

Online Assessment Tracking Database

Sam Houston State University (SHSU)
2014 - 2015

IT Infrastructure And Support Services

Goal **Provide Quality Information Technology Resources** 🔑

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

Objective (P) **Provide Core Services To Campus Community** 🔑

Infrastructure and Support Services will provide core services to include email, web, print and file services to campus that is reliable and available.

**KPI
Performance
Indicator**

Core Services To Campus Community 🔑

Track email, main website, print and file services and target a 99.9% uptime.

Result

Track Core Services To Campus Community 🔑

Service Total Availability

Email 100%
Website 99.93%
Printing 99.99%
File Services 99.99%

There are no actions for this objective.

Objective (P) **Provide Reliable Internet Connectivity To Campus** 🔑

Infrastructure and Support Services will provide internet services to campus that is reliable and available.

**KPI
Performance
Indicator**

Internet Total Service Uptimes 🔑

Track the internet connectivity available to campus and target a 99.9% uptime

Result

Internet Service Uptime 🔑

The measured Internet service uptime for the period was determined to be 100%, thus exceeding the goal of 99.9%.

There are no actions for this objective.

Objective (P) **Provide Adequate Internet Bandwidth To Campus Community** 🔑

Infrastructure and Support Services will monitor and provide adequate internet bandwidth to campus community so that core functions can be performed.

**KPI
Performance
Indicator**

Track Internet Availability 🔑

Track the internet bandwidth uses to the campus community to determine campus bandwidth

demands. Bandwidth utilization is targeted under 75% of available bandwidth during peak hours of 8am to 9pm.

Result

Track Internet Availability 🔑

The measured Internet availability for the period was determined to be 12%. This is substantially lower than the maximum of 75%. The primary reason for this lower utilization year over year, is due to the increase in the main Internet circuit to campus. Last year, a new Internet circuit increased our bandwidth from 1G to 10G.

There are no actions for this objective.

Objective (P)

Infrastructure And Support Services Will Provide Service Accessibility Satisfaction 🔑

ISS 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 🔑

Survey campus to evaluate if resources are delivered satisfactory by the Infrastructure and Support Services department.

Result

Satisfaction With Existing Services 🔑

In May of 2015, students living in the residence halls were surveyed as to their level of usage and satisfaction of the residence hall network. ISS received 138 responses to the survey.

Of the respondents, 75% said they regularly use the residence hall network. Of those students who utilize the network, 26% connect via a wired port connection, while 74% connect to the network wirelessly.

The satisfaction results of the students who utilize the network are as follows: 60% are very satisfied, or satisfied; 20 % neutral; 20% dissatisfied or very dissatisfied.

Objective (P)

Project Delivery Satisfaction 🔑

	Infrastructure and Support Services will provide satisfactory project delivery
KPI Performance Indicator	<p>Evaluate Satisfaction Of Client With Project Delivery</p> <p>Survey clients with whom ISS provided Project based services in a satisfactory level and target a 95% or better satisfaction rating.</p>
Result	<p>Satisfaction With Existing Project Delivery</p> <p>Based upon feedback from several client sources, it was determined that our timeliness in completing project deliverables is an area of opportunity.</p>
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Goal	<p>Provide Quality Service Delivery Experience In ISS</p> <p>Infrastructure and Support Services will utilize the work order survey to measure the perception of services delivery by ISS.</p>
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Objective (P)	<p>Provide Service Delivery That Will Be Perceived To Have Kept The Client Informed</p> <p>Infrastructure and Support Services will utilize the work order surveys to evaluate the client's perceptions of how well Infrastructure and Support Services kept them informed of request status.</p>
KPI Performance Indicator	<p>Client Perception Of The Level Of Communication Received</p> <p>Work order survey will be delivered to the client upon completion of the request. ISS will strive to receive a 95% or better satisfaction rating on Communication received with service requests.</p>
Result	<p>Client Satisfaction Survey Results - Communication</p> <p>The Department of ISS received a rating of 95% from the 287 responses received regarding the customer's perception of the level of communication received with service requests. This achieved the target goal of 95%.</p>
There are no actions for this objective.	
Objective (P)	Provide Service Delivery That Is Timely And Efficient

Infrastructure and Support Services 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 🔑

A work order survey will be delivered to the client upon completion of the request. ISS will target to have a Client Perception to time to complete service request at 95% or better satisfaction rating.

