

Information Technology Office 2016/2017



C - IEQA - Information Technology

Mission Statement: The COM-FSM Office of Information Technology provides technology systems management and administration, technology design and selection, and technology strategic planning services for COM-FSM.

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p>AUO 1_2016-2017 - Foster Effective Communication - Provisions for IT Core Services</p> <p>AUO Status: Active AUO Assessment Cycle: 2016 - 2017 Start Date: 10/01/2015</p>	<p>IT will replace atleast 1 core server (may include switch Hardware / Software)</p> <p>Target: Replace atleast one core server unit, system uptime of 90% will be maintained as reported in quarterly reports</p>	<p>Reporting Period: 2016 - 2017 Target Met: Yes Main Switch replaced at National campus, unit is enterprise level and able to support improved communications and services (03/29/2017)</p>	<p>Improvement: Improved reliability, security and speed (09/28/2017)</p>
	<p>Develop Strategies to Maintain Services</p> <p>Target: IT will practice Server Management based on industry best standards and institutional needs, reported in quarterly reports.</p>	<p>Reporting Period: 2016 - 2017 Target Met: Yes Server Management reports to date are good (03/29/2017)</p>	
	<p>Develop Strategies to Maintain System uptime</p> <p>Target: IT supported systems will achieve atleast 90% uptime as reported in quarterly reports</p>	<p>Reporting Period: 2016 - 2017 Target Met: Yes 90% up-time achieved (09/28/2017)</p>	
	<p>IT will Monitor backups to ensure availability and accuracy.</p>	<p>Reporting Period: 2016 - 2017 Target Met: Yes</p>	

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<p>Target: at least 90% of daily backups will be successful as reported in quarterly reports</p>	<p>Backups to date have exceeded 90% for nightly backups (03/29/2017)</p>
<p>Maintenance and expansion of systems to accommodate and support mission critical technology functions; Internet lease line cost, central networks, pbx phone systems, central servers, databases, systems software/security, web services. Build Information Systems that dynamically manage website content: Campus-managed alerts and news items, for display in Campus-specific alerts or other priority communications. Improve network systems, provide for Instructional Support and User support in general.</p>	<p>Reporting Period: 2016 - 2017 Target Met: Yes Maintained and expanded systems to accommodate and support mission critical technology functions (09/28/2017)</p>
<p>Target: enhancements to SIS including pre-admission module, financial aid transcript, linking external Learning Management Software to SIS for tracking and reporting SLO information. Take steps to attract qualified programmers considering limitations of salary offered (very low for skill sets needed).</p>	

<p>AUO 2_2016-2017 - Foster Effective Communication - Provisions for IT Support Services</p>	<p>IT will continue to conduct technology enhancement to improve technology services offered such as the SIS</p>	<p>Reporting Period: 2016 - 2017 Target Met: Yes SIS programming for updates to existing modules and adding new capabilities for admissions process in progress (03/29/2017)</p>
<p>AUO Status: Active</p>		

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
AUO Assessment Cycle: 2016 - 2017 Start Date: 10/01/2015	Target: OIE surveys will show a 90% agreement that IT services are adequate for user needs.		
	Trainings Target: Training sessions and successful delivery of outcomes will be evaluated by participants through surveys. 90% of participants will agree with outcomes met.	Reporting Period: FY2017 Target Met: No Surveys not conducted (09/28/2017)	Improvement: Conduct post training surveys (09/28/2018)
	Website services Target: OIE surveys will show a 90% agreement that IT services are adequate for user needs.	Reporting Period: FY2017 Target Met: Yes IT services are adequate for user needs (09/28/2017)	
	Official Publications will be concise, informative, timely and accurate Target: OIE surveys will show a 90% agreement that IT services are adequate for user needs.	Reporting Period: FY2017 Target Met: Yes IT services are adequate for user needs (09/28/2017)	
	Helpdesk service times will be timely, and helpful. Target: OIE surveys will show a 90% agreement that IT services are adequate for user needs.	Reporting Period: FY2017 Target Met: Yes Helpdesk service times timely, and helpful (09/28/2017)	