

IT Enterprise Services SACSCOC REPORT

Analyze Opportunities To Increase Campus Efficiency

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

Performance Objective Description:

RELATED ITEM LEVEL 2

KPI Description:

Results Description:

Attached Files

 Cherwell MTTR

Goal Description:

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

Performance Objective Description:

RELATED ITEM LEVEL 2

KPI Description:

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.

Results Description:

ES has worked with the following departments this year to evaluate their services:

1. Parking Transportation Services
2. Travel & Disbursements
3. Admissions
4. Registrar's Office
5. Academic Affairs
6. SHSUOnline
7. SAM Center
8. Academic Success Centers
9. Financial Aid
10. BearkatOne
11. Student Money Management Center

- 12. Career Services
- 13. COHS Office of the Dean
- 14. Criminal Justice Center advising
- 15. Leadership Initiatives

Many of these meetings resulted in updates to processes and/or software to better meet current needs of the departments.

RELATED ITEM LEVEL 1

Provide Reliable ERP Services To Campus

Performance Objective Description:

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

RELATED ITEM LEVEL 2

ERP Planned Times

KPI Description:

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.

Results Description:

Excluding planned downtimes (e.g., system maintenance and upgrades), the total ERP availability was an average of 99.925%.

Attached Files

 [FY2016_Up-Downtimes](#)

RELATED ITEM LEVEL 2

ERP Total Service Uptimes

KPI Description:

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

Results Description:

The total ERP availability was an average of 99.905%.

Attached Files

 [FY2016_Up-Downtimes](#)

Provide Quality Professional Development Opportunities For Staff

Goal Description:

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

RELATED ITEMS - - - - -

RELATED ITEM LEVEL 1

Provide Professional Development Opportunities To Enterprise Services Staff

Performance Objective Description:

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.

RELATED ITEM LEVEL 2

Provide Opportunity For High Quality Professional Development That Enhances Value

KPI Description:

Enterprise Services (ES) will provide high quality professional development that will enhance staff value to students, faculty, staff, and alumni. 97.3% of all Professional Development that is attended will result in operational improvement related to ES functions.

Results Description:

ES achieved the goal this year by having 100% of trainings result in operational improvements, and will keep the target at 90% for the following year. In the next year, we plan to evaluate how we determine this number to be more efficient in our data collection.

RELATED ITEM LEVEL 2

Provide Professional Development

KPI Description:

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

Results Description:

100% of ES staff has satisfied the required 8 hours (12 hours for managers) of training.

Provide Quality Service Delivery Experience In Enterprise Services

Goal Description:

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

RELATED ITEMS - - - - -

RELATED ITEM LEVEL 1

Provide Service Delivery That Is Timely And Efficient

Performance Objective Description:

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

RELATED ITEM LEVEL 2

Client Perception Of Time To Complete Service Request

KPI Description:

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

Results Description:

99% - 476 out of 479 responses indicated they were either Very Satisfied (457) or Satisfied (19) with the amount of time to complete their service request.

Attached Files

 [Cherwell Satisfaction Survey Results](#)

RELATED ITEM LEVEL 1

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

Performance Objective Description:

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

RELATED ITEM LEVEL 2

Client Perception Of The Level Of Communication Received

KPI Description:

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

Results Description:

99% - 473 out of 479 responses indicated they were either Very Satisfied (457) or Satisfied (16) with the amount of communication received during the process of completing their service request.

Attached Files

 [Cherwell Satisfaction Survey Results](#)