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 Outcomes/Objectives, with Any Related Measures, Targets, Findings, and Action Plans

A. Goal: Meet the needs of stakeholders through effective service and outreach
Meet the needs of stakeholders through effective service and outreach.

1. 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.

1. Achievement Target:
90% of participants will give positive feedback regarding setup service requests.

2. Findings (2016-2017) - Target: Met
Based on survey results, IT did fairly well on satisfaction survey. Staff were asked to rate three areas related to equipment setup services: IT staff was courteous; IT staff was knowledgeable; and Resolution was timely. The results follow: IT staff was courteous: 95.6% stated they strongly agree or agree; 4.4% stated neutral; 0% disagreed; 0% strongly disagreed. IT staff was knowledgeable: 95.5% stated they strongly agree or agree 4.5% stated neutral; 0% disagreed; 0% strongly disagreed. Resolution was timely: 95.5% stated they strongly agree or agree; 4.5% stated neutral; 0% disagreed; 0% strongly disagreed.

2. 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.

1. Achievement Target:
90% positive feedback from participants regarding maintenance requests.

2. Findings (2016-2017) - Target: Met
Based on survey results, IT did fairly well on satisfaction survey. Staff were asked to rate three areas related to maintenance/trouble requests: IT staff was courteous; IT staff was knowledgeable; and Resolution was timely. The results follow: IT staff was courteous: 95.7% stated they strongly agree or agree; 4.3% stated neutral; 0% disagreed; 0% strongly disagreed. IT staff was knowledgeable: 95.7% stated they strongly agree or agree; 4.3% stated neutral; 0% disagreed; 0% strongly disagreed. Resolution was timely: 94.7% stated they strongly agree or agree; 4.3% stated neutral; 0.9% disagreed; 0% strongly disagreed.

3. Objective: Continue ERP (Datatel) systems implementation
Continue ERP and related systems implementation.

a. Measure: Accomplish Ellucian project milestones
By September 30, 2016, Information Technology will accomplish Datatel project milestones.

1. Achievement Target:
100% of Ellucian project milestones will be accomplished.

2. Findings (2016-2017) - Target: Met
100% of Ellucian project milestones were accomplished.

4. 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.

1. Achievement Target:
90% positive feedback from participants regarding student support requests.

2. Findings (2016-2017) - Target: Met
Based on survey results, IT did fairly well on satisfaction survey. Students were asked to rate three areas related to assistance from IT: IT staff was courteous; IT staff was knowledgeable; and Resolution was timely. The results follow: IT staff was courteous: 97.4% stated they strongly agree, agree or neutral; 0.7% disagreed; 1.8% strongly disagreed. IT staff was knowledgeable: 97.4% stated they strongly agree, agree or neutral; 1.1% disagreed; 1.5% strongly disagreed Resolution was timely: 94.1% stated they strongly agree, agree or neutral; 1.8% disagreed; 4.1% strongly disagreed. Finally, we asked students how satisfied they were overall with IT services. 94.7% stated they were very satisfied, satisfied or neutral; 3.6% were dissatisfied; 1.8% were very dissatisfied.

B. Goal: Enhance the culture of the communication on the UWA campus.
Enhance the culture of the communication on the UWA campus.

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.
1. Achievement Target:
90% of participants will give positive feedback on survey.

2. Findings (2016-2017) - Target: Met
Based on survey results, IT did fairly well on satisfaction survey. Staff were asked to rate three areas related to planning assistance: IT staff was courteous; IT staff was knowledgeable; and Resolution was timely. The results follow: IT staff was courteous: 96.6% stated they strongly agree or agree; 3.4% stated neutral; 0% disagreed; 0% strongly disagreed. IT staff was knowledgeable: 93.2% stated they strongly agree or agree; 5.9% stated neutral; 0.8% disagreed; 0% strongly disagreed. Resolution was timely: 95.7% stated they strongly agree or agree; 4.3% stated neutral; 0% disagreed; 0% strongly disagreed.

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.

