

Annual Report 2006 - 2007

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 within Last Year's (2005-2006) Report

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?

Goal for 2006-2007

Goal 5: State of the Art Infrastructure
Goal 8: Continuous Quality Improvement

Complete projects for which funding has already been provided

What actions have you taken to achieve this goal?

Continue with project plans for major projects already underway including the conversion of system ids, expansion of the Blackboard Transaction Management System to create a "one card" system on campus, and deployment of telecommunications management system for use with the campus' new VOIP phone system.

What measures have you taken towards assessment of this goal?

Project plans will continue to be reviewed and managed to ensure tasks included are completed on schedule and within budget.

Describe the progress you have made toward attaining this goal including the anticipated completion date.

All tasks on the defined project plans will be completed.

Describe how the results of assessments have been used to improve student learning or your department's activities.

The assessments will be used to adjust services, projects, and initiatives that have indirect impacts on student learning.

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?

Goal for 2006-2007

To organize and staff the Office of Information Systems to respond to the ongoing needs of the university for applications development and support.

What actions have you taken to achieve this goal?

Information Systems will develop an internal training program and standards to ensure the highest possible service level is achieved.

What measures have you taken towards assessment of this goal?

We will develop specific training objectives for each type of position in the office and will develop specific activities to achieve these objectives. Learning will be assessed by monitoring individual assignments and progress on initiatives identified by the university's data groups and the Banner Coordinating Committee.

Describe the progress you have made toward attaining this goal including the anticipated completion date.

Staff members will follow developed standards and complete assigned work on schedule and within budget.

Describe how the results of assessments have been used to improve student learning or your department's activities.

The assessments will be used to adjust services, projects, and initiatives that have indirect impacts on student learning.

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?

Goal for 2006-2007

Goal 5: State of the Art Infrastructure
Goal 8: Continuous Quality Improvement

Information Systems will continue to prepare for, plan, and organize information technology projects in the university's IT project portfolio.

What actions have you taken to achieve this goal?

We will continue work with the university's data groups and Banner Coordinating Committee to identify, prioritize, and propose and organize projects that aid the university in accomplishing its mission and goals. Some of the projects already identified include workflow, document imaging and records management, a campus portal, and a space management system.

What measures have you taken towards assessment of this goal?

Status of projects in the portfolio will be monitored on an ongoing basis to ensure that appropriate progress is being made.

Describe the progress you have made toward attaining this goal including the anticipated completion date.

New projects will be identified and their priority will be determined by a standard methodology. Projects with high value to the university will be proposed and the university's readiness to plan them and organize to complete them will be assessed. Funded projects will be planned, scheduled, budgeted and managed until completion.

Describe how the results of assessments have been used to improve student learning or your department's activities.

The assessments will be used to adjust services, projects, and initiatives that have indirect impacts on student learning.

Section C

Program or Service Specific Assessments

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

We qualitatively assessed the efficiency and effectiveness of the current IS governance process by conducting interviews with many stakeholders in the university's Data Groups and Banner Coordinating Committee.

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

During the interviews, several themes emerged and these were used to construct a list of

desirable outcomes in the area of IS governance. We also developed strategies for achieving these outcomes and have taken numerous actions over the past year.

Desirable Outcomes:

- 1) All stakeholders in ERP Systems are knowledgeable about issues and projects impacting their respective areas.
- 2) A history of discussions and decisions related to the ERP implementation and continued deployment is kept
- 3) Procedures for requesting service are uniform, well known and easy to follow.
- 4) Stakeholders are empowered in determining ERP priorities
- 5) Time spent is focused on the most critical issues and is perceived as time well spent.
- 6) Functional and technical experts work in concert to facilitate the issue resolution and project progress.

Strategies:

- 1) Document issues and projects in a concise and consistent format. Adopt and publicize a standard for documenting proposals, project specifications and requirements, and status.
- 2) Provide options for stakeholders to review progress on current issues and projects including status reports at meetings, sent by e-mail, and available on-line.
- 3) Engage stakeholders in the resolution of issues and development of projects by explicitly naming them as stakeholders and team members. Ensure that the most knowledgeable persons for each system have leadership roles on the groups.
- 4) Create an archived, on-line public forum for discussions to be held
- 5) Ensure that meetings are scheduled, have agendas, are held and have minutes kept and posted in a timely fashion.
- 6) Create new data groups or sub groups, as needed, to ensure that all stakeholders are focused on projects pertinent to their job.

