



INFORMATION TECHNOLOGY SERVICES DEPARTMENT and PROGRAM REVIEW: 2026 ANNUAL REPORT

Part 5: Data Findings

Goal 1: Foster and develop a skilled ITS workforce

Employee Development: Twenty-nine (29) of thirty (30) ITS employees (97%) completed at least one technical training during the evaluation year. Thirty (30) of thirty (30) employees (100%) completed at least one soft skills training. Reference [Employee Development - 2026 Evaluation Year](#).⁽¹⁾

ITIL Implementation: The [IT Service Excellence Program Charter](#)⁽²⁾ (2/4/2026) identified eleven (11) of thirty-four (34) ITIL v4 management practices for implementation during 2025-2026. Progress is tracked on the [IT Service Excellence Smartsheet](#).⁽¹⁾

Goal 2: Extend a robust and secure ITS infrastructure

Lifecycle Replacements: ITS replaced 288 computer workstations and laptops in line with the industry-recommended replacement lifecycle of 4-5 years, balancing cost, warranty coverage, and OS support.

FY 2026 Computer Lifecycle Replacements

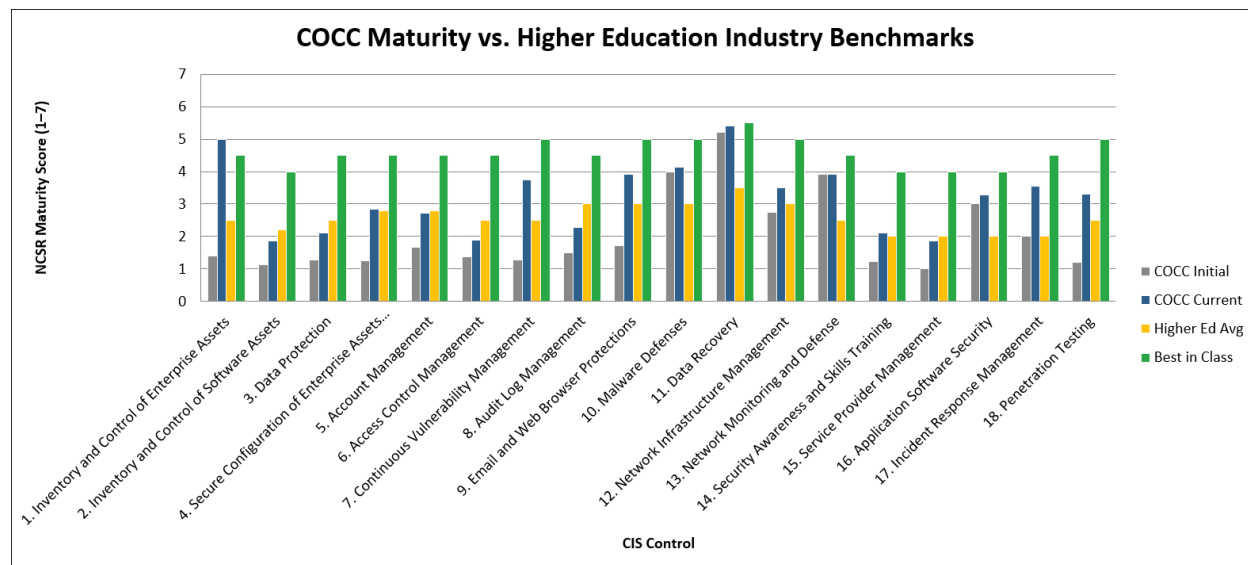
	<u>Plan</u>	<u>Actual</u>	<u>Delta</u>
Staff and Faculty			
Desktop	110	101	(9)
Laptop	71	63	(8)
Subtotal	181	164	(17)
Classroom and Conf			
Desktop	155	109	(46)
Laptop	43	15	(28)
Subtotal	198	124	(74)
Total	379	288	(91)

Availability: Network and critical systems exceeded 99% availability during FY2026. Six (6) outages were classified as “Major (critical service unavailable).” Reference [Outage Tracking](#).⁽¹⁾

