

IT Client Services

Analyze Opportunities To Increase Campus Efficiency

Goal Description:

Client 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:

Client Services will evaluate at least one process within the department to increase campus efficiency.

RELATED ITEM LEVEL 2

Asset Management Operational Improvements

KPI Description:

Client Services’ Asset Management area will implement policies and procedures from the audit and demonstrate performance improvements in the inventory audit process, with a goal of improving the inventory audit results year over year.

Results Description:

Improvements to asset management policies and procedures were made over the course of the past fiscal year. Several personnel changes have also been completed. The FY17 audit yielded improved results over the FY16 audit, and additional changes are planned to improve the completion timeline of the audit process.

- The Asset Management area has implemented sign sheets, requiring signatures from IT@Sam Staff, clients, and the Asset Manager, in order to more effectively track movement of devices prior to their installation.
- The Asset Management area has implemented requirements on fillable fields in the Configuration Management Database (CMDB) and will continue to implement policy relating to the regular updating and data validation for Configuration Items in CMDB.
- The Fiscal Year 2017 (FY17) SHSU Annual Inventory Audit results for the Information Technology division yielded a net missing of .53%, representing a total of 56 assets not found out of 10,553 assets total. This metric represents approximately .22% of the net value of Information Technology assets. IT@Sam will strive to progressively improve asset tracking, CMDB data validation, and related processes in order to improve our results on a yearly basis.
- The Asset Management area is researching procedures and interior door changes to better monitor and regulate the flow of technological assets into and out of the area, and to control access to AB1 112.
- The Asset Management area is evaluating the utilization of RFID technologies in order to more accurately track the physical movement of Configuration Items campus-wide.

RELATED ITEM LEVEL 2

IT Service Tool - Service Delivery Improvements

KPI Description:

Client Services will lead the division in efforts to improving service delivery for a more positive customer experience level, specifically with improvements to our IT "ticketing" tool by (1) reducing the service catalog options; (2) streamlining processes for end users; and (3) creating a more easily-navigable portal; all areas based on user feedback from both “internal” IT staff and the “external” campus community.

Results Description:

Fixed Assets Integration Improvement

- Created validation table for Asset Make. This along with the existing Manufacturer and Model tables allows for clean consistent data going into the system.
- All existing records were updated to reflect the new field.
- The synchronization of data between fixed assets and Cherwell now includes the following
 - Bi-directional updating of locations. The system with the last location change “wins”
 - Sync of Manufacturer, Make, and Model to Fixed Assets. Cherwell has the ability to have supporting validation tables where Banner does not. This ensures the data is uniform in both systems. In addition, there is a sync of Condition Code to Fixed

Assets. IT staff see the IT assets frequently to know their condition. This will allow the most current and reasonable assessment of condition to exist in both systems.

- Sync of Cost, Class Code, Notes, and Net Book Value from Fixed Assets. This data is entered on the Fixed Assets side as part of normal Property processes. Fixed Assets will hold the best data for these fields and so will sync back into Cherwell.

ITPT Updates

- Extensive modification of the ITPT module occurred, especially in the area of project initiation.
- Vendor Technical Responses – Forms created for vendors to submit information about their products. There is now a form for on premises installations as well as SaaS.
- Intake Form – reduced the number of questions required. In addition, automated process were created to send reminders each week of incomplete intake forms.
- Reduction of 6 approval gates to 2.
- Addition of Adjusted Planned End Date field to aid in baselining projects.
- Addition of a Pending state for projects.
- Addition of an Intake Coordinator Role.
- Addition of automated emails upon creation of a new project and completion of the Intake Form

Updated UI

- Updated the form look and feel for Tasks and Knowledge Articles
DR
- There is now a DR instance of Cherwell available at Texas State. SQL updates are running daily.

RELATED ITEM LEVEL 2

Improvement Of Division-wide Communications

KPI Description:

Client Services will lead the division in efforts to develop and implement a division-level communications plan outlining communication efforts both internal (within the division) as well as external (to the campus community). This was initiated in 2013-2014 but not completed.

Additionally, the department will lead the division in improvements to the division's website, newsletter, and social media outlets, providing more regular postings and informational updates. We will also reach out to the campus community to determine alternative (and best) venues for disseminating information.

Results Description:

Executive Management Team and Communication Manager reviewed and revised the Division Communication Plan. The Communication Plan received approval 7/25/2017.

Web Governance Committee was reactivated with a small core membership. The members are listed below:

Chair:

Jurden Bruce, Client Services, Division of Information Technology

Indefinite Terms:

Jeff Olsen, Communications

Andrew Stewart, Academic Instruction Technology and Distance Learning

Eric Odom, Academic Instruction Technology and Distance Learning

Jana Richie, Enrollment Management Communication

Lucrecia Chandler, Client Services, Division of Information Technology

Kelley Osborn, Disability Services

Communications and Training staff are now involved early on in projects to develop appropriate campus communication plans. The new communication plan process were used on the following projects:

- Two-Factor Authentication
- Windows 10
- Firefox Removal
- Mac OSX Upgrade

Standard communication response to widespread phishing attacks has been established. Communications staff work closely with the Security team to modify the approved communication plan to fit the need of the most current situation. This process is documented within the Division Communication Plan.

