# *Online Assessment Tracking Database*

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

## IT Enterprise Services

**Goal**

**Provide Quality Service Delivery Experience In Enterprise Services** 🔑

Enterprise Services (ES) will utilize the work order survey to measure the perception of services delivery by ES.

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**Objective (P)**

**Provide Service Delivery That Is Timely And Efficient** 🔑

Enterprise Services (ES) will utilize the work order survey to evaluate the client's perception of the duration to complete service requests.

**KPI Performance Indicator**

**Client Perception Of Time To Complete Service Request** 🔑

Client Perception to time to complete service request => 95%

**Result**

**98% Satisfaction With Time To Complete Service Request** 🔑

285 out of 292 responses indicated they were either Very Satisfied (273) or Satisfied (12) with the amount of time to complete their service request.

**Objective (P)**

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

Enterprise Services (ES) will utilize the work order surveys to evaluate the client's perceptions of how well ES staff have kept the client informed of request status.

**KPI Performance Indicator**

**Client Perception Of The Level Of Communication Received** 🔑

ES will strive to receive a 95% rating on Communication received with service requests.

**Result**

**98% Satisfaction With Level Of Communication Received** 🔑

287 out of 292 responses indicated they were either Very Satisfied (278) or Satisfied (9) with the amount of communication received during the process of completing their service request.

will continue to focus on regular monitoring of response rates to ensure we continue to meet the target goals.

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**Goal**

**Provide Quality Professional Development Opportunities For Staff** 🔑

Provide time and funding for staff to attend professional development through training and/or conferences.

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**Objective (P)**

**Provide Professional Development Opportunities To Enterprise Services** 🔑

Enterprise Services (ES) will allocate funding and time for staff to participate in professional development activities, which will enhance staff value to students, faculty, staff and alumni.

**KPI Performance Indicator**

**Provide Professional Development** 🔑

100% of ES staff will satisfy the SHSU Human Resources Staff Professional Development requirements.

**Result**

**100% Completion** 🔑

100% of ES staff satisfied the SHSU Human Resources Staff Professional Development requirements.

**KPI Performance Indicator**

**Provide Opportunity For High Quality Professional Development That Enhances Value** 🔑

ES will provide high quality professional development that will enhance staff value to students, faculty, staff, and alumni. 90% of all Professional Development that is attended will result in operational improvement related to ES functions.

**Result**

**83.7% Of Professional Development Resulted In Operational Improvements** 🔑

83.7% of Professional Development Resulted in Operational Improvements rather than the 90% target. We will work to vet training/courses to be sure they meet the intended goals, communicate expectations to attendees, and align training attendance with specific outcomes.

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**Goal**

**Analyze Opportunities To Increase Campus Efficiency** 🔑

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

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| **Objective (P)** | **Evaluate Processes To Increase Campus Efficiency** 🔑 |

Enterprise Services (ES) will evaluate at least one process within the ES area to increase campus efficiency.

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| **KPI Performance Indicator** | **Evaluation Of Average Time To Complete Service Requests** 🔑 |

ES will measure and track the time to complete service requests, and will implement process efficiencies to make improvements and meet target KPIs where feasible. ES will strive to meet an average service request completion time of 25 days per request on average.

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| **Result** | **23.9 Days Mean-Time-To-Resolution** 🔑 |

ES achieved a mean-time-to-resolution (MTTR) of 23.9 days.

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| **Goal** | **Provide Quality Information Technology Resources** 🔑 |

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

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| **Objective (P)** | **Provide Reliable ERP Services To Campus** 🔑 |

Enterprise Services (ES) will provide ERP services to campus that are reliable and available.

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| **KPI Performance Indicator** | **ERP Total Service Uptimes** 🔑 |

Track the ERP availability and target a 99.5% uptime. The ERP availability will be determined by monitoring core ERP services consisting of Banner INB, Banner SSB, mySam (Luminis), ODS, and Cognos.

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| **Result** | **ERP Total Availability 99.8%** 🔑 |

The total ERP availability was 99.8%, which meets the 99.5% availability goal. The majority of the downtimes were planned outages for system maintenance and upgrades.

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| **KPI Performance Indicator** | **ERP Planned Times** 🔑 |

Track the ERP availability and target a 99.9% planned uptime. The ERP availability will be determined by monitoring core ERP services consisting of Banner INB, Banner SSB, mySam (Luminis), ODS, and Cognos.

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| **Result** | **ERP Planned Availability 99.95%** 🔑 |
| | Excluding planned downtimes (e.g., system maintenance and upgrades), the total ERP availability was 99.95%. |

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| **Objective (P)** | **Enterprise Services Will Provide Service Accessibility Satisfaction** 🔑 |
| | Enterprise Services (ES) will track the manner and/or medium in which resources are delivered to students, faculty and staff. |
| **KPI Performance Indicator** | **Evaluate Satisfaction Of Clients With The Manner And/or Medium In Which Resources Are Delivered** 🔑 |
| | Through targeted meetings, ES will survey campus to evaluate if ERP-related systems/resources are delivered satisfactory. ES will survey at least 10 departments annually. |
| **Result** | **ERP Process Group Meetings** 🔑 |
| | ES met with 14 non-IT departments to assist with evaluation of existing services and identify new project ideas that need to be further scoped. These meetings were called "ERP Process Group Meetings" and are considered sub-committees of the ERP Planning Group. The raw listing of departments represented are: |

- Institutional Effectiveness
- Office of Research and Sponsored Programs
- Controller
- Accounts Receivable
- Accounts Payable
- Procurement
- Treasury
- Academic Planning and Assessment
- Registrar
- Undergraduate Admissions
- Facilities
- Parking
- Graduate Admissions
- Financial Aid