

UNIT REPORT

IT Infrastructure and Support Services
SACSCOC REPORT

IT Infrastructure and Support Services

Analyze Opportunities To Increase Campus Efficiency

Goal Description:

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

RELATED ITEMS

RELATED ITEM LEVEL 1

Evaluate Processes To Increase Campus Efficiency

Performance Objective Description:

ISS will evaluate at least one process within the ISS area to increase campus efficiency.

RELATED ITEM LEVEL 2

Evaluation Of New Software Implementation Process

KPI Description:

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.

Results Description:

The client satisfaction has greatly improved with regard to the time it takes to deliver software applications and packages to the University community. Although we do not empirical data to support this claim, as this is not a specific question that is asked on the survey, we have reviewed the process with many academic constituents, and the anecdotal feedback suggests that their level of satisfaction has improved greatly. This evaluation point will be removed from next years results as it refers to processes which were put in place several years ago and have now become standard operating procedure.

RELATED ITEM LEVEL 2

Evaluation Of Server Monitoring

KPI Description:

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.

Results Description:

During the review period, the Operations and Systems teams have implemented Microsoft's Systems Center Operations Manager and Dell's Open Manage Essentials.

Provide Quality Information Technology Resources

Goal Description:

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

RELATED ITEMS

RELATED ITEM LEVEL 1

Infrastructure And Support Services Will Provide Service Accessibility Satisfaction

Performance Objective Description:

ISS will track the manner and/or medium in which resources are delivered to students, faculty and staff.

RELATED ITEM LEVEL 2

Evaluate Satisfaction Of Clients With The Manner And/or Medium In Which Resources Are Delivered

KPI Description:

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

Results Description:

For the review period, ISS received an overall satisfaction rating of 95% on a goal of 95%. Due to this response, it is believed that our customers are generally pleased with the manner and medium our resources are delivered to the campus community.

RELATED ITEM LEVEL 1

Project Delivery Satisfaction

Performance Objective Description:

Infrastructure and Support Services will provide satisfactory project delivery

RELATED ITEM LEVEL 2

Evaluate Satisfaction Of Client With Project Delivery

KPI Description:

Survey clients with whom ISS provided Project based services in a satisfactory level and target a 95% or better satisfaction rating.

Results Description:

During the review period, the Department earned an overall satisfaction rate of 89.68% which is below the goal of 95% satisfaction.

RELATED ITEM LEVEL 1

Provide Adequate Internet Bandwidth To Campus Community

Performance Objective Description:

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

RELATED ITEM LEVEL 2

Track Internet Availability

KPI Description:

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.

Results Description:

We currently have 10Gbps of available bandwidth for the University. During the review period, we had an average sustained throughput of approximately 2.4 Gbps, which is well below the threshold of 75% or less.

RELATED ITEM LEVEL 1

Provide Core Services To Campus Community

Performance Objective Description:

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

RELATED ITEM LEVEL 2

Core Services To Campus Community

KPI Description:

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

Results Description:

For the review period, we exceeded 99.9% up-time for each of the following critical services: email - 99.99%, main website - 99.95%, print - 99.99%, and file services - 99.96%.

RELATED ITEM LEVEL 1

Provide Reliable Internet Connectivity To Campus

Performance Objective Description:

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

RELATED ITEM LEVEL 2

Internet Total Service Uptimes

KPI Description:

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

Results Description:

During the review period, we achieved 99.96% up-time on our Internet connections. This metric exceeded our goal of 99.9%.

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 Infrastructure And Support Services Staff

Performance Objective Description:

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.

RELATED ITEM LEVEL 2

Provide Opportunity For High Quality Professional Development That Enhances Value

KPI Description:

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.

Results Description:

The Department continued to provide professional development opportunities to our staff and managers. Well over 90% of this development targeted areas which would lead to improvements in operational efficiency.

RELATED ITEM LEVEL 2

Provide Professional Development

KPI Description:

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.

Results Description:

During the review period, 100% of our staff members had 8 or more hours of documented professional development. In addition, 100% of our managers had 12 or more hours of documented professional development.

Provide Quality Service Delivery Experience In ISS

Goal Description:

Infrastructure and Support Services will utilize the work order survey to measure the perception of services delivery by ISS.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

Provide Service Delivery That Is Timely And Efficient

Performance Objective Description:

Infrastructure and Support Services 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:

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.

Results Description:

For the review period, ISS received a 92% satisfaction level regarding the client perception of time to complete the service request. This number misses the goal of 95%.

RELATED ITEM LEVEL 1

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

Performance Objective Description:

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.

RELATED ITEM LEVEL 2

Client Perception Of The Level Of Communication Received

KPI Description:

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.

Results Description:

For the review period, ISS received a 93% satisfaction level regarding the communication of the work orders that received survey responses. This level is just shy of the 95% satisfaction goal.