

# IT Unit



## 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><b>AUO 1_2015-2016 - Foster Effective Communication</b> - Provisions for IT Core Services</p> <p><b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2015 - 2016  <b>Start Date:</b> 10/01/2015  <b>Inactive Date:</b> 09/30/2016</p>	<p>IT will replace atleast 1 core server (may include switch Hardware / Software)</p> <p><b>Target:</b> Replace atleast one core server unit, system uptime of 90% will be maintained as reported in quarterly reports</p>	<p><b>Reporting Period:</b> 2015 - 2016  <b>Target Met:</b> Yes                      1 of three primary AT switches upgraded to HP GB smart switch POE and VPN programmable in main Server room national. (07/22/2016)</p>	<p><b>Improvement:</b> Gigabit speeds to buildings over Fiber and adjustable power over Ethernet to controlled devices over VPN setup. Capabilities improve. (09/27/2016)</p>
	<p>Develop Strategies to Maintain Services</p> <p><b>Target:</b> IT will practice Server Management based on industry best standards and institutional needs, reported in quarterly reports.</p>	<p><b>Reporting Period:</b> 2015 - 2016  <b>Target Met:</b> Yes                      Server management practices are met via daily monitoring via Root level system generated reports in support of institutional needs. (09/27/2016)</p>	
	<p>Develop Strategies to Maintain System uptime</p> <p><b>Target:</b> IT supported systems will achieve atleast 90% uptime as reported in quarterly reports</p>	<p><b>Reporting Period:</b> 2015 - 2016  <b>Target Met:</b> Yes                      atleast 90% system uptime achieved as demonstrated in daily system generated root reports. (09/27/2016)</p>	
	<p>IT will Monitor backups to ensure availability and accuracy.</p>	<p><b>Reporting Period:</b> 2015 - 2016  <b>Target Met:</b> Yes</p>	

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p><b>Target:</b> at least 90% of daily backups will be successful as reported in quarterly reports</p> <p>Coordinate improvements (programming) in Students Information System (SIS) to respond to requests from IRPO to improve tracking and reporting on student success and progression for program completers by semester and data for tracking students; OAR for improvement to online registration; and changes in report formatting for Business Office.</p> <p><b>Target:</b> 3 modifications to SIS programming to meet specific requirements of improvement requests to SIS for improving tracking and reporting on student success.</p>	<p>at least 90% of backups successful, as reported by system generated daily root reports. (09/27/2016)</p> <p><b>Reporting Period:</b> 2015 - 2016 <b>Target Met:</b> Yes</p> <p>Reporting needs met for specified improvements, further tracking needs beyond those specified are in progress. (09/27/2016)</p>	
<p><b>AUO 2_2015-2016 - Foster Effective Communication</b> - Provisions for IT Support Services</p> <p><b>AUO Status:</b> Active <b>AUO Assessment Cycle:</b> 2015 - 2016 <b>Start Date:</b> 10/01/2015 <b>Inactive Date:</b> 09/30/2016</p>	<p>IT will continue to conduct technology enhancement to improve technology services offered such as the SIS</p> <p><b>Target:</b> IRPO surveys will show a 90% agreement that IT services are adequate for user needs.</p>	<p><b>Reporting Period:</b> 2015 - 2016 <b>Target Met:</b> Yes</p> <p>Technology enhancements to date are successful, continues enhancement in progress. (09/27/2016)</p>	
	<p>Trainings</p> <p><b>Target:</b> Training sessions and successful delivery of outcomes will</p>	<p><b>Reporting Period:</b> 2015 - 2016 <b>Target Met:</b> Yes</p> <p>SIS training, systems training to IT staff and specific software usage training to staff of various offices were</p>	

