

# Assessment Plan Information Technology 2006

**Mission Statement:**

The mission of the Information Technology organization is to provide leadership in support and enhancement of technology services for the academic life of the entire campus community by providing highly robust, secure, reliable, and accessible services, while promoting the mission of St. Ambrose University.

Goal	Strategy	Evaluation/Assessment	Outcomes
1. Enhance the teaching and learning environment through the implementation and support of information technology.	1A. Design and maintain computer classroom labs and smart (multimedia) classrooms. <ul style="list-style-type: none"> <li>a. Each year two new classrooms are multi-media enabled and two multi-media (podium) classrooms are upgraded.</li> <li>b. Each year a 1/3 of the computer classrooms are upgraded/replaced each year.</li> </ul> 1B. Provide a faculty technology lab assisting with instructional design and incorporating technology into the curriculum.           1C. Provide inter- and intra- net services throughout the campus community.	1 The asset management plan provides a plan for replacing/upgrading University computers. Each year, it is reviewed to verify necessary replacement/upgrade has occurred as planned.           2 Each year, survey faculty on use of instructional design assistance and technology lab and note increase need of design and/or technologies. Post results in annual IT report.           3 Conduct survey to determine level of use of various technologies (including inter and intra-net services) and requirement for additional technologies and services. Post results in annual IT report.	1. Computer classroom labs and smart classrooms are kept up-to-date with reliable technology.           2. Faculty increase effective utilization of IT lab/personnel, and technology in the curriculum.           3. All campus constituents use a greater amount of bandwidth.
2. 95% customer service satisfaction	1. Solicit feedback upon service completion.           2. Provide a comprehensive phone and online helpdesk system.           3. 100% follow-up calls on challenging/complex	1. Use helpdesk system to survey customer to determine level of customer satisfaction with service	1. Survey notes customers are very satisfied with services provided by IT.

	<p>incidents (situations).</p> <ol style="list-style-type: none"> <li>4. Provide 80% first call resolution.</li> <li>5. Initiate 24/7 support through the use of instant-messaging (IM), and online website troubleshooting.</li> <li>6. Provide the customer with the ability to check status of ticket.</li> <li>7. Communicate effectively and efficiently with customers.             <ol style="list-style-type: none"> <li>a. The Director and appropriate Information Technology staff attend faculty/staff assemblies to update and inform faculty and staff.</li> <li>b. Each year the IT Director attends an SGA meeting and the IT Department holds an open session with SGA.</li> <li>c. Every two months, the CIDT holds informational sessions with faculty.</li> </ol> </li> <li>8. Develop a comprehensive list of services provided by IT.</li> </ol>	<p>performance, and/or effectiveness of 24/7 online support [A, E].</p> <ol style="list-style-type: none"> <li>2. The helpdesk software contains timestamps and numerous reports to provide evaluation on effectiveness, response times, and follow-up [A, C, D].</li> <li>3. Use a program that tallies the number of times customers checked incident statuses to verify customers are able to check status of incidents [F].</li> <li>4. Report attendance and sessions in annual IT report. Keep track of question information received during and after sessions [G].</li> <li>5. Review list of IT services in comparison with helpdesk incidents and report in annual IT report [H].</li> </ol>	<ol style="list-style-type: none"> <li>2. Customers know services provided by IT.</li> <li>3. Comprehensive IT Master Plan is available for review to keep all abreast on projects and strategic initiatives.</li> <li>4. IT helpdesk incidents are completed in a timely manner.</li> </ol>
<p>3. Maintain 99.95% system availability and reliability in a secure environment.</p>	<ol style="list-style-type: none"> <li>3A. Develop a comprehensive disaster recovery plan.</li> <li>3B. Provide redundant systems.</li> <li>3C. Follow checklist for quality control of enhancements/advancements</li> <li>3D. Ensure sufficient cross training to support these systems</li> <li>3E. Provide a replacement and maintenance plan.             <ol style="list-style-type: none"> <li>a. Each year a 1/3 of: the computer classrooms (2-3 classrooms), faculty and staff computers, and servers, are upgraded/replaced each year.</li> <li>b. Every three years the administrative servers, course management servers and the CIDT lab are upgraded.</li> <li>c. Each year two new classrooms are multi-media enabled and two multi-media (podium) classrooms</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. Periodically test the success of the disaster recovery plan [A].</li> <li>2. Compile statistics on system uptime and utilization [B].             <ol style="list-style-type: none"> <li>a. Comprehensive information gathered by IT Director and published as part of IT Annual Report in June.</li> </ol> </li> <li>3. Review checklist for each enhancement/advancement and verify [C].</li> <li>4. Review IT staff training plan, team coverage and incident resolutions</li> </ol>	<ol style="list-style-type: none"> <li>1. Technology resources are available in a reasonable time following a disaster.</li> <li>2. Well-trained and knowledgeable staff members are able to repair/install the appropriate systems.</li> <li>3. Technology systems (computer labs, faculty/staff computers, smart classrooms, network infrastructure, and</li> </ol>

