



Planning and Evaluation Tracking

College Year: 2007-2008

Division of: Information Technology Systems
Department of: Telecom/Networking

Person Responsible: Laura Grandgenett
Person Responsible: Linda Hendrick

Purpose Statement: Provide reliable phone and network services to all campuses.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
Complete work requests quickly.	1. After implementing a work order work flow measurement process, Telecom and Networking staff will complete work orders with a priority of "Medium" or higher in 2 days or less 50% of the time using HelpStar reports.	1. Timeframe: 11/01/06 -10/31/07 1053 = number of work orders (M ⁺) completed within 2 days or less 1699 = total number of work orders (M ⁺) N = 61.9% (X of Y)	1 Timeframe: 11/01/06 -10/31/07 Analysis: We were not very diligent in lowering the priority of work orders when appropriate. Action Plan: All Telecom and Networking staff will be instructed to lower the priority on a work order when we are waiting on information, equipment, updates, etc. so the completion time on work orders will be accurately measured.

Revised 03/24/08