

***Online Assessment Tracking Database***

Sam Houston State University (SHSU)  
*2014 - 2015*

**IT Client Services**

---

<b>Goal</b>	<b>Provide High-Quality Support Services To Campus</b> 🔑 Client Services will utilize work order surveys to evaluate clients' perception of the work performed by IT@Sam staff to complete the service request.
-------------	--

---

<b>Objective (P)</b>	<b>Service Delivery Will Be Perceived To Be Timely And Efficient</b> 🔑 Client Services will utilize work order surveys to evaluate clients' perceptions of the duration to complete the service request.
----------------------	---

<b>KPI Performance Indicator</b>	<b>Client Perception Of Time To Complete Service Request</b> 🔑 We will deliver a work order survey to the client upon completion of the request. The client will be asked to rate their perception of overall service request experience. Available responses are "Very Dissatisfied, Dissatisfied, Neutral, Satisfied, and Very Satisfied." We will target a 95% or better overall satisfaction rating for Client Services Department-specific survey items.
----------------------------------	--

<b>Result</b>	<b>94% Satisfaction Rate Achieved</b> 🔑 Client Services achieved a rating of 94% satisfaction from 2304 responses regarding perception of overall service as satisfactory or very satisfactory, one percentage point below the target of 95%.
---------------	--

<b>Objective (P)</b>	<b>Service Delivery Will Be Perceived To Be Provided By Qualified Staff</b> 🔑 Client Services will utilize work order surveys to evaluate clients' perceptions of the technical qualifications of the staff member assisting with their requests.
----------------------	--

<b>KPI Performance Indicator</b>	<b>Client Perception Of Technical Qualifications Of IT@Sam Staff</b> 🔑 We will deliver a work order survey to the client upon completion of the request. The client will be asked to rate their perception of the technical competency of the IT@Sam representative. Available responses are "Very Dissatisfied, Dissatisfied, Neutral, Satisfied, and Very Satisfied." We will target a 95% or better overall satisfaction rating for Client Services Department-specific survey items.
----------------------------------	---

**Result**

**96% Satisfaction Rate Achieved 🔑**

Client Services achieved a rating of 96% satisfaction from 2304 responses regarding perception of technical qualifications of technician staff as satisfactory or very satisfactory, one percentage point above the target of 96%.

**Objective (P)**

**Service Delivery Will Be Perceived As A Good Experience For The Client 🔑**

Client Services will utilize work order surveys to evaluate clients' overall perceptions of working with IT@Sam to resolve their request.

**KPI  
Performance  
Indicator**

**Client Overall Perception Of Experience Resolving Service Request 🔑**

We will deliver a work order survey to the client upon completion of the request. The client will be asked to rate their perception of overall service request experience. Available responses are "Very Dissatisfied, Dissatisfied, Neutral, Satisfied, and Very Satisfied." We will target a 95% or better overall satisfaction rating for Client Services Department-specific survey items.

**Result**

**95% Satisfaction Rate Achieved 🔑**

Client Services achieved a rating of 95% satisfaction from 2304 responses regarding perception of resolving the client's request as satisfactory or very satisfactory, meeting the target of 95%.

**Objective (P)**

**Service Delivery Will Be Perceived To Have Kept The Client Informed 🔑**

Client Services will utilize work order surveys to evaluate clients' perceptions of how well they were kept informed of the status of their request.

**KPI  
Performance  
Indicator**

**Client Perception Of Adequate Communication With IT@Sam 🔑**

We will deliver a work order survey to the client upon completion of the request. The client will be asked to rate their perception of overall service request experience. Available responses are "Very Dissatisfied, Dissatisfied, Neutral, Satisfied, and Very Satisfied." We will target a 95% or better overall satisfaction rating for Client Services Department-specific survey items.

**Result**

**95% Satisfaction Rate Achieved 🔑**

Client Services achieved a rating of 95% satisfaction from 2304 responses regarding perception of the communication provided by IT@Sam during issue resolution as satisfactory or very satisfactory, meeting the target of 95%.