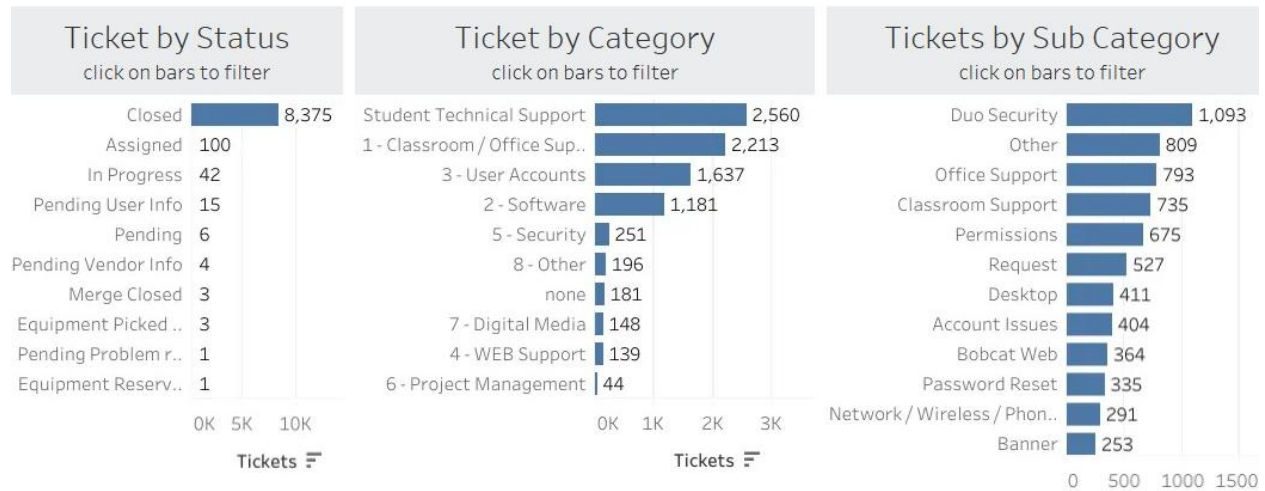
Outage Name	Primary System/Service	Date	Duration
M365 Outage	Microsoft 365	01/22/26	25h
Phone Outage	Phones	03/16/26	5.5h
PIO Network Outage	PIO Network & Phones down	04/21/26	5m
OCI Connectivity	OCI Infrastructure	04/27/26	1h
502 Bad Gateway	OCI Infrastructure	04/29/26	0.5h
OCI Connectivity #2	OCI Network Outage	05/13/26	0.5h

Preventative Maintenance: Routine preventative maintenance and patches were performed on critical infrastructure systems and equipment in a timely manner. Monthly/weekly reporting monitors and audits patch remediation progress and effectiveness. These reports aid in identifying issues that are then targeted for remediation and process adjustments to ensure systems meet requirements for patch levels.

Information Security Roadmap: With our implementation of the Center for Internet Security CIS Controls v8.1 framework, we track progress and identify gaps where additional efforts or process improvement may be needed.

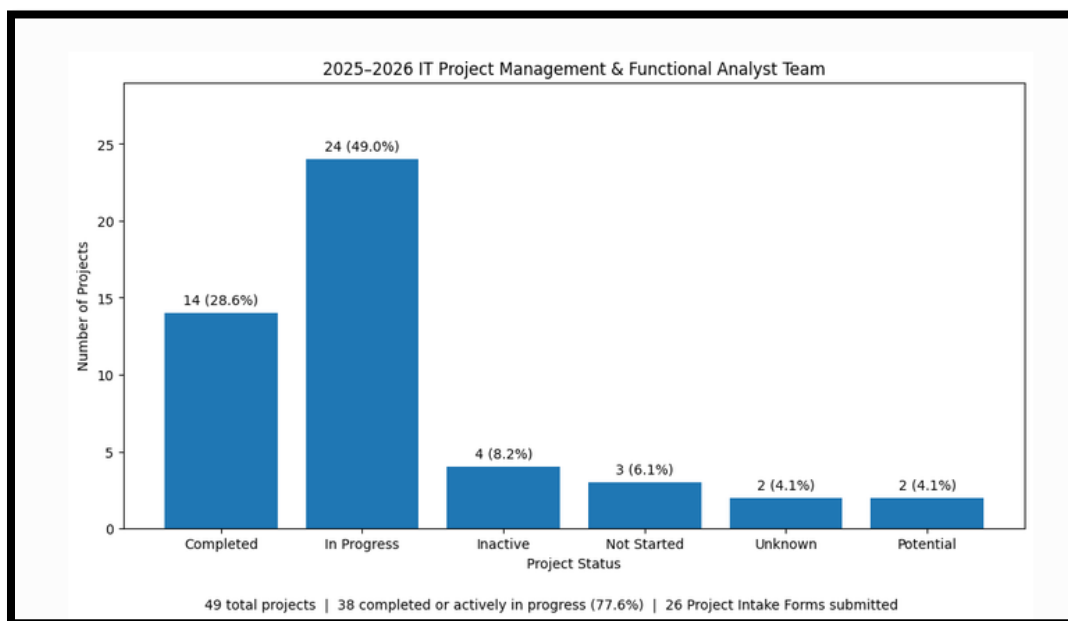


Issue Tracking: ITS resolved 98% of over 8,500 Help Desk tickets handled during FY 2026, as tracked on the [SysAid Ticket Monitoring Dashboard](#)⁽³⁾ in Tableau ([static image](#)⁽²⁾).



Goal 3: Provide technology and services for teaching, learning and student success

Technology Implementations: During the academic year, the IT Project Management and Functional Analyst Team tracked 49 projects representing software implementations, construction and technology projects, projects triaged to other IT teams, and potential projects.



Project management practices were applied based on project size and complexity. Larger projects included project documentation, a SysAid ticket, project tracking, and completion debriefs/retrospectives. Smaller projects were tracked through SysAid tickets, providing a consistent mechanism for documenting work, coordinating resources, and maintaining visibility into project delivery.