1. Achievement Target:
90% of participants will give positive feedback regarding setup service requests.

2. Findings (2016-2017) - Target: Met
Based on survey results, IT did fairly well on satisfaction survey. Staff were asked to rate three areas related to equipment setup services: IT staff was courteous; IT staff was knowledgeable; and Resolution was timely. The results follow: IT staff was courteous: 95.6% stated they strongly agree or agree; 4.4% stated neutral; 0% disagreed; 0% strongly disagreed. IT staff was knowledgeable: 95.5% stated they strongly agree or agree 4.5% stated neutral; 0% disagreed; 0% strongly disagreed. Resolution was timely: 95.5% stated they strongly agree or agree; 4.5% stated neutral; 0% disagreed; 0% strongly disagreed.

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.

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

2. Findings (2016-2017) - Target: Met
Per statistics found in ORION, servers were available more than 99.96% of the time over the course of the last year. Department continued to expand monitors into the systems along with alerts to notify department of problems before they occur. Department continued to invest in high availability infrastructure to minimize downtime, and make our entire environment more stable and available. All generators are tested weekly and generator reports are looked over once per month. Generators are also on a service contract and are serviced at least once per year.
II. Other Plans for Improvement

A. Continue expansion of campus wide security
Continue expansion of the campus wide security project in conjunction with University Police.
Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High
Responsible Person/Group: IT, University Police
Implementation Notes:
10/5/2017 Department is continuing the expansion of the campus wide security system by installing security cameras, replacing old security cameras and installing electronic locks.

B. Review hardware infrastructure & recommend upgrades
Review hardware infrastructure at the desktop level and recommend necessary upgrades.
Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High
Implementation Description: Centralized funding to allow all faculty/staff systems to be upgraded on a four-year cycle.
Implementation Notes:
10/5/2017 As funds allowed, computers for faculty/staff/instructor stations and VDI terminals for labs were purchased and distributed on a priority basis, with older computers being replaced first.

C. Adjust Survey
IT will adjust survey to better track how we are meeting the needs of faculty, staff and students.
Established in Cycle: 2013-2014
Implementation Status: In-Progress
Priority: High
Responsible Person/Group: Mike Pratt
Implementation Notes:
10/5/2017 Made minor adjustments to survey in an attempt to collect more useful data.

D. Review server and network infrastructure
Review server and network infrastructure and recommend necessary upgrades.
Implementation Status: In-Progress
Priority: High
Implementation Description: Centralized funding to allow for necessary server and network infrastructure upgrades.
Responsible Person/Group: Mike Pratt/Greg Egbert
Implementation Notes:
10/5/2017 As funds were available, new server and network infrastructure was purchased and installed.

E. Review and implement network/server security
As University becomes more reliable on technology, department needs to invest in software/hardware to monitor and prevent attacks against the network and server infrastructure.
Established in Cycle: 2015-2016
Implementation Status: In-Progress
Priority: High
Responsible Person/Group:  IT
Implementation Notes:  10/5/2017  Continued to look at hardware and software to improve security. As funds were available, purchased software to assist with security.

F. Schedule Surveys
IT will schedule surveys twice per on November 1 and April 1. These surveys will ensure accurate feedback for use in the planning and assessment process.

Established in Cycle:  2015-2016
Implementation Status:  Finished
Priority:  High
Implementation Description:  Work with OIER to develop, update and schedule surveys.
Projected Completion Date:  03/31/2017
Responsible Person/Group:  Mike Pratt

III. Analysis Questions and Analysis Answers

A. What specific strengths did your assessments show? (Strengths)
This year, Information Technology (IT) was able to meet all objectives. Investments in hardware/software are working to improve availability and reliability.

B. What specific weaknesses or challenges did your assessments show? (Weaknesses)
While the department scored well, IT needs to act in a timelier manner when assisting faculty, staff, and students. IT needs to improve in specific areas, like printing, Wi-Fi, and the website (Website has now moved to Marketing.). Surveys need to be expanded upon to allow for a more detailed view into problem areas.

