

Annual Report

Part 1

Section A

Unit Information

Unit: Information Systems

Mission Statement:

Information Systems will endeavor to provide professional management and development of business systems to support the university's academic mission.

Section B

Unit goals set within last year's (2003-2004) Annual Report

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

What were your unit level goals for 2004-2005 as contained in your [2003-2004 annual report?](#)

Strategic Plan Goal 5 - State of the Art Infrastructure

Automation - at least three major business processes will be automated throughout the year.

What action did you undertake to achieve this goal?

In Spring '04, the Banner Coordinating Committee requested funding to proceed with a project to purchase and implement the Appworx automation software. This project was planned and completed on-time and within budgetary constraints.

In the Fall '04 semester, Information Systems completed implementation of the Appworx automation system and began a pilot to automate the production of reports used in daily operations by Finance and Accounting. This pilot was completed successfully.

In the Spring '05 semester, additional processes have been automated. These include the production of daily Admissions letters and the closing of cashier sessions.

As of April, 2005, several other automation projects are well underway and include the posting of subsidiary ledger data into the general ledger and numerous processes used to integrate processing between different department and external agencies. Some examples of these include the posting of test scores used in the Admissions process and the posting of credit balances based on expected Financial Aid awards at the bookstore.

By what means did you assess goal achievement?

Projects are monitored at routine meetings of the Banner Coordinating Committee. Divergence from scheduled progress or budget is reported to project sponsors and adjustments to resources or project scope are negotiated.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

The assessment results indicate that the target number of processes were automated resulting in greater efficiency and productivity in the departments being served. This will enable those departments to better serve their constituencies.

What continuous improvement resulted from the use of the assessment data?

Feedback obtained continues and strengthens the enhancement and automation of the university's business processes. This results in increased productivity and an increase in the services available to our students, staff, and community.

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

What were your unit level goals for 2004-2005 as contained in your 2003-2004 annual report?

Strategic Plan Goal 5 - State of the Art Infrastructure

At least one new self-service option to conduct university business will be made available during the year.

What action did you undertake to achieve this goal?

Several new self-service options have become available this year. These include options for prospective students to complete and pay their application fee on-line, for current students to fill a virtual shopping cart at the bookstore with the books they will require for classes they register for, and for all students, faculty, and staff to have access to an on-line Parking Services office. Also a self-service option for room-reservation was deployed this year.

By what means did you assess goal achievement?

System development projects are prioritized and authorized by the Banner Coordinating Committee, and progress is regularly reported at committee meetings. Projects are monitored for scheduled progress and compliance with stated performance goals.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

The assessment results indicate that the target number of new self-service options was exceeded. The ability to utilize on-line services increases student satisfaction and promotes retention and ultimate completion of a degree. In addition, providing self-service options allows staff to be more

productive and able to focus on other service areas.

What continuous improvement resulted from the use of the assessment data?

Continuous enhancement and automation of the university's business processes increase productivity and increase the services available to our students, staff, and community

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

What were your unit level goals for 2004-2005 as contained in your 2003-2004 annual report?

Strategic Plan Goal 5 - State of the Art Infrastructure
Strategic Plan Goal 8 - Ongoing Quality Improvement

At least three new systems and interfaces will be deployed during the year

What action did you undertake to achieve this goal?

The Resource 25 space management system, the Appworx automation system, the E~Print paperless report repository, the BOSSCARS Parking Services system, and the PAVE Judicial Affairs system were all deployed this year. Implementation of a data reporting system including a data store and state-of-the-art reporting tool is well underway and will be completed early next year.

Interfaces to integrate all of these systems have been integrated with the university's ERP. In addition, several new interfaces between existing systems have been deployed. Most significantly, these include interfaces between the bookstore and the Financial Aid office and an electronic interface to post A/R charges. The implementation of an interface between the ERP and our Learning Management System, Angel, is well underway.

By what means did you assess goal achievement?

System development projects are prioritized and authorized by the Banner Coordinating Committee, and progress is regularly reported at committee meetings. Projects are monitored for scheduled progress and compliance with stated performance goals.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

The assessment results indicate that the goals were exceeded.

The deployment of a new reporting system will greatly enhance the university's ability to utilize data in its strategic planning process and will enhance productivity and efficiency.

What continuous improvement resulted from the use of the assessment data?

Continuous enhancement and automation of the university's business processes increase

productivity and increase the services available to our students, staff, and community. In general, all of these systems contribute to the productivity and efficiency of the departments utilizing these systems. Specifically, these systems allow staff who were responsible for manually assigning space for campus classes and activities, processing parking authorization tags and tickets, manually calculating bookstore credit, creating handwritten check logs, and handling student judicial actions to become more productive and all of these operations to become more efficient.

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

What were your unit level goals for 2004-2005 as contained in your 2003-2004 annual report?