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>be evaluated by participants through surveys. 90% of participants will agree with outcomes met.</p> <p>Website services</p> <p><b>Target:</b> IRPO surveys will show a 90% agreement that IT services are adequate for user needs.</p>	<p>conducted and participants surveyed. (09/27/2016)</p> <p><b>Reporting Period:</b> 2015 - 2016  <b>Target Met:</b> Yes  adequate based on research surveys (09/27/2016)</p>	
	<p>Official Publications will be concise, informative, timely and accurate</p> <p><b>Target:</b> IRPO surveys will show a 90% agreement that IT services are adequate for user needs.</p>	<p><b>Reporting Period:</b> 2015 - 2016  <b>Target Met:</b> No  IT specific surveys not administered in reporting period. (09/27/2016)</p>	<p><b>Improvement:</b> IT will work with IRPO for IT specific satisfaction surveys meeting user needs based on random sampling of relevant users. (09/28/2016)</p>
	<p>Helpdesk service times will be timely, and helpful.</p> <p><b>Target:</b> IRPO surveys will show a 90% agreement that IT services are adequate for user needs.</p>	<p><b>Reporting Period:</b> 2015 - 2016  <b>Target Met:</b> No  Surveys not administered in reporting period. (09/27/2016)</p>	<p><b>Improvement:</b> IT will work with IRPO for IT specific satisfaction surveys for Help desk services based on random sampling of relevant users. (09/28/2016)</p>
<p><b>AUO 1_2016-2017 - Foster Effective Communication</b> - Provisions for IT Core Services</p> <p><b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2016 - 2017  <b>Start Date:</b> 10/01/2015</p>	<p>IT will replace atleast 1 core server (may include switch Hardware / Software)</p> <p><b>Target:</b> Replace atleast one core server unit, system uptime of 90% will be maintained as reported in quarterly reports</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  Main Switch replaced at National campus, unit is enterprise level and able to support improved communications and services (03/29/2017)</p>	<p><b>Improvement:</b> Improved reliability, security and speed (09/28/2017)</p>
	<p>Develop Strategies to Maintain Services</p> <p><b>Target:</b> IT will practice Server</p>	<p><b>Reporting Period:</b> 2016 - 2017  <b>Target Met:</b> Yes  Server Management reports to date are good (03/29/2017)</p>	

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>Management based on industry best standards and institutional needs, reported in quarterly reports.</p> <p>Develop Strategies to Maintain System uptime</p> <p><b>Target:</b> IT supported systems will achieve atleast 90% uptime as reported in quarterly reports</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> Yes</p> <p>90% up-time achieved (09/28/2017)</p>	
	<p>IT will Monitor backups to ensure availability and accuracy.</p> <p><b>Target:</b> atleast 90% of daily backups will be successful as reported in quarterly reports</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> Yes</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><b>Target:</b> enhancements to SIS including pre-admission module, financial aid transcript, linking external Learning Management</p>	<p><b>Reporting Period:</b> 2016 - 2017</p> <p><b>Target Met:</b> Yes</p> <p>Maintained and expanded systems to accommodate and support mission critical technology functions (09/28/2017)</p>	

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
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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).

**AUO 2\_2016-2017 - Foster Effective Communication** - Provisions for IT Support Services

**AUO Status:** Active

**AUO Assessment Cycle:** 2016 - 2017

**Start Date:** 10/01/2015

IT will continue to conduct technology enhancement to improve technology services offered such as the SIS

**Target:** OIE surveys will show a 90% agreement that IT services are adequate for user needs.

**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)

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Trainings

**Target:** Training sessions and successful delivery of outcomes will be evaluated by participants through surveys. 90% of participants will agree with outcomes met.

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Website services

**Target:** OIE surveys will show a 90% agreement that IT services are adequate for user needs.

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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.

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Helpdesk service times will be

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
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timely, and helpful.

**Target:** OIE surveys will show a 90% agreement that IT services are adequate for user needs.

**AUO 1\_2017-2018 - Foster Effective Communication\_1** - Provisions for IT Core Services

**AUO Status:** Active  
**AUO Assessment Cycle:** 2017 - 2018  
**Start Date:** 10/02/2017  
**Inactive Date:** 09/28/2018

**Descriptive Statistics** - IT will replace atleast 1 core server (may include switch Hardware / Software)

**Target:** Replace atleast one core server unit, system uptime of 90% will be maintained as reported in quarterly reports

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Develop Strategies to Maintain Services

**Target:** IT will practice Server Management based on industry best standards and institutional needs, reported in quarterly reports.

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Develop Strategies to Maintain System uptime

**Target:** IT supported systems will achieve atleast 90% uptime as reported in quarterly reports

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IT will Monitor backups to ensure availability and accuracy.

**Target:** atleast 90% of daily backups will be successful as reported in quarterly reports

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Maintenance and expansion of

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
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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.

