Campus Consortium’s EdTalks Webinar Series
How Cornell University Provides IT Support Before, During & After the Pandemic

The impacts of the pandemic and higher education sector challenges strain budgets and human resources. Already burdened with doing more for less institutions have to find a way to not just keep the IT service and support status quo but to increase quality service in the face of supporting online learning and a mobile work force.

**EdTalk Speakers**

Keyan T Williams  
Assistant Director, I.T. Support Operations  
Cornell University

Karl Horvath, Ph.D.  
President  
Campus Consortium

**Access the EdTalk**

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Join this EdTalk to learn how Cornell university maintained service and support with limited staff and staying within budget. Our presenter will share the thought process behind his support strategies and how he plans to meet post pandemic demands in the future. Audience participation is encouraged.

**Special Thanks to Our Sponsors**

**Previous EdTalks**

**EdTalk on Improve Productivity with Limited Resources: Automate Account Provisioning and Security**

In this EdTalk a panel of experts from two schools, who explored changing legacy systems and processes by implementing affordable automated systems will discuss their pain points, pros and cons, project highlights and answer questions about identity and access management.

**EdTalk on The Future of Higher Education: The Customer Service Your Students Expect**

Students’ expectations are shaped by the support experience they receive, especially during these challenging times. The quick and convenient support help students attain their academic and career goals which eventually delivers a valuable student experience. This EdTalk focused on how enabling simple, seamless, and cost-effective support for the students’ technology needs improves their experience in the hybrid learning model.

**EdTalk Featuring Barnard College, Columbia University, Stevens Institute of Technology and The Juilliard School**

C-IT has changed and modeled the dynamics of IT security for higher education in 2020. Learn from the experiences shared by IT leaders from higher ed institutions in leveraging a 24x7 Security Operations Center as a step towards strengthening IT security at their campus.

**About Campus Consortium**

Founded in 2003, Campus Consortium is a leading non-profit education association with thousands of higher education institutions and K-12 school district members. The Campus Consortium mission is to help members reduce the time, cost, and effort associated with implementing enterprise IT services by leveraging shared IT services, lessons learned, and best practices so that each member can avoid reinventing the wheel when adopting new education technologies.

To learn more visit www.campusconsortium.org