's IT Department immediately email and text all Faculty, Staff, and Students to refresh their browsers, change browsers, clear their history browsing data, clear their cache, and/or restart their computers in order for any changes that were made to be synchronized; and

BE IT RESOLVED, that system changes and updates should occur during off hours (i.e., 11pm-6am) and 3 weeks prior the start of every semester; and

BE IT RESOLVED, the SUNY Old Westbury's IT Department hires staff to work during the evenings on weekdays from 5pm-10pm and on the weekends from 9am-4pm; and

THEREFORE BE IT FURTHER RESOLVED, that SUNY Old Westbury Administration support the IT Department by helping providing them with the necessary resources and budget to hire more staff to address the aforementioned areas of concern raised by Faculty, Staff, and Students to ensure that they have the required assess to IT systems on campus and through the remote campus for working, teaching, and research related activities.

Resolution Submitted to the Faculty Senate Executive Committee on 09, 21, 2020

Sponsored by: The Psychology Department – School of Arts & Sciences

Endorsed by: XX