



# Learning & Technology Roundtable Monthly CIO Report

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# ITS Update

- ◆ **Remote customer support**
  - < Real-time video phone interaction
- ◆ **Enriching Learning Environments**
  - < Scheduled for Dec. 13-17
- ◆ **Online testing/Test Proctoring**
- ◆ **Virtual ACC/MavAPPS**

# ITS Update

- ◆ **Disaster recovery center**
  - < Servers mirrored on campus
- ◆ **Piloting email of class schedules**
  - < Plan to minimize login traffic to ISRS on first day class
- ◆ **New technology in classrooms/buildings**
- ◆ **Campus Computer Store**
  - < Holiday sales promotions