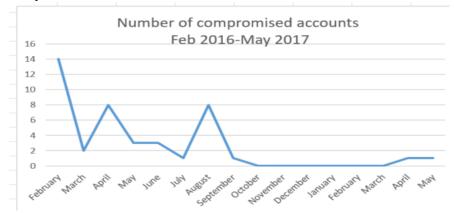**Summary:** Prior to being engaged at the institution, they were experiencing compromised email accounts daily. This resulted in accounts sending SPAM emails out from the institution rendering the institution's email inoperable because of being blacklisted. After a quick analysis, work immediately began to address the systemic technology problems resulting in a significant decrease in compromised email accounts and eliminating email blacklisting within the first 30 days.

Compromised email account trends:

Summary: Before working with this institution, employees and students were not utilizing the service request process because of a lack of efficiency and effectiveness. After implementing process optimization, change management principles and accountability measures, IT staff increased their effectiveness while increasing the organization's satisfaction with Technology Services.

IT support staff weekly and historic service and incident response rates and monitoring.

Total Weekly Closed Ticket Average (Since Feb 15, 2016)	7.9	8.6	8.3	1.5	7.0	12.6	4.7	6.7	2.4	5.3	3.1	11.2	4.7
Total Historic Closed Tickets (Since Feb 15, 2016)	308	334	323	58	274	491	185	262	93	205	121	436	182

Contractor Time Complete