

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:

The Managed Applications Area has modified the software deployment process, with the involvement and assistance from Client Services.

The goal will be to verify that the new process functions as intended. During the review, an attempt will be made to reduce the number of unnecessary/duplicate steps involved in the process and reduce the deployment time. In addition, the process communication will be re-analyzed to verify that all appropriate parties have had an opportunity to provide feedback prior to deployment.

Results Description:

During the review period, we continued to work on and improve the process in which we deployed software to the campus community. After discussing the experience with several customers, we have determined that the software packaging and delivery process meets the needs of our clients. Moreover, those asked commented on the improvements in timeliness which have been made. Based upon the responses from customers, they are satisfied with our ability to deliver applications in a timely manner.

RELATED ITEM LEVEL 2

Evaluation Of Server Monitoring

KPI Description:

The Systems and Operations teams have recently implemented new server/systems monitoring tools. The process includes the creation of the system/service object, the setting of performance thresholds, and the creation of notifications.

We will review these processes in an effort to confirm that the object creation time is acceptable, the number of objects being monitored is correct, the performance variables are appropriate, and that the notifications are distributed to the correct groups.

Results Description:

After review of the process for service monitoring and optimization, we have determined the following:

The object creation time has improved and meets our needs for object monitoring, we are monitoring the objects which provide us the most insight to service status, the performance thresholds require some modifications, and that the notifications are distributed to the correct groups.

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:

During the upgrade project to Windows 10, we surveyed the customers on their overall satisfaction with Windows 10. Over 72% of the respondents rated their satisfaction as either satisfied or very satisfied. This is well above Microsoft's goal of 60%, and also well above the industry average of 67%.

RELATED ITEM LEVEL 1

Project Delivery Satisfaction

Performance Objective Description:

Infrastructure and Support Services will collaborate with (survey) our customers to verify satisfaction with project delivery. In addition, we will review the project delivery process in an effort to verify that we are providing projects in a consistent and timely fashion.

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:

Our target for the satisfaction of the client with project delivery was 95%. During the review period, we did not receive any survey responses, so we were unable to determine the surveyed satisfaction rate. However, we did reach out to several of our service customers and the overall project delivery satisfaction was very positive.

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:

The maximum aggregate bandwidth utilization during the review period was 4 Gbps on the Internet link which has the capacity of 10 Gbps. This is well under the 75% utilization goal.

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:

The goal for uptime of core services to campus was set at 99.9%. For the review period, we achieved the following up times for services:

Email – 100%

File – 99.99%

Print – 99.73%

Web – 99.99%

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:

The Internet service uptime experienced during the review period was 99.91%.

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:

Their were many opportunities for high-quality professional development provided to the staff members in the Department of ISS. Well over 90% of these trainings provided improvements to the operational efficiencies to the department.

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. Moreover, of the professional development attained, subject specific training will be achieved by at least 10% of the ISS staff.

Results Description:

100% of ISS staff members achieved the minimum requirement of 8 hours for staff and 12 hours for managers of professional development. The department held four quarterly day long professional development events during the review period. Each event was attended by over 80% of the department.

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:

The goal for the client perception of time to complete the service request was 95%. The department received a 92% satisfaction rate for timeliness to complete the service request.

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:

The goal for the client perception of the level of communication received was 95%. The Department of ISS received a 94% communication satisfaction response for this review period.