---

**Goal**

**Provide Quality Information Technology Resources 🔑**

Client Services will provide resources that meet resource type needs, be reliable and be available when and where needed by the University.

---

**Objective (P)**

**Provide Reliable Core Customer Services To Campus 🔑**

Client Services will provide reliable core services to faculty, staff, and students, to include: 10-Minute Promise services to support faculty and classroom technology; mass email services; website services; and IT Training courses for all eligible constituents.

**KPI  
Performance  
Indicator**

**Provide Reliable 10-Minute Promise Service To Faculty 🔑**

Client Services will track 10-Minute Promise services to support faculty and classroom technology for both availability and first-time resolution. We will strive for a 95% or better rating for meeting the promise, and an 80% or better rating for resolving on initial contact.

**Result**

**99% Rating For Meeting Promise, 77% Resolution On First Contact** 🔑

There were 639 requests for 10-minute promise service. Service was met in 99% of the incidents reported, 4% higher than the target of 95%. 77% of the incidents were resolved on initial contact, 3% below the target of 80%.

**KPI  
Performance  
Indicator****Provide "Mass Email" Services To Campus** 🔑

Client Services will provide (and track statistics for) "mass email" services to campus that include: template creation; content delivery; target audience delivery; and state and federal guideline compliance (CAN/SPAM Act) for faculty and staff.

**Result****825 Mass Emails Sent** 🔑

825 mass emails were sent during FY15, an average of 16 emails per week. Turn-around time averaged 3-4 days per service request.

**KPI  
Performance  
Indicator****Provide Stable Website Platform For The University** 🔑

Client Services will provide a stable platform for websites to be created, updated, and viewed. We will strive for an annual 99.75% "uptime" rating.

**Result****99.96% Uptime Rating** 🔑

The annual 'uptime' rating for FY15 was 99.96%, .21% above the target rating of 99.75%. This included scheduled and internet outage downtimes, which were corrected by supplying redundancy.

**KPI  
Performance  
Indicator****Provide IT Training Beneficial Faculty & Staff In Their Work** 🔑

Client Services' trainers will provide each attendee of an IT@Sam Training Session with a post-training survey and encourage completion of the survey at all instructor-led sessions. The attendee will be asked to rate their perception of how well the training delivered will benefit their work. Available responses are "Excellent, Above Average, Average, Below Average, Poor." We will strive for a 90% or better rating.

**Result****94% Excellent Or Above Average Rating Achieved** 🔑

94% of the 32 surveys received earned a response of 'Excellent' or 'Above Average', 4% above the target of 90%.

Client Services is using performance analytics to identify classroom equipment that needs upgrading before chronic and/or major performance problems. These types of issues often cannot be resolved on initial contact. In addition, AV/classroom training for technicians working 10-minute promise services will be enhanced to increase the likelihood of a technician being able to resolve an issue on initial contact without additional support.

---

<b>Goal</b>	<b>Provide Quality Professional Development Opportunities For Staff</b> 🔑 IT Client Services will provide time and funding for staff to attend professional development through training and/or conferences.
<b>Objective (L)</b>	<b>Provide Professional Development Opportunities To Client Services Staff</b> 🔑 IT Client Services will allocate funding and time for staff to participate in professional development activities which will enhance staff value to students, faculty, staff and alumni.
<b>Indicator</b>	<b>Provide Opportunity For High Quality Professional Development That Enhances Value</b> 🔑 Client Services will provide high quality professional development opportunities to enhance staff value to students, faculty, staff, and alumni by bringing value to individual employee's work.
<b>Criterion</b>	<b>Value-Enhancing Professional Development</b> 🔑 All training opportunities for employees in Client Services are evaluated by their immediate supervisor for necessity and value. The department has used both per-capita and on-demand/as-available models for appropriating funding across the various services in the department. We will strive for a 90% rate for professional development activities attended to improve or enhance operational effectiveness related to CS functions.
<b>Finding</b>	<b>100% Of Training Attended Related To Operational Effectiveness</b> 🔑

100% of training attended in FY15 by staff across all areas of Client Services related to improving or enhancing operational effectiveness within the department and/or the division.