Provide High-Quality Support Services To Campus

Goal Description:

Client Services will utilize work order surveys to evaluate clients' perception of the work performed by IT@Sam staff to complete the service request.

Attached Files

 [FY17 Client Satisfaction Data](#)

RELATED ITEMS -----

RELATED ITEM LEVEL 1

Service Delivery Will Be Perceived As A Good Experience For The Client

Performance Objective Description:

Client Services will utilize work order surveys to evaluate clients' overall perceptions of working with IT@Sam to resolve their request.

RELATED ITEM LEVEL 2

Client Overall Perception Of Experience Resolving Service Request

KPI Description:

We will deliver a work order survey to the client upon completion of the request. The client will be asked to rate their perception of overall service request experience. Available responses are "Very Dissatisfied, Dissatisfied, Neutral, Satisfied, and Very Satisfied." We will target a 95% or better overall satisfaction rating for Client Services Department-specific survey items.

Results Description:

Of 1,550 surveys returned, 95% of responders were satisfied (Very Satisfied or Satisfied) with their experience. This result meets our target rate of 95% for the year.

RELATED ITEM LEVEL 1

Service Delivery Will Be Perceived To Be Provided By Qualified Staff

Performance Objective Description:

Client Services will utilize work order surveys to evaluate clients' perceptions of the technical qualifications of the staff member assisting with their requests.

RELATED ITEM LEVEL 2

Client Perception Of Technical Qualifications Of IT@Sam Staff

KPI Description:

We will deliver a work order survey to the client upon completion of the request. The client will be asked to rate their perception of the technical competency of the IT@Sam representative. Available responses are "Very Dissatisfied, Dissatisfied, Neutral, Satisfied, and Very Satisfied." We will target a 95% or better overall satisfaction rating for Client Services Department-specific survey items.

Results Description:

Of 1,536 surveys returned, 96% were satisfied (Very Satisfied or Satisfied) with the technical qualifications of the IT@Sam staff. This result is 1% more than our target rate of 95% for the year.

RELATED ITEM LEVEL 1

Service Delivery Will Be Perceived To Be Timely And Efficient

Performance Objective Description:

Client Services will utilize work order surveys to evaluate clients' perceptions of the duration to complete the service request.

RELATED ITEM LEVEL 2

Client Perception Of Time To Complete Service Request

KPI Description:

We will deliver a work order survey to the client upon completion of the request. The client will be asked to rate their perception of time needed to complete the service request. Available responses are "Very Dissatisfied, Dissatisfied, Neutral, Satisfied, and Very Satisfied." We will target a 95% or better overall satisfaction rating for Client Services Department-specific survey items.

Results Description:

Of 1,548 surveys returned, 94% were satisfied (Very Satisfied or Satisfied) with the timeliness of completion of the their request. This result is 1% less than our target rate of 95% for the year. We will continue to monitor and implement changes to improve the timely completion of service requests.

RELATED ITEM LEVEL 1

Service Delivery Will Be Perceived To Have Kept The Client Informed

Performance Objective Description:

Client Services will utilize work order surveys to evaluate clients' perceptions of how well they were kept informed of the status of their request.

RELATED ITEM LEVEL 2

Client Perception Of Adequate Communication With IT@Sam

KPI Description:

We will deliver a work order survey to the client upon completion of the request. The client will be asked to rate their perception of adequate communication with IT@Sam. Available responses are "Very Dissatisfied, Dissatisfied, Neutral, Satisfied, and Very Satisfied." We will target a 95% or better overall satisfaction rating for Client Services Department-specific survey items.

Results Description:

Of 1,545 surveys returned, 95% were satisfied (Very Satisfied or Satisfied) with the communication level regarding their their specific request. This result meets our target rate of 95% for the year.

Provide Quality Information Technology Resources

Goal Description:

Client 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

Provide Reliable Core Customer Services To Campus

Performance Objective Description:

Client Services will provide reliable core services to faculty, staff, and students, to include: 10-Minute Promise services to support faculty and classroom technology; mass email services; website services; and IT Training courses for all eligible constituents.

RELATED ITEM LEVEL 2

Evaluation of satisfaction of Clients with the manner and/or medium in which resources are delivered.

KPI Description:

Client Services will evaluate the satisfaction of clients with the manner and/or medium in which resources are delivered.

Results Description:

The communications and training service unit is reviewing the feasibility of conducting webinar training sessions in addition, or in place of classroom training sessions. Tools such as WebEx, GoToMeeting and Skype for Business are being investigated.

The WEPA pilot is concluding. Student usage a feedback from the pilot have demonstrated a need for printing services in select residence halls. Print stations will be installed in select residence halls to accommodate the need.

