

# IT, Vice President

## Provide Optimal Services Through Efficient Processes

**Goal Description:**

IT Units will continuously analyze and as needed, redesign critical processes to increase campus efficiency in one or more of the following areas: costs, operations, and communications.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

**Continually Analyze Critical Process Efficiency**

**Performance Objective Description:**

Each unit will review at least one critical process and provide data showing efficiency improvements or affirmation of efficiency of the current process.

RELATED ITEM LEVEL 2

**Demonstrable Process Reviews**

**KPI Description:**

Success will be achieved if each unit provides documentation of one or more unit process reviews resulting in findings that demonstrate optimal efficiency exists or steps taken to improve efficiency.

**Results Description:**

This KPI was achieved.

All five units documented processes were reviewed within their units and adjustments were made as necessary for efficiency improvement.

RELATED ITEM LEVEL 2

**IT Security Will Review Process for Optimal Efficiency**

**KPI Description:**

CJIS Access process:

Does a process flowchart exist and if so is the process correct?

Are there appropriate Knowledge Articles and are they all current?

**Results Description:**

CJIS Access Process:

CJIS Clearance Workflow and Guidelines for department heads does not exist as a formally documented process, so there is no documented steps to follow when hiring a new employee or changing an existing employee's roles and responsibilities that may warrant them gaining or losing CJIS access.

Much of the known process on who needs to do what when requesting CJIS access exists only in multiple emails and notepad documents spread throughout IT and the Security documentation folder.

## Provide Quality Information Technology Resources

**Goal Description:**

Consistent with the University mission, technology resources provided by IT will meet resource type needs, be reliable and be available when and where needed by the University.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

**Improve Technology Resources**

**Performance Objective Description:**

IT units will continuously improve the types, delivery and availability of services to the students, faculty, staff, and alumni consistent with common expectations for the service.

## RELATED ITEM LEVEL 2

### IT Security Will Deliver Projects Considered Satisfactory

#### KPI Description:

IT Security will collaborate with campus to determine success with project delivery on all projects that IT Security sponsors. This should include following project methodology process as well as the client's satisfaction with the final product.

#### Results Description:

IT Security in collaboration with Project Management, Client Services, and Infrastructure and Support Services implemented a TwoFactor authentication system on our VPN appliances for all employees. This new system puts in place a requirement that all employee users who access the "MyAccess.shsu.edu" VPN device to be challenged with a second authentication factor. DUO, the service we chose to purchase to provide this second factor functionality, allows our employee users to enroll their office telephone, their personal smart phones (for voice calls and SMS), as well as load a smart phone application (the preferred method of operation) and then upon the second authentication proceed with a push of a button (in the case of the smart phone application).

Additionally to satisfy a result of an audit finding, our Public Safety Services uses the DUO application installed on their incar mobile data terminals (Windows laptops), which requires them to authenticate with their second factor each time they log in or unlock their terminal. The officers love the simplicity of the application.

Attached Files

 [DUO Feedback](#)

## RELATED ITEM LEVEL 2

### IT Security Will Establish Target Goals For Core Resource Availability

#### KPI Description:

Protection from Network Attacks: IT Security has established a goal of at least 99.9% availability for the protection of SHSU's network from Internet based attacks. This includes intrusion attempts from bad actors on the Internet as well as inadvertent malware downloads by SHSU network users.

#### Results Description:

IT Security has calculated that the network protection has been available 99.98% of the time over the last year with 63 minutes of downtime for maintenance to the systems that provide this protection.

## RELATED ITEM LEVEL 2

### IT Security Will Evaluate Satisfaction With Service Accessibility

#### KPI Description:

Are customers satisfied with the manner and/or medium in which IT Security resources are delivered?

Are the resources and access intuitively convenient and efficient?

#### Results Description:

IT Security implemented the DUO Two-Factor Authentication system on the VPN and Public Safety Services in-car data terminals.

Feedback was positive as to how easy it was to setup on their mobile device, as well as how easy it was to use. The VPN client application on workstations was not as intuitive to use as the VPN web-access was, due to the fact that the client application does not allow for DUO to integrate seamlessly. Instead, customers need to follow documented instructions on how to use the client VPN application with DUO Two-Factor.

## RELATED ITEM LEVEL 2

### IT Security Will Improve The Type, Delivery, And Availability Of At Least One Service To Students, Faculty, Staff, And Alumni.

#### KPI Description:

Was at least one service improved either by the type, delivery, and/or the availability?

#### Results Description:

In November of 2016, IT Security implemented DUO TwoFactor Authentication on campus for VPN and Public Safety Services in a quickly and efficient manner. This implementation improved the authentication service for for both of these systems by adding a new type of authentication called two-factor. This requires the user of the service to not only know their username and password, but to also have in their possession a device or phone number that is used for them to acknowledge that they are in fact the person attempting to authenticate.