Result

Client Satisfaction Survey Results - Timeliness 🔑

The Department of ISS received a rating of 94% from the 287 responses received regarding the customer's perception of time to complete the survey request. Although this missed the goal of 95%, this number was up year-over-year from 88% to 94%.

Goal

Provide Quality Professional Development Opportunities For Staff 🔑

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

Objective (P)

Provide Professional Development Opportunities To Infrastructure And Support Services Staff 🔑

Infrastructure and Support 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.

**KPI
Performance
Indicator**

Provide Professional Development 🔑

100% of ISS staff will satisfy the SHSU Human Resources Staff Professional Development requirement, which includes 8 hours for staff and 12 hours for managers.

Result

Provide Professional Development 🔑

The Department of ISS achieved a 67.74% completion toward the goal of 100% of all staff members attending 8 hours of training and managers attending 12 hours of training.

Provide Opportunity For High Quality Professional Development That Enhances Value 🔑

KPI Performance Indicator	ISS 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 target operational improvement related to ISS functions.
Result	Results Of Professional Development That Enhanced Value 🔑 All staff members are required to attend some level of training throughout the year. Managers verify that every training opportunity attended provides value to the employee which in turn provides value to the customer. Although, not all employees met the minimum number of training hours, every employee did attend professional development training. Due to the improvement in almost every metric for service delivery and availability, it is evident that the training opportunities enhanced value to the employee and the campus community, thus exceeding the goal of 90% of training targeting operational improvement related to ISS functions.
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Goal	Analyze Opportunities To Increase Campus Efficiency 🔑 Infrastructure and Support 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 🔑 ISS will evaluate at least one process within the ISS area to increase campus efficiency.
KPI Performance Indicator	Evaluation Of Server Monitoring 🔑 ISS will work to implement tools to monitor the data center activity to be able to proactively respond to alerts that could cause interruption of services to campus. The team will capture the current process and evaluate how to optimize processes for operations and communications.
Result	Evaluation Of Server Monitoring 🔑 The Systems team continuously adds new systems to the SCOM monitoring system and fine tunes thresholds

for alerting, and even configures services to auto-restart instantly upon failure. Much headway was made on the linux testing, and a Microsoft engineer will be onsite the week of 9/14/2015 to evaluate our configuration and assist in deploying to more Linux servers and other non-Windows Operating Systems.

**KPI
Performance
Indicator**

Evaluation Of New Software Implementation Process



ISS and CS have jointly made some changes to the software deployment process. We jointly drafted and implemented a workflow within our Cherwell system so that teams would be assigned tasks when work needs to be completed. This process in the past has taken up to 180 days to complete all tasks. With these improvements we have reduced the time to deploy software to approximately 90 days, depending on the size and difficulty of the packaging needed for the software. Workflow between internal and external areas has improved and the fall 2014 semester denotes the first time that all software requested for fall 2014 was deployed before the semester started.

On the external side, communication with clients regarding software request deadlines has been improved as well. Direct communication with the deans and department chairs prior to deadlines has been sent regularly over the last year. Department meetings have been established to talk about the software needs of each academic department.

Result

Evaluation Of New Software Implementation Process



ISS and CS have jointly made some changes to the software deployment process again to both PC and Mac environments. We jointly edited and implemented a workflow within our Cherwell system so that teams would be assigned tasks when work needs to be completed. This process in the past has taken up to 180 days to complete all tasks. With these improvements we have reduced the time to deploy software to approximately 60 days, depending on the size and difficulty of the packaging needed for the software. Workflow between internal and external areas has improved even more with these latest edits.

On the external side, communication with clients regarding software request deadlines has been improved as well. Direct communication with the deans and department chairs prior to deadlines has been sent regularly over the last year. Department meetings have been established to talk about the software needs of each academic department. We have also started running big software packages thru the Project management lifecycle so that nothing gets missed.

There are no actions for this objective.