Actions Taken:

- 1) Consistent formats for issues, proposal of resolutions and projects, functional requirements, specifications, business process diagrams and status reports have been adopted and are being used in all business areas.
- 2) Status reports have been made standing items on all data group and Banner Coordinating Committee meetings. A bi-weekly status report is produced, distributed and posted on-line.
- 3) Transition of data group chairpersonship to the most knowledgeable people for each system is underway. Data groups are encouraged to name project teams with representatives from all departments that are stakeholders.

4) On-line, bulletin board style forums have been implemented and are deployed for all business areas. Stakeholders are being encouraged to join and post issues and comments in these forums.

5) We have encouraged data group chairpersons to publish meeting schedules, agenda, and minutes to the widest possible set of stakeholders.

6) The Student Data Group was reformed to focus on five main areas of support: Admissions, Academic Affairs, Advising, Student Affairs and Institutional Research / Data Administration. The Accounts Receivable and Financial Aid areas were split off to form its own data group. The Housing and Library areas were asked to join the Facilities Data Group.

Section D

Unit Contribution or President's Performance Measures

Please review the [President's Performance Measures for 2006-2007](#). 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.)

We contributed to Goal 5 - ***"Maintain a state-of-the-art campus that harmonizes with the environment and includes high quality facilities, furnishings, technology, equipment and support services"***.

The one-card ID system for students, faculty and staff was implemented and allowed the university to end the practice of using Social Security numbers as identifiers in all of its business practices.

The one-card system will serve as the foundation for numerous new services on campus.

Part 2

Section A

Unit Goals for Coming Year (2007-2008)

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

Goal 5 - ***"Maintain a state-of-the-art campus that harmonizes with the environment and includes high quality facilities, furnishings, technology, equipment and support services"***.

Unit Goal

Goal for 2007-2008

Increase security for the university's information resources.

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

We will establish systems to assist and automate in the creation, management, and termination of system accounts used to access the university information systems.

By what means will you assess goal achievement?

We will assess the achievement of this goal by monitoring a developed project plan.

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

A project plan for achieving the goal will be documented and available. Target dates for specific tasks and milestones will be included. If these target dates are met, we'll know we are successfully attaining the goals.

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

Improved security of the university's information resources will indirectly improve student learning and services.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

Goal 5 - ***"Maintain a state-of-the-art campus that harmonizes with the environment and includes high quality facilities, furnishings, technology, equipment and support services"***.

Unit Goal

Goal for 2007-2008

Improve efficiency of maintenance procedures.

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

We will establish procedures for system configuration and change management.

By what means will you assess goal achievement?

We will assess the achievement of this goal by monitoring a developed project plan.

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

A project plan for achieving the goal will be documented and available. Target dates for specific tasks and milestones will be included. If these target dates are met, we'll know we are successfully attaining the goals.

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

Improved efficiency of maintenance procedures will indirectly improve student learning and services.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

Goal 5 - ***"Maintain a state-of-the-art campus that harmonizes with the environment and includes high quality facilities, furnishings, technology, equipment and support services"***.

Unit Goal

Goal for 2007-2008

Improve business efficiency.

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

We will pilot the implementation of business workflow and document management systems in one business area.

By what means will you assess goal achievement?

We will assess the achievement of this goal by monitoring a developed pilot project plan.

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

A pilot project plan for achieving the goal will be documented and available. Target dates for specific tasks and milestones will be included. If these target dates are met, we'll know we are successfully attaining the goals.

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

Improved business efficiency will indirectly improve student learning and services.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

Goal 5 - ***"Maintain a state-of-the-art campus that harmonizes with the environment and includes high quality facilities, furnishings, technology, equipment and support services"***.

Unit Goal

Goal for **2007-2008**

Improve the university's ability to use data for monitoring and assessment of progress toward its goals.

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

We will implement an Enterprise Data Warehouse.

By what means will you assess goal achievement?

We will assess the achievement of this goal by monitoring a developed project plan.

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

A project plan for achieving the goal will be documented and available. Target dates for specific tasks and milestones will be included. If these target dates are met, we'll know we are successfully attaining the goals.

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

Improved ability to use data for monitoring and assessment of progress toward goals will indirectly improve student learning and services.

What additional resources have you requested and received a commitment for during 2007-2008 from your area VP or the President that is based on your analysis of assessment data for 2006-2007?

Estimated funding for projects:

Information Security - \$125,000
Maintenance Efficiency - \$125,000
Business Efficiency - \$190,000
Data Availability - \$200,000

Section C

Assessment Plans

What assessments are you planning to conduct during 2007-2008?

We will qualitatively assess efficiency and effectiveness of the current IS governance process by conducting interviews with many stakeholders in the university's Data Groups and Banner Coordinating Committee to determine if our actions this year were successful.

Section D

Coming Year - Strategic Plan Contributions

Goal 5
Goal 8