**Indicator**

**Provide Professional Development 🔑**

Client Services staff will meet or exceed the SHSU Human Resources Staff Professional Development requirements (based on classification as staff or managers, as well as hire date in relation to evaluation requirements).

**Criterion**

**Staff Professional Development Reporting 🔑**

Tracking and reporting of internal and external is managed through Talent Management. Employee thresholds are based on position (i.e., staff or manager), and the amount of training required per employee is prorated against their hire dates. We will strive for a 100% rate for this criterion.

**Finding**

**100% Of Training Requirements Completed By Staff 🔑**

100% of Client Services staff who were employed in a full-time position in IT@Sam from the start of FY15 met the training required for their position, per review of Talent Management results.

**Goal**

**Analyze Opportunities To Increase Campus Efficiency 🔑**

Client Services will continuously analyze processes to increase campus efficiency in one or more of the following areas: costs, operations, and communications.

**Objective (P)**

**Evaluate Processes To Increase Campus Efficiency 🔑**

Client Services will evaluate at least one process within the department to increase campus efficiency.

**KPI  
Performance  
Indicator**

**Improvement Of Division-wide Communications 🔑**

Client Services will lead the division in efforts to develop and implement a division-level communications plan outlining communication efforts both internal (within the division) as well as external (to the campus community). This was initiated in 2013-2014 but not completed.

Additionally, the department will lead the division in improvements to the division's website, newsletter, and social media outlets, providing more regular postings and informational updates. We will also reach out to the campus community to determine alternative (and best) venues for disseminating information.

**Result**

**Progress With Enhancing Communication 🔑**

The Communication Plan has not been completed and is still being actively reviewed and revised within the IT@Sam Managers' Group and Client Services Communications staff. The division's website has undergone maintenance that includes placing all pages in a responsive template as well as breaking out the departments to have their own sites to manage. The newsletter was redesigned in April and placed in a responsive design as well. The newsletter received over 11,000 views during FY15. We have increased our social media postings this year. We have an average of 1 blog post per week, 3 tweets per week on Twitter, and 4 posts per week on Facebook. We have also added an Instagram account to our communications channels this year. With the redesign of the Cherwell Portal, a new Portal Announcement section was added. This helps to facilitate our communications for Problems and Changes that are upcoming.

**KPI  
Performance  
Indicator**

**Tech Shop Operational Improvements 🔑**

Client Services' Tech Shop area will develop and demonstrate operational improvements in laptop imaging (specifically turnaround time frames), and updating and documentation of policies and procedures.

**Result**

**Laptop Imaging Time Reduced 🔑**

A new server hardware was implemented for imaging laptops. The hardware was designed to meet specific speed and throughput requirements. Solid state hard drives were also part of the solution to transfer images to the laptops much faster than a mechanical drive would be able to. A change in the specification of laptops to solid state drives also helped to achieve this goal. Changes implemented resulted in reducing laptop image times from 8-12 hours to 4.5 hours. In addition, the tech shop has over 100 processes and procedures documented within the area. All processes were reviewed and updated over this past year.

**KPI  
Performance  
Indicator**

**IT Service Tool - Service Delivery Improvements 🔑**

Client Services will lead the division in efforts to improving service delivery for a more positive customer experience level, specifically with improvements to our IT "ticketing" tool by (1) reducing the service catalog options; (2)



streamlining processes for end users; and (3) creating a more easily-navigable portal; all areas based on user feedback from both “internal” IT staff and the “external” campus community.

## Result

### Items Accomplished 🔑

These items have been accomplished. On January 11th, a new Service Catalog was published that reduced our offerings by 2/3. We opted for broader Services and Categories to accomplish this significant reduction. We also introduced a new redesigned portal experience for our end users with quick ways of entering commonly-placed tickets right from the main page. We were able to contact those that participated in focus groups for feedback on how well we delivered on their needs, and feedback from both internal and external clients was extremely positive.

.....