Mission/Purpose
The Information Systems Department will provide high quality infrastructure, support services, and innovation in the delivery of technology products and services for the University community by supplying the leadership and resources necessary to ensure the availability and reliability of all systems and the overall security and integrity of data. Information Systems will work in partnership with all areas of the University to ensure all systems function as needed to facilitate the realization of the University's mission.

I. Goals and Other Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

A. Goal: Meet the needs of its various publics through the comprehensive use of information technologies
Meet the needs of its various publics, both internal and external, through the comprehensive use of information technologies

1. Objective: Impact student learning with technology
Student learning will be impacted by Information Systems providing access to and assistance with available technology.

a. Measure: Receive positive feedback regarding student support requests.
Through a participant survey in the Helpdesk system, Information Systems will receive positive feedback from survey participants for student support requests.

Source of Evidence: Student satisfaction survey at end of the program

1. Achievement Target:
80% positive feedback from participants regarding student support requests.

2. Findings (2010-2011) - Achievement Target: Not Met
Data not available. Action plan is to implement the survey function of the Helpdesk system.

3. Action Plan:
Turn on survey feature of the Helpdesk system.
Established in Cycle: 2010-2011
Implementation Status: In-Progress
Priority: High
Implementation Description: Configure and turn on survey feature of the Helpdesk system. Train IT members on the use of the feature.
Completion Date: 10/01/2011
Responsible Person/Group: Mike Pratt
Additional Resources Requested: None
Budget Amount Requested: $0.00
2. **Objective:** Provide equipment setup services to assist with installation of hardware/software systems
   Information Systems will provide equipment setup services to assist users with the installation of hardware/software systems.

   **a. Measure:** Receive positive feedback regarding setup service requests
   Through the use of a participant survey in the Helpdesk system, Information Systems will receive positive feedback regarding setup service requests.

   Source of Evidence: Client satisfaction survey (student, faculty)

   1. **Achievement Target:**
      80% of participants will give positive feedback regarding setup service requests.

   2. **Findings (2010-2011) - Achievement Target: Not Met**
      Data not available. Action plan is to implement the survey function of the Helpdesk system.

3. **Objective:** Perform hardware/software maintenance for all University computers
   Information Systems will perform hardware/software maintenance for all University computers.

   **a. Measure:** Receive positive feedback on maintenance requests
   Through a participant survey in the Helpdesk system, Information Systems will receive positive feedback from survey participants for maintenance requests.

   Source of Evidence: Client satisfaction survey (student, faculty)

   1. **Achievement Target:**
      80% positive feedback from participants regarding maintenance requests.

   2. **Findings (2010-2011) - Achievement Target: Not Met**
      Data not available. Action plan is to implement the survey function of the Helpdesk system.

3. **Action Plan:**
   **Turn on survey feature of the Helpdesk system.**
   Turn on survey feature of the Helpdesk system.
   **Established in Cycle:** 2010-2011
   **Implementation Status:** In-Progress
   **Priority:** High
   **Implementation Description:** Configure and turn on survey feature of the Helpdesk system. Train IT members on the use of the feature.
   **Completion Date:** 10/01/2011
   **Responsible Person/Group:** Mike Pratt
   **Additional Resources Requested:** None
   **Budget Amount Requested:** $0.00
4. **Objective: Continue ERP (Datatel) system implementation**

Continue ERP (Datatel) system implementation

**a. Measure: Accomplish Datatel project milestones**

By September 30, 2011, Information Systems will accomplish Datatel project milestones based on year one of the Datatel strategic plan.

**Source of Evidence:** Administrative measure - other

1. **Achievement Target:**

100% of Datatel project milestones will be accomplished.

2. **Findings (2010-2011) - Achievement Target: Partially Met**

While 100% of the projects were not completed, the majority of the projects were completed successfully. The projects that were not completed are still in progress and they will be completed in the 2011/2012 year.

3. **Action Plan:**

**Datatel ERP Projects**


**Established in Cycle:** 2010-2011

**Implementation Status:** In-Progress

**Priority:** High

**Implementation Description:** The items marked "In Progress" will continue to be a priority and will be completed within the 2011/2012 year.

