



## Planning and Evaluation Tracking

College Year: **2008-2009**

Division of: **Information Technology  
Services (ITS)**

Person Responsible: **Laura Grandgenett**

Department of: **All departments in ITS**

Person Responsible: **Dean of ITS/CIO**

**Purpose Statement:** To enhance the quality of service to the AC community (Revised and collapsed into divisional purpose - 11/08)

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Use continuous improvement processes to increase the quality of support services provided by ITS. (Created 11/08)	1. a. After shifting AC to a user-centric culture, 70% of AC employee computer users will average less than 7 work days in down time (90% up time) for employees office computers and system's applications supported by ITS based on the Immediate Performance Feedback Reports results.	1.a.2008-2009:  a. Network/Colleague - avg. # of down days = ?% avg. up time Internet - avg. # of down days = ?% avg. up time b. Portal - avg. # of down days = ?% avg. up time c. Email - avg. # of down days = ?% avg. up time d. PC on office desk - avg. # of down days = ?% avg. up time	1.a. 2008-2009 ANALYSIS:  PLAN OF ACTION:
	1.b. As a result of the shift to a user-centric culture, a majority of employee computer users will indicate that they are less dependent upon IT as measured by the ITS Annual Survey.	1.b. 2008-2009 a. # of employees completing the survey/# of employees indicating decrease in dependence on IT = ?% of employees	1.b. 2008-2009 ANALYSIS:  PLAN OF ACTION: 02/15/09: Develop the ITS Annual Survey 03/05/09: Email ITS Annual Survey to all AC employees with email addresses

			03/15/09: Print results of ITS Annual Survey and develop analysis of the results
			04/01/09: Distribute results to IT Council and any other appropriate stakeholders
			05/01/09: Identify plans of action to make improvements for upcoming year
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