ITS Year-in-Review: The annual [ITS Year-in-Review meeting](#)⁽²⁾ on December 9, 2025, highlighted team accomplishments and identified [29 Improvement Opportunities for 2026](#).⁽¹⁾

Technology Forum: ITS facilitated two (2) Technology Forum meetings with the College community regarding IT governance and IT strategy.

Fall 2025 Technology Forum⁽²⁾

- New Admissions Application (Slate)
- Digital Courseware Vendor
- Madras Technology Plan
- AI Tools - IT Review
- IT Project/Budget Review Process

Spring 2026 Technology Forum⁽²⁾

- 2026 EDUCAUSE Tech Trends
- Canvas Update
- AI @ COCC
- Digital Accessibility Update
- Open Forum / Future Topics

Part 6: Data Interpretation

Goal 1: Foster and develop a skilled ITS workforce

Ninety-seven percent (97%) of ITS employees completed at least one technical training during the evaluation year. One-hundred percent (100%) completed at least one soft skills training. Technical training included system-specific topics such as Windows Server 2022, Cisco Certified Network Professional (CCNP), SharePoint, and Information Security (MS-ISAC). Soft skills training ranged from mandatory HR topics to substantive group training such as DiSC® Assessment and Leadership Mindset 2.0.

The IT Service Excellence Program provided a framework for the implementation of ITIL v4 management practices, but the roadmap remains a work in progress.

Goal 2: Extend a robust and secure ITS infrastructure

Fewer computers were replaced during the 2026 lifecycle than planned due to several factors. Most notably, memory chip shortages driven by artificial intelligence (AI) infrastructure demand caused significant increase in computer prices. Instruction paused the upgrade of twenty (20) workstations in the GIS Lab (PON 221) as they consider a budget request for laptops instead of workstations.

Network and critical systems exceeded 99% availability.

Preventive Maintenance and patches in control 07 of the CIS 8.1 framework is a very important indicator of our attack surface. The tracking that is performed, along with documenting the processes involved in these systems, is providing essential data that ensures we are meeting requirements and making strides in reducing the attack surface. Teams meet monthly to coordinate with other teams to ensure impacts to other systems are minimized and downtime is avoided, while protecting the organization overall.

The Information Security roadmap process measurements and documentation continue to provide important information of where we are in security maturity. We have various measurement tools that provide snapshots and help track documents related to assessments of security gaps. We continue to develop other areas not yet in focus.

ITS addressed the majority of Help Desk tickets within our [Service Level Agreement](#)⁽²⁾ (SLA) for COCC Information Technology Services. We also improved ITS operations by analyzing recurring issues, identifying root causes, and implementing corrective actions through problem analysis.

Goal 3: Provide technology and services for teaching, learning and student success

The 2025-2026 project data demonstrates that the IT Project Management and Functional Analyst Team has established a structured approach for managing technology projects across campus. Of the 49 projects, 14 (28.6%) were completed and 24 (49.0%) were actively in progress, meaning 38 projects (77.6%) were either completed or actively moving through project delivery during the reporting period. The remaining projects were identified as inactive, not started, unknown, or potential, providing visibility into project status and workload.

A strong indicator of effectiveness is the continued use of the IT Project Intake Form, with 26 project requests submitted, reviewed, triaged, and assigned during the 2025–2026 academic year. This demonstrates that campus partners are using an established process to identify technology needs and request project support.

The 29 improvement opportunities for 2026 have made significant progress. The annual ITS Year-in-Review meeting in December 2026 will highlight team accomplishments.

The Technology Forums engaged the College community regarding IT governance and IT strategy.

Part 7: Action Plan

Information Technology Services remains committed to providing secure, robust, student-centered technology and information resources to those who Central Oregon Community College serves. While our goals have not changed, continual improvement adapts ITS practices and services to changing business needs through ongoing improvement of products, services, and practices. During the FY2027 plan year, ITS will:

- Continue to foster and develop a skilled ITS workforce through technical and soft skills training, with an emphasis on soft skills training beyond mandatory HR training.
- Recalibrate our ITIL implementation plans and timelines during FY2027 given the recent publication of ITIL Foundation version 5 (February 2026).
- Plan and execute 2027 computer lifecycle replacements, balancing cost, warranty coverage, and OS support.
- Continue development of various measurement tools for Information Security that provide insights into processes and identify areas that may need improvement.
- Establish responsibility for process control and completing remediations.
- Standardize project success criteria to incorporate clearly defined success criteria into larger project plans so that projects can be evaluated against the needs and outcomes identified at the beginning of the project.
- Strengthen end-user requirements gathering. Continue using the IT Project Intake Form and refine project intake practices to ensure end-user needs, business requirements, desired outcomes, and key stakeholders are identified early in the project.
- Track end-user/stakeholder satisfaction or confirmation that the technology solution met the identified need.
- Continue Technology Forums to engage faculty, staff, and students in discussions on innovations, best practices, and strategic ideas related to technology.

Footnotes:

- (1) Smartsheet access required.
- (2) Active COCC user account required.
- (3) Tableau Viewer account required.