**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