RELATED ITEM LEVEL 2

Provide “Mass Email” Services To Campus

KPI Description:

Client Services will provide (and track statistics for) "mass email" services to campus that include: template creation; content delivery; target audience delivery; and state and federal guideline compliance (CAN/SPAM Act) for faculty and staff.

Results Description:

Number of Mass Emails:

746 mail emails were sent during FY, an average of 14.3 emails per week. Turn-around time averaged 3-4 days per service request. Web Services currently pulls data from Cognos to facilitate targeted mass emails to a wide range of audiences and is actively seeking ways to automate the process and provide a hands-on service that approved/experienced clients can use to send their own emails.

RELATED ITEM LEVEL 2

Provide IT Training Beneficial Faculty & Staff In Their Work

KPI Description:

Client Services’ trainers will provide each attendee of an IT@Sam Training Session with a post-training survey and encourage completion of the survey at all instructor-led sessions. The attendee will be asked to rate their perception of how well the training delivered will benefit their work. Available responses are “Excellent, Above Average, Average, Below Average, Poor.” We will strive for a 90% or better rating.

Results Description:

Of the faculty and staff that attendee training sessions and submitted a post-training survey, 100% indicated that the training they attended was beneficial (Excellent and Above Average) to their work. This result is 10% over the goal for the year.

Training staff will continue surveying training attendees for continued improvement of training content, format and delivery.

RELATED ITEM LEVEL 2

Provide Reliable 10-Minute Promise Service To Faculty

KPI Description:

Client Services will track 10-Minute Promise services to support faculty and classroom technology for both availability and first-time resolution. We will strive for a 95% or better rating for meeting the promise, and an 80% or better rating for resolving on initial contact.

Results Description:

During the past year there were 686 10-Minute Promise service oportunties. The Service Desk met the promise in 662 of those opportunities, a success rate of 97%, exceeding the goal of 95%. Resolutiuon was acheived on initial contact 532 times, a success rate of 78%, falling slightly short of the goal of 80%, but representing a 10% increase over last FY's numbers.

We are continuing to closely monitor the initial contact rate, and will continue to strive towards the target rate of 80%.

RELATED ITEM LEVEL 2

Provide Stable Website Platform For The University

KPI Description:

Client Services will provide a stable platform for websites to be created, updated, and viewed. We will strive for an annual 99.75% "uptime" rating.

Results Description:

The annual 'uptime' rating for FY was 99.93%, .18% above the target rating of 99.75%. This included scheduled and internet outage downtimes, which were corrected by supplying redundancy.

RELATED ITEM LEVEL 2

Success with Project Delivery

KPI Description:

Client services will track feedback regarding project completion and client satisfaction levels.

Results Description:

Client Services collaborated with the English department for upgrades to the Evans 105 auditorium. Upgrades to the audio and video systems in the lab were completed to provide a better audio and video experience for students viewing films and for faulty presenting content. Positive feedback was received regarding the upgrades and the improvement to the student experience in Evans 105.

IT serves internal clients as well as campus. The communications group completed a project which revamped the project intake process. Positive feedback was received from the Project Management office team members regarding the quick responsiveness, proactive approach, and speed at which the changes and updates were completed.

Provide Quality Professional Development Opportunities For Staff

Goal Description:

IT Client Services will provide time and funding for staff to attend professional development through training and/or conferences.

RELATED ITEMS - - - - -

RELATED ITEM LEVEL 1

Provide Opportunity For High Quality Professional Development That Enhances Value

Performance Objective Description:

Client Services will provide high quality professional development opportunities to enhance staff value to students, faculty, staff, and alumni by bringing value to individual employee's work.

All training opportunities for employees in Client Services are evaluated by their immediate supervisor for necessity and value. The department has used both per-capita and on-demand/as-available models for appropriating funding across the various services in the department. We will strive for a 100% rate for professional development activities attended to improve or enhance operational effectiveness related to CS functions.

RELATED ITEM LEVEL 2

Provide Professional Training Opportunities that Enhance Value

KPI Description:

All training opportunities for employees in Client Services are evaluated by their immediate supervisor for necessity and value. The department has used both per-capita and on-demand/as-available models for appropriating funding across the various services in the department. We will strive for a 100% rate for professional development activities attended to improve or enhance operational effectiveness related to CS functions.

Results Description:

Professional training opportunities that were attended by CS staff and Managers were of high quality and will provide enhanced value to the department and the division. All attended satisfied the 100% goal of improving or enhancing operational effectiveness related to CS functions.

RELATED ITEM LEVEL 1

Provide Professional Development

Performance Objective Description:

Client Services staff will meet or exceed the SHSU Human Resources Staff Professional Development requirements (based on classification as staff or managers, as well as hire date in relation to evaluation requirements).

RELATED ITEM LEVEL 2

Professional Development Training Provided for Staff

KPI Description:

Tracking and reporting of internal and external professional development is managed through Talent Management. Employee thresholds are based on position (i.e., staff or manager), and the amount of training required per employee is prorated against their hire dates. We will strive for a 100% rate for this objective.

Results Description:

All Client Services staff completed their professional development training, yielding a 100% completion rate for the department.