IT Security in collaboration with Project Management, Client Services, and Infrastructure and Support Services implemented a TwoFactor authentication system on our VPN appliances for all employees. This new system puts in place a requirement that all employee users who access the "MyAccess.shsu.edu" VPN device to be challenged with a second authentication factor. DUO, the service we chose to purchase to provide this second factor functionality, allows our employee users to enroll their office telephone, their personal smart phones (for voice calls and SMS), as well as load a smart phone application (the preferred method of operation) and then upon the second authentication proceed with a push of a button (in the case of the smart phone application).

Additionally to satisfy a result of an audit finding, our Public Safety Services uses the DUO application installed on their in-car mobile data terminals (Windows laptops), which requires them to authenticate with their second factor each time they log in or unlock their terminal.

RELATED ITEM LEVEL 2

**Project Delivery Satisfaction**

**KPI Description:**

Units will collaborate with campus to determine success with project delivery. This should include consideration of process as well as the client's satisfaction with the final product delivered.

**Results Description:**

This KPI was achieved.

All five units documented processes were reviewed within their units and adjustments were made as necessary for efficiency improvement.

RELATED ITEM LEVEL 2

**Resource Availability**

**KPI Description:**

Units will establish target goals for core resource availability.

**Results Description:**

KPI was achieved.

Four reporting units established goals and tracked progress towards those goals.

The PMO was excluded from this goal as the nature of its service to IT is not easily translated to this goal.

RELATED ITEM LEVEL 2

**Service Accessibility Satisfaction**

**KPI Description:**

Units will evaluate the satisfaction of clients with the manner and/or medium resources are delivered. The intuitive convenience and efficiency of resource utilization and access should be considered in evaluation.

**Results Description:**

KPI was achieved.

Four reporting units established goals and tracked progress towards those goals.

The PMO was excluded from this goal as the nature of its service to IT is not easily translated to this goal.

**Quality Professional Development**

**Goal Description:**

Staff satisfaction, staff value to the institution and overall divisional service delivery will be increased by staff completing quality professional development.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

**Provide Staff Development Opportunities**

**Performance Objective Description:**

IT Units will provide high quality professional development opportunities for their staff that will enhance staff value to the students, faculty, staff, and alumni.

RELATED ITEM LEVEL 2

**IT Security Will Meet The Target Goal For Staff To Receive Professional Development And Provide Demonstrable Evidence Of Service Or Operational Improvements.**

**KPI Description:**

IT Security staff will attend at least 1 training pertaining to a major security system that the university employs to protect the IT systems and data.

At least 1 item of improvement will be implemented based upon the training.

100% of IT Security will attend professional development to satisfy the SHSU Human Resources Staff Professional Development requirement which includes 8 hours for staff and 12 hours for managers.

**Results Description:**

IT Security Staff participated in a week-long training on the recently implemented Intrusion Prevention System to cover deployment, best practice management, and optimization. Fifteen action items were generated from the lessons learned in the training, prioritized, and have either been implemented or are being worked on as time permits. One in particular was a configuration being applied to the IPS that causes it to read several custom files on an IT Security web server to read in IP Addresses and URLs to block. In doing this, IT Security staff do not have to use the IPS web interface to add these IP Addresses and URLs which is very cumbersome and slower, as well as it causing a restart of the IPS engine. This allows for IT Security staff to process these blocks in half the time.

100% of IT Security staff have satisfied the SHSU Human Resources Staff Professional Development requirement, which includes 8 hours for staff and 12 hours for managers.

RELATED ITEM LEVEL 2

**Service Improvement Through Professional Development**

**KPI Description:**

Success will be achieved if each unit meets its target goal for staff to receive professional development and provides demonstrable evidence of service or operational improvements related to this development.

**Results Description:**

**Quality Service Delivery Experience**

**Goal Description:**

Students, faculty and staff will perceive the services delivered by IT are quality and aid their University related functions.

RELATED ITEMS -----

RELATED ITEM LEVEL 1

**Deliver Service In A Helpful And Knowledge Manner**

**Performance Objective Description:**

IT Units will continuously improve perceptions of the IT service-delivery experience by the students, faculty, staff, alumni and recruits.

RELATED ITEM LEVEL 2

**Client Satisfaction**

**KPI Description:**

Surveys representative of critical services will be conducted and client satisfaction levels will reach target goals.

**Results Description:**

KPI was achieved.

Four IT units established goals and tracked progress relative to those goals.

The PMO office is still under development and was not considered applicable to this goal this year.

RELATED ITEM LEVEL 2

**IT Security Will Conduct Client Satisfaction Surveys and Reach Target Goals**

**KPI Description:**

IT Security will examine Security Ticket Survey responses and ensure that client satisfaction levels are at least Satisfied for each question.

**Results Description:**

Currently, IT Security has only 2 surveys for this year, and all questions are answered at the value of Satisfied or Very Satisfied.