	<p>are upgraded.</p> <p>3F. Conduct routine security audits</p>	<p>satisfaction [D].</p> <p>5. Comprehensive formation gathered by IT Director and published as part of IT Annual Report in June.</p> <p>6. The asset management plan provides a plan for replacing/upgrading University computers. Each year, it is reviewed to verify necessary replacement/upgrade has occurred as planned [E].</p> <p>7. Periodically perform security audits to note insufficiencies [F].</p> <p>8. Annually perform internal security audit and every other year solicit an external security audit reporting results in annual IT report.</p>	<p>servers) are kept up-to-date and maintained.</p> <p>4. Internal and external security audits report no sufficient deficits.</p>
<p>4. Become a recognized leader in higher education by providing cutting edge technology.</p>	<p>4A. Have articles published in journals.</p> <p>4B. Identify leading edge projects</p> <p>4C. Present at conferences</p> <p>4D. Apply and receive awards for innovation</p> <p>4E. Provide the latest technology to attract students</p> <p>4F. Apply and receive grants</p>	<p>1. Note the number of articles submitted and accepted for publication; sessions presented at conferences by IT personnel; and applications and receipts of grants, and awards for innovation [A, C, D, F].</p> <p style="padding-left: 20px;">a. Comprehensive information gathered by IT Director and published as part of IT Annual Report in June.</p> <p>2. Survey new students to determine level of impact</p>	<p>1. IT personnel are recognized by peers and represent the University on boards and committees.</p> <p>2. University receives grants and awards for innovation.</p> <p>3. University achieves and maintains benchmark.</p>

		<p>technology had on decision to attend SAU [E].</p> <ol style="list-style-type: none"> <li>a. Distributed via email to new students during the 4<sup>th</sup> week of classes. Survey is available online for two weeks. Results are compiled and published as part of the IT Annual Report in June.</li> </ol> <ol style="list-style-type: none"> <li>3. Compare projects list with variety of EduCause reports to benchmark our information technology progress/status with over 2,000 other higher education institutions [B].</li> </ol>	
5. Continually educate and train faculty, staff and users on changing technologies	<p>5A. Every member of IT will attend at least one professional development event per year.</p> <p>5B. Provide training and workshops for appropriate users of applied technology</p> <ol style="list-style-type: none"> <li>a. Every fall semester, NDS conducts a lab assistant training session.</li> <li>b. Every semester, the Helpdesk conducts a training session for helpdesk student workers.</li> <li>c. Every fall and spring semester (and as needed for new technology), IT holds training sessions and workshops on hardware/software for faculty, staff and students.</li> <li>d. 100% of new administrative users attend annual Datatel training.</li> </ol> <p>5C. Maintain a technology training classroom.</p>	<ol style="list-style-type: none"> <li>1. Note the number of professional development events attended by each member of IT [A].</li> <li>2. Survey faculty, staff and students to determine the effectiveness of provided training sessions and to note missing training [B].</li> <li>3. The asset management plan provides a plan for replacing/upgrading University computers. Each year, it is reviewed to verify necessary replacement/upgrade has occurred as planned [C].</li> </ol>	<ol style="list-style-type: none"> <li>1. Faculty, staff and IT staff are adequately trained on technology.</li> <li>2. Student workers are adequately trained on technology and providing support.</li> <li>3. Faculty and staff have a dedicated space for continued technology learning.</li> </ol>
6. Continually create	6A. Each project plan requires documentation on	1. Verify documentation on	1. Documentation is

<p>and update documentation on processes, procedures and policies</p>	<p>processes, procedures and policies.          6B. Documentation is available to appropriate staff/users.          6C. Create common storage/content management system.</p>	<p>processes, procedures and policies is noted for each project plan [A].          2. Compile statistics on documentation accesses [B].          3. Survey customers to determine level of effectiveness of documentation [B].          4. Verify implementation of content management system [C].</p>	<p>available for reference.          2. Staff/users have a common storage/content management area for documents for easy access and retrieval.</p>
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