C. What plans were implemented?
Expanded campus wide wireless system; Continue expansion of campus wide security (more cameras); Colleague Optimization Consulting with Ellucian; Continue expansion of the VDI project (labs and faculty/staff systems); Server/network upgrades including Nutanix; Improvements in data redundancy; Continued subscribed to SiteImprove web monitoring service; Expanded eForms; Refreshed classroom PCs (approximately 120); Refreshed projectors and screens where needed; Started inventory of frequently used projectors, screens, lecterns, bulbs, speaker systems; Renewed software licenses; Purchased Microfilm reader and computer for Library; Placed lecterns in the COLA classrooms; Purchased 10 laptops and cart for COE; Purchased 2 interactive displays for Nursing; Purchased Strata Design 3D for COE; Purchased Adobe Captivate for COE; Converted to SSD drives in the NSM computer labs (117 and 110); Purchased computer tables for the Library; Went live with Ellucian Student Self Service.

D. What plans were not implemented?
All plans were implemented.

E. How will assessment results be used for continuous improvement?
IT was able to complete a large number of projects. The same type of strategy will be used going forward. More attention must be devoted to end users and their feedback is crucial to adjusting processes for better overall support. IT will continue to adjust surveys to allow for the collection of more detailed information.

IV. Annual Report Section Responses

A. Key Achievements
Expanded campus wide wireless system; Continue expansion of campus wide security (more cameras); Colleague Optimization Continue expansion of the VDI project (labs and faculty/staff systems); Server/network upgrades including Nutanix; Improvements in data redundancy; Refreshed classroom PCs (approximately 120); Refreshed projectors and screens where needed; Started inventory of frequently used projectors, screens, lecterns, bulbs, speaker systems; Purchased Microfilm reader and computer for Library; Placed lecterns in the COLA classrooms; Purchased 10 laptops and cart for COE; Purchased 2 interactive displays for Nursing; Purchased Strata Design 3D for COE; Purchased Adobe Captivate for COE; Converted to SSD drives in the NSM computer labs (117 and 110); Purchased computer tables for the Library; Went live with Ellucian Student Self Service.

B. Staff Achievements
Several staff members attended training conferences as follows: Mike, Greg and Ryan: Citrix Synergy; Mike, Wes, Renee and Paul: Ellucian Live; Christi: Softdocs Bridge.
## Annual Plan

### Goals
Goals are broad statements describing what the unit wants to accomplish. Goals relate to both the unit’s mission and the University’s mission. The goal(s) is stated as the University goal(s) a unit is attempting to meet.

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### Outcomes/Objectives
Outcomes and objectives are statements that describe in some detail what the unit plans to accomplish. Outcomes/objectives are associated with all applicable goals, strategic plans, standards, and institutional priorities.

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Objectives are active-verb descriptions of specific points or tasks the unit will accomplish or reach. Outcomes are active-verb descriptions of a desired end result related to student learning and the unit’s mission.

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### Measures
Measures are statements to judge success in achieving the stated outcome or objective. Measures contain information on the type of evidence and assessment tool that a unit will use to verify if stated outcome/objective has been met.

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### Achievement Targets
Achievement targets are the thresholds that the measures must meet for the unit to determine that it has been successful in meeting its specified outcomes/objectives. Achievement targets are measurable statements.

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### Findings
Findings are indications whether an outcome/objective was met or not. Findings are put into the system under each achievement target. Findings include an interpretation of results, possible uses of results, reflection on problems encountered, indicated improvements/changes and strengths or weakness.

**Approved:** YES  
**Remarks:**

### Action Plans
Action plans are detailed plans created by the unit to meet an outcome/objective that was only partially met or not met or to make improvement to those outcomes/objectives that were met but still need some strengthening. The plan includes a projected completion date, implementation description, responsible person(s)/group, resources required, and budget amount (if applicable).

Action plans created in previous cycles have been updated with implementation notes.

**Approved:** YES  
**Remarks:**

### Annual Report
The Annual Report section contains information on key achievements, faculty and/or staff achievements, and community/public.

**Approved:** YES  
**Remarks:**

### Analysis Report
The unit has reflected on and created narratives for each of the following areas: specific strengths and progress made on outcomes/objectives, specific weaknesses or challenges, plans that were and were not implemented, and how assessment results will be used for continuous improvement.

**Approved:** YES  
**Remarks:**

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**Approved by:**  
**Signature of Dean or Vice President**  
**Date:** JAN 25 2010

**Received by OIE:**  
**Signature of Coordinator of Planning and Assessment**  
**Date:** 1/25/18