**Completion Date:** 09/30/2012

**Responsible Person/Group:** Mike Pratt

**Additional Resources Requested:** None

**Budget Amount Requested:** $0.00

B. **Goal: Provide effective administrative services to support the mission.**

Provide effective administrative services to support the mission.

1. **Objective: Provide planning services to assist users requiring computer support**

Information Systems will provide planning services to assist users requiring initial or updated computer support.
a. **Measure: Receive positive feedback from participants**
   Through the use of a participant survey, Information Systems will receive positive feedback regarding planning services.

   Source of Evidence: Client satisfaction survey (student, faculty)

1. **Achievement Target:**
   80% of participants will give positive feedback on survey.

2. **Findings (2010-2011) - Achievement Target: Not Met**
   Data not available.

3. **Action Plan:**
   **Turn on survey feature of the Helpdesk system.**
   Turn on survey feature of the Helpdesk system.
   - **Established in Cycle:** 2010-2011
   - **Implementation Status:** In-Progress
   - **Priority:** High
   - **Implementation Description:** Configure and turn on survey feature of the Helpdesk system. Train IT members on the use of the feature.
   - **Completion Date:** 10/01/2011
   - **Responsible Person/Group:** Mike Pratt
   - **Additional Resources Requested:** None
   - **Budget Amount Requested:** $0.00

2. **Objective: Provide equipment setup services to assist with installation of hardware/software systems**
   Information Systems will provide equipment setup services to assist users with the installation of hardware/software systems.

a. **Measure: Receive positive feedback regarding setup service requests**
   Through the use of a participant survey in the Helpdesk system, Information Systems will receive positive feedback regarding setup service requests.

   Source of Evidence: Client satisfaction survey (student, faculty)

1. **Achievement Target:**
   80% of participants will give positive feedback regarding setup service requests.

2. **Findings (2010-2011) - Achievement Target: Not Met**
   Data not available. Action plan is to implement the survey function of the Help Desk system.

3. **Action Plan:**
   **Turn on survey feature of the Helpdesk system.**
   Turn on survey feature of the Helpdesk system.
   - **Established in Cycle:** 2010-2011
   - **Implementation Status:** In-Progress
   - **Priority:** High
   - **Implementation Description:** Configure and turn on survey feature of the Helpdesk system. Train IT members on the use of the feature.
   - **Completion Date:** 10/01/2011
3. **Objective: Provide operations support**
   Information Systems will provide operations support to keep the systems functioning, to process information, and to produce the desired results.

   **a. Measure: Systems, networks, and production servers will be operational**
   Through the system center operations manager, Information Systems will determine if the Datatel system, network and each production server was available to users.

   Source of Evidence: Existing data

   1. **Achievement Target:**
      Datatel system, network and production servers will be available 98% of the time.

   2. **Findings (2010-2011) - Achievement Target: Met**
      Per statistics found in ORION and SCOM, servers and network was available an average of 98.6% over the course of the last year. While we have met this goal, we are going to change the tracking of this data next year to improve reportability.

**II. Analysis Answers**

A. **What specific strengths did your assessments show? (Strengths)**
   Overall, Information Technology (IT) did well with the availability of systems and the first year of the Datatel Strategic Plan. While survey results regarding positive feedback is not available, the department believes it was successful in this area as well. IT was able to complete many projects with current staff and budget.

B. **What specific weaknesses or challenges did your assessments show? (Weaknesses)**
   Information Technology needs to be more proactive with Planning and Assessment. Important information was not captured as needed. The department will continue to work to improve its Planning and Assessment in order to plan, implement and complete projects and ensure success and positive feedback. For a few of the Datatel projects, IT was not able to move as fast as it wanted due to external conflicts (Admission's Director position did not get filled as soon as projected; New recruiters needed to be hired; Other offices did not have the time or staff to proceed as scheduled).

C. **What plans were implemented?**

D. **What plans were not implemented?**
   Due to time not being available in other offices, the following projects were not scheduled as planned. Communications Management: Registrations, A/R, H/R, and Payroll
E. **How will assessment results be used for continuous improvement?**

Assessment results have shown a need to pay more attention. IT will use these results to adjust its plans for next year.