IT Enterprise Services

Analyze Opportunities To Increase Campus Efficiency

Goal Description:

Enterprise Services (ES) 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:

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

RELATED ITEM LEVEL 2

Evaluation Of Average Time To Complete Service Requests

KPI Description:

Enterprise Services (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 23 days per request on average.

Results Description:

Mean-Time-To-Resolution (MTTR) was 13.5 days.

Attached Files

📄 Cherwell_MTTR_Screen

Provide Quality Information Technology Resources

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.

RELATED ITEMS --

RELATED ITEM LEVEL 1

Enterprise Services Will Provide Service Accessibility Satisfaction

Performance Objective Description:

Enterprise Services 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:

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:

Enterprise Services has met with the following departments to evaluate and improve services during this assessment year. Current ERP systems/resources were deemed satisfactory with no changes to existing systems requested. Enhancements and efficiency improvements are ongoing.

- Undergraduate Admissions
- Human Resources
- Financial Aid
- Career Services
- SHSU Online
- Academic Affairs
- Office of Research and Sponsored Programs
- Office of the Registrar
- BearkatOne
- Center for Community Engagement

- Graduate Admissions
- Facilities Management
- Recreational Sports
- Travel & Disbursements

Provide ERP Project Delivery Satisfaction

Performance Objective Description:

Enterprise services (ES) will provide the University community with leadership for ERP projects that contributes to delivery success and satisfaction.

ERP Project Satisfaction Rating

KPI Description:

Track ERP Project completions and target a 90% client satisfaction rating. The ERP project satisfaction rating will be determined by an average of the satisfaction ratings reported at project close-out meetings and/or included on project client surveys.

Results Description:

The average satisfaction rating gathered from project close-out meetings was "Satisfied". During this assessment cycle, ERP projects were completed for the divisions of Academic Affairs, Enrollment Management, and Finance and Operations.

Provide Reliable ERP Services To Campus

Performance Objective Description:

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

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 99.945%.

Attached Files
📄 FY2017_Up-Downtimes

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 99.941%.

Attached Files
📄 FY2017_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.

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.

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:

Enterprise Services maintained this goal by having 100% of staff training contributing to operational improvements. ES developed or provided staff training based upon specific improvement goals and objectives. At the conclusion of training activities, staff were interviewed or surveyed as to the value of the training for improving work outcomes. ES will continue to refine the departmental staff development program along with better methods of assessment.

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 -

Enterprise Services Will Provide Service Accessibility Satisfaction

Performance Objective Description:

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

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

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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:

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📄 FY2017_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 99.941%.

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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% - 465 out of 470 responses indicated they were either Very Satisfied (454) or Satisfied (11) with the amount of time it took to complete their service request.

Attached Files

📄 FY17 Client Satisfaction Survey Data

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% - 467 out of 470 responses indicated they were either Very Satisfied (456) or Satisfied (11) with he amount of communication received during the process of completing their service request.

Attached Files

📄 FY17 Client Satisfaction Survey Data