Strategic Plan Goal 5 - State of the Art Infrastructure
Strategic Plan Goal 8 - Ongoing Quality Improvement

A project to implement an information store and a standard set of tools to access and utilize data will begin during the year.

What action did you undertake to achieve this goal?

In Spring 2004, the Banner Coordinating Committee requested funding to initiate a project to implement a state-of-the-art reporting system for use by the university community. Planning for this project began in October 2004, Many members of the university community are now engaged in this effort.

The data store has been implemented and is integrated with our ERP. Much of the training has occurred and the reporting tool has been selected, purchased and is installed. End-user training is ongoing and operating guidelines and procedures are currently being developed. The project is expected to be completed in August '05.

By what means did you assess goal achievement?

Progress on major projects is routinely monitored by the Banner Coordinating Committee for scheduled progress and achievement of stated goals.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

The assessment results indicate the project is on-time and under budget. The benefits of this system will be far-reaching as the university's ability to access and utilize data in all of its operations will be enhanced.

What continuous improvement resulted from the use of the assessment data?

Increased productivity in the deployment and support of services is achieved with the most efficient utilization of the campus Enterprise Resource Planning System. Continuous development over the life of the system will realize the greatest benefits it can offer.

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

What were your unit level goals for 2004-2005 as contained in your 2003-2004 annual report?

Strategic Plan Goal 5 - State of the Art Infrastructure
Strategic Plan Goal 8 - Ongoing Quality Improvement

Schedule and hold no less than 10 meetings of the Banner Coordinating Committee

What action did you undertake to achieve this goal?

Twelve meetings of this cross-divisional steering group with oversight for ERP operations occurred on August 26, September 8, September 20, October 4, October 18, November 1, November 15, November 29, December 13, January 10, February 21, and March 21. At least 4 more meetings will be held this year.

By what means did you assess goal achievement?

As a means of recording the number of meetings scheduled and held, minutes of meetings are distributed to committee members and stakeholders in the successful management and operation of the Banner ERP.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

The results of the assessment indicate that the goal has been exceeded. A major benefit of these meetings is the resulting collaborative planning and coordinated efforts of all of the university's major business areas.

What continuous improvement resulted from the use of the assessment data?

Increased productivity in the deployment and support of services is achieved with the most efficient utilization of the campus Enterprise Resource Planning System. Continuous development over the life of the system will realize the greatest benefits it can offer. Several projects which integrate enrollment and business service areas have succeeded as a result, and a major project to enhance enrollment-related systems requiring the cooperation of all major departments on campus is being planned for the coming year.

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your

What were your unit level goals for 2004-2005 as contained in your

2004-2005 goal best align?

Strategic Plan Goal 5 - State of the Art Infrastructure
Strategic Plan Goal 8 - Ongoing Quality Improvement

2003-2004 annual report?

Measures for assessing information security will be developed by July 2005. These measures will be used to establish a baseline and identify areas of improvement.

What action did you undertake to achieve this goal?

Training was received in Information System internal controls and security practices, and measures are being developed. A systematic review of all IS related security policies and procedures and the implementation of system security is now underway and will be completed next year.

By what means did you assess goal achievement?

Internal projects to Information Systems are monitored by the Director. Approval of the measures will be noted in the BCC minutes.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

The project has remained on schedule. Periodic review of ongoing projects ensure that project goals are met according to the stated schedule, or revisions communicated to all stakeholders.

What continuous improvement resulted from the use of the assessment data?

A plan for periodic review and assessment of security practices and internal controls will ensure the highest level of security for the university's information resources.

Section C

Program or Service Specific Assessments

What program or service specific assessment occurred in the current academic year?

Self-service option, major business process automation, and system integration initiatives were monitored and the 2004-05 goals were exceeded.

The goals of the Banner Coordinating Committee were exceeded. Regular meetings resulted in improved communications and coordination of planning and system management functions.

How were the results of the assessment used to improve programs or services?

Student services are directly enhanced by the deployment of new systems and improved integration of existing systems that support that area. Overall, enhanced efficiency and

greater productivity increases the university's ability to attain all of its goals.

Section D

Unit Contribution to President's Performance Measures

Please review the President's Performance Measures for 2004-2005. Did your unit contribute to any specific performance goals for the President? (If so, please indicate whether the measure set was attained and to what degree.)

Goal 20 - Continue the development and effective utilization of the Banner Enterprise Resource Planning (ERP) system, establishing authority for coordination, assessment, management, training, and support of the system to meet the University's goals and objectives.

Regular meetings of the Banner Coordinating Committee have resulted in collaborative planning and coordinated efforts of all of the university's major business areas in managing the Banner ERP. Several projects which integrate enrollment and business service areas have succeeded as a result, and a major project to enhance enrollment-related systems requiring the cooperation of all major departments on campus is being planned for the coming year.

Goal 20 - Streamline reporting technologies to maximize the use of technology in providing desktop, intuitive reporting systems for faculty and staff.

