

INFORMATION SYSTEMS AND TECHNOLOGY

Planning and Evaluation Tracking

2005 – 2006:

Dean of Information Systems and Technology Division
Equipment Services
HelpDesk
Programming Services
Technology Support Services
Telecommunications and Networking Services
User Support Services
Web Services



Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Informational Systems and
Technology

Person Responsible: Victor Fite

Department of: Dean's Office

Person Responsible: Victor Fite

Purpose Statement: The ITS Division is committed to support the technology demands of both Instruction and Administrative Computing at Amarillo College. The Division provides training, advice, expertise and support for all aspects of technology.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1.To provide dependable, secure and efficient state-of-the-art technology to all users of Amarillo College Data and Information.	1. After installing and properly configuring the monitoring software, all AC computer users will experience improved IT reliability and system uptime resulting in 98% system availability.	1.Statistics will be monitored with the reports produced by the monitoring software.	1.
2.To research and recommend appropriate technology to be used in the Instructional setting.	2.After attending at least one Stretgic Executive Forum at a technology conference, Amarillo College faculty will be able to view and hear about new advances in technology to be used in the classroom with at least two demonstrations per year..	2.Two "Tech Talk" demonstrations will be available for faculty during the academic year.	2.

3.To support and enhance the Administrative computing environment.

3. With at least four classes of Query Builder offered per year, AC staff will learn query techniques in their specific discipline.

3. The Office of Professional Development will enroll track and monitor the employees' satisfaction and success.

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revised 8/1/05



Planning and Evaluation Tracking

College Year:

Division of: ITS

Department of: Equipment Services

Person Responsible: Victor Fite

Person Responsible: Jeff Gibson

Purpose Statement:

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1.Improve reporting of AV equipment problems.	1. As part of the post-test at the end of new employee orientation, all new AC employees will be able to demonstrate proper reporting of equipment malfunctions in 3 of 4 accepted methods (phone, email, campus-mail, web) by properly submitting a test work order.	1.	1.
2.Improve proficiency of instructors using Smart Classrooms.	2.After training session, instructor will successfully demonstrate proper use of Smart Classroom equipment.	2.	2.

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revised 9/18/06



Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Information Technology
Systems

Person Responsible: Victor Fite

Department of: HelpDesk

Person Responsible: Jeanette Nelson

Purpose Statement: Embrace technology to improve operating efficiency and student learning by providing AC personnel with a first contact toward resolution of problems relating to the Information Technology Systems Division.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Resolve as many contacts as possible over the phone or through email.	1. Utilizing the revised checklist of questions to ask callers reporting problems, HelpDesk personnel will resolve as many contacts as possible over the phone or by email, resulting in 45% of the contacts being resolved without opening a work order.	1.	1.
2. Enter work orders with adequate information for technicians to complete requested work.	2. Utilizing the revised checklist of question to ask callers reporting problems, HelpDesk personnel will obtain enough pertinent information from the caller requesting ITS assistance, resulting in 60% of the work orders containing adequate information for the technicians to complete the requested work.	2.	2.

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revised 8/1/05



Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Information Systems and
Technology

Person Responsible: Victor Fite

Department of: Programming Services

Person Responsible: Terry Kleffman

Purpose Statement: Provide an efficient and accurate method to electronically collect and distribute computerized information to enhance institutional performance.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1.Ensure software updates have been tested to determine impact on college processes.	1. After notification of a pending patch update, Colleague module owners (contacts) who test performance of patch upgrades and verify that patch is functional within one week and will sign a checklist of the patch update items to verify functionality.	1.	1.
2.Ensure that employees have the appropriate Colleague software applications necessary for their job function(s).	2.When a change in an employee position occurs, supervisors of colleague users will request security class definition changes, if needed, prior to the employee start date.	2.	2.

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revised 8/1/05



Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Information Technology
Services

Person Responsible: Victor Fite

Department of: Technology Support
Services

Person Responsible: Charles Hendrick

Purpose Statement:

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Expand the number of classes	1. By seeking alternative locations, training classes can be offered on Mondays and Fridays increasing the number of classes that can be offered by 15%.	1. 15% more classes will be offered	1.
2. A more efficient means of offering classes that will make	2. By allowing employees to request specific classes rather than sign up for pre-scheduled classes, the number of training classes that are cancelled due to lack of enrollment will decrease by 50%.	2. Fewer classes will be cancelled	2.

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revised 8/1/05



Planning and Evaluation Tracking

College Year: 2005-2006

Division of: ITS

Person Responsible: Victor Fite

Department of: Telecommunications and
Networking

Person Responsible: Linda Hendrick

Purpose Statement:

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1.To increase the number of work orders that are correctly completed the first time	1. After creating and advertising a web work order entry system with checklists, employees submitting requests will generate complete and informed requests of need which will result in the number of repeat work orders decreasing by 50% annually.	1. More work orders will be completed correctly the first time	1.
2.Employees will use HelpDesk to report work requests	2.By using new employee orientation, GroupWise email, and the ITS website to educate end users about the use of HelpDdesk, AC employees will use HelpDesk to make requests which will result in the number of non-HelpDesk work requests declining by 25% within a year.	2.Work orders will be documented and thus more accurate; Telecom and Networking employees can work more efficiently	2.

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revised 8/1/05



Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Information Technology

Person Responsible: Victor Fite

Department of: User Support

Person Responsible: Fred Baldivia

Purpose Statement: Provide technical and related support for all computer equipment on all campuses.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. To provide desktop support for all college approved software.	1. After acknowledging receipt of a packet of information about acceptable computer use, all AC computer users will refrain from installing non-approved software which will result in the number of service requests for non-standard software problems being decreased by 20% annually.	1.	1.
2. To provide professional, technical, and courteous service in an appropriate time frame.	2. Will use the next IT survey to compare results and see if there were any changes. The last results from an IT survey were in 2003.	2. 2003 -96% Agreed. Goal has been exceeded again this year. 2002 – Goal Exceeded again this year with 94.35% 2001 – Exceeded goal – 90.9%. 2000 - 80% Agree.	2.

3. To provide consistent and effective responses to build and maintain the desktop user's confidence.

3. Will use the next IT survey to compare results and see if there were any changes. The last results from an IT survey were in 2003.

3. 2003 -96% Agreed. We have met and exceeded our goal from last year.

3.

2002 – A question pertaining to problem resolution and satisfaction was included on this year's survey. A success rate of 95.43% indicates that this goal is being met.

2001 – No question on survey relevant to this goal; survey comments did not indicate any problem.

2000 - 80% Agree.

4. To provide repairs and/or solutions on the initial service call to avoid repeated calls.

4. Helpdesk staff and technicians will utilize improved techniques and provide accurate and appropriate information on the problems which will result in no more than 2% of repeated calls."

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Planning and Evaluation Tracking

College Year: 2005-2006

Division of: Information Systems and
Technology

Person Responsible: Victor Fite

Department of: Web Services

Person Responsible: Tommy DeJesus

Purpose Statement: functional web site services that meet the needs of the institution.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1.Documentation of web application requests to better analyze how to shape the future of the AC website.	1. Regarding CMS or other web applications, Web Services, faculty, and staff will use HelpSTAR for requests resulting in a short turnaround, maximum end user satisfaction, and documentation of project progress.	1.	1.
2.Development and training will not interfere with the live version of the AC website.	2.After acquiring appropriate equipment, Web Services will provide separate development and training environments allowing development to take place completely separate of training.	2.	2.

3.Certification of Web Services staff in their area(s) of expertise.	3.After annual reviews, Web Services staff will complete identified training needs within one year as evaluated by supervisor.	3.	3.
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