In Spring 2004, the Banner Coordinating Committee requested funding to initiate a project to implement a state-of-the-art reporting system for use by the university community. Planning for this project began in October 2004, Many members of the university community are now engaged in this effort. The data store has been implemented and is integrated with our ERP. Much of the training has occurred and the reporting tool has been selected, purchased and is installed. End-user training is ongoing and operating guidelines and procedures are currently being developed. The project is expected to be completed in August '05

Goal 23 - Identify and evaluate technology aimed at increasing productivity at the end-user level that integrates with standard business and operating systems.

The Resource 25 space management system, the Appworx automation system, the E~Print paperless report repository, the BOSSCARS Parking Services system, and the PAVE Judicial Affairs system were all deployed this year. Interfaces have been implemented to integrate all of these systems with the university's ERP. In addition, several new interfaces between existing systems have been deployed. Most significantly, these include interfaces between the bookstore and our Financial Aid office and an electronic interface to post A/R charges. The implementation of an interface between the ERP and our Learning Management System, Angel, is well underway.

Several new self-service options have become available this year. These include options for prospective students to complete and pay their application fee on-line, for current students to fill a

virtual shopping cart at the bookstore with the books they will require for classes they register for, and for all students, faculty, and staff to have access to an on-line Parking Services office. Also a self-service option for room-reservation was deployed this year.

Part 2

Section A

Unit Goals for Coming Year (2005-2006)

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?

Unit Goal

Goal for 2005-2006

Goal 5 - State of the art infrastructure Goal 1 - Automation: At least six major business processes will be automated in 2005-06

What action(s) will you undertake to achieve the goal?

Information Systems will continue to work with departments, data groups, and the Banner Coordinating Committee to identify, prioritize, and implement automated processes throughout the year.

By what means will you assess goal achievement?

The successful completion of process automation projects will be monitored by the Director of Information Systems.

How will you know if you have successfully attained each goal?

The target number of successfully completed projects will be attained.

How will the results of the above assessments be used to improve student learning or services?

Indirectly, automation of business process increases efficiency and productivity, allowing a greater proportion of the university's resources to be dedicated to its primary goal of student learning.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?

Unit Goal

Goal for 2005-2006

Goal 5 - State of the art infrastructure Goal 2 - At least three new self-service options will be made

available during the year

What action(s) will you undertake to achieve the goal?

Information Systems will continue to work with departments, data groups, and the Banner Coordinating Committee to identify, prioritize, and implement new self-service options throughout the year

By what means will you assess goal achievement?

The Banner Coordinating Committee will note the successful completion of self-service projects scheduled for the year.

How will you know if you have successfully attained each goal?

The target number of successfully completed projects will be attained.

How will the results of the above assessments be used to improve student learning or services?

Direct benefits are realized when self-service business processes and streamlined access to services are utilized by students.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?

Unit Goal

Goal for 2005-2006

Strategic Plan Goal 5 - State of the Art Infrastructure

Strategic Plan Goal 8 - Ongoing Quality Improvement

Goal 3 - Development/Integration: At least three new systems and/or interfaces will be deployed during the year.

What action(s) will you undertake to achieve the goal?

Information Systems will continue to work with departments, data groups, and the Banner Coordinating Committee to identify, prioritize, and implement new service options throughout the year. Also, Information Systems will complete the initial deployment of the new reporting system.

By what means will you assess goal achievement?

The successful completion of process automation projects will be monitored by the Director of Information Systems.

How will you know if you have successfully attained each goal?

The target number of successfully completed projects will be attained.

How will the results of the above assessments be used to improve student learning or services?

Student services will be directly enhanced by the deployment of new systems and improved integration of existing systems that support that area. Overall, enhanced efficiency and greater productivity increase the university's ability to attain all of its goals.

Section B

Resources

What additional resources have you requested and received a commitment for during 2005-2006 from your area VP or the President that is based on your analysis of assessment data for 2004-2005?

Most of the goals set for the department were met, resulting in greater efficiency and productivity of university departments. To support the new systems and services being deployed over the last year, additional staffing is needed

- 1 - To support the increasing clerical demands in the department, it is requested that the current .50 FTE Office Manager be funded at 1.0 FTE
- 2 - To support the increasing utilization and deployment of systems and services, two additional technical positions are requested. One of these positions is already committed and funded, the remaining is committed pending final budget approval.

What additional resource needs do you have for fulfillment of your goals that you wish for consideration from your area VP or the President that is based on your analysis of assessment data for 2004-2005?

Two additional computer applications positions could be effectively utilized to speed development and implementation of approved system integration and self-service projects. Additional space would be required to accommodate two new professional staff positions.

Section C

Assessment Plans

What assessments are you planning to conduct during 2005-2006?

Information Systems will serve the university by providing professional technical, consulting, project management and staff development services. Surveys of user satisfaction in these areas will be conducted in the 2005-06 year.

Section D

Coming Year - Strategic Plan Contributions

5.4.1 8.2.1