**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).

**AUO 2\_2017-2018 - Foster Effective Communication** - Provisions for IT Support Services

**AUO Status:** Active

**AUO Assessment Cycle:** 2015 - 2016

**Start Date:** 10/01/2015

**Inactive Date:** 09/30/2016

IT will continue to conduct technology enhancement to improve technology services offered such as the SIS

**Target:** OIE surveys will show a 90% agreement that IT services are adequate for user needs.

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Trainings

**Target:** Training sessions and

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>successful delivery of outcomes will be evaluated by participants through surveys. 90% of participants will agree with outcomes met.</p> <p>Website services</p> <p><b>Target:</b> OIE surveys will show a 90% agreement that IT services are adequate for user needs.</p> <hr/> <p>Official Publications will be concise, informative, timely and accurate</p> <p><b>Target:</b> OIE surveys will show a 90% agreement that IT services are adequate for user needs.</p> <hr/> <p>Helpdesk service times will be timely, and helpful.</p> <p><b>Target:</b> OIE surveys will show a 90% agreement that IT services are adequate for user needs.</p>		
<p><b>AUO 1_2018-2019- Foster Effective Communication_1</b> - Provisions for IT Core Services</p> <p><b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2017 - 2018  <b>Start Date:</b> 10/02/2017  <b>Inactive Date:</b> 09/28/2018</p>	<p><b>Descriptive Statistics</b> - IT will replace atleast 1 core server (may include switch Hardware / Software)</p> <p><b>Target:</b> Replace atleast one core server unit, system uptime of 90% will be maintained as reported in quarterly reports</p> <p><b>Related Documents:</b>  <a href="#">Invoice-of-FMI-Server-and-Switch.pdf</a></p>	<p><b>Reporting Period:</b> 2018 - 2019</p> <p><b>Target Met:</b> Yes</p> <p>Installed new server at FSM-FMI for improved internet management, network security, and wifi capabilities for campus citizens. (09/15/2019)</p> <p><b>Improvement Plan:</b> Monitor usage via logs for possible expansion of bandwidth and services.</p> <p><b>Related Documents:</b>  <a href="#">Invoice-of-FMI-Server-and-Switch.pdf</a></p>	<p><b>Reporting Period:</b> 2018 - 2019</p>
	Develop Strategies to Maintain		



Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>Services</p> <p><b>Target:</b> IT will practice Server Management based on industry best standards and institutional needs, reported in quarterly reports.</p> <p><b>Related Documents:</b>  <a href="#">Chuuk-temp-alert.pdf</a>  <a href="#">Power-alert-ctec.pdf</a>  <a href="#">Power-alert-National.pdf</a>  <a href="#">Yap-temp-alert.pdf</a></p> <p>Develop Strategies to Maintain System uptime</p> <p><b>Target:</b> IT supported systems will achieve atleast 90% uptime as reported in quarterly reports</p> <p><b>Related Documents:</b>  <a href="#">SystemWide-uptime.xlsx</a></p>	<p><b>Target Met:</b> Yes</p> <p>IT monitors servers and internet services keep equipment and services working. Email notifications of power outages, and restorations of power are maintained and monitored by the IT Director and System Administrator 24 hours a day for ALL campuses. (09/15/2019)</p> <p><b>Improvement Plan:</b> 90% of issues are related to power outages and ISP internet down time. We continue to work with our partners to improve reliability. Batteries for all services are regularly monitored to maintain optimal capacity.</p> <p><b>Related Documents:</b>  <a href="#">Chuuk-temp-alert.pdf</a>  <a href="#">Power-alert-ctec.pdf</a>  <a href="#">Power-alert-National.pdf</a>  <a href="#">Yap-temp-alert.pdf</a></p> <p><b>Reporting Period:</b> 2018 - 2019</p> <p><b>Target Met:</b> Yes</p> <p>ITO monitors daily and maintains logs of uptime at every campus. System-wide uptime average is at 98.74% (09/15/2019)</p> <p><b>Improvement Plan:</b> Continue to work with ISP to prevent downtime, or lessen downtime when maintenance is required.</p> <p><b>Related Documents:</b>  <a href="#">SystemWide-uptime.xlsx</a></p>	
	<p>IT will Monitor backups to ensure availability and accuracy.</p> <p><b>Target:</b> atleast 90% of daily backups will be successful as reported in quarterly reports</p> <p><b>Related Documents:</b>  <a href="#">Fwd_Profile WARRAN.pdf</a></p>	<p><b>Reporting Period:</b> 2018 - 2019</p> <p><b>Target Met:</b> Yes</p> <p>Back ups continue regularly uninterrupted. (09/15/2019)</p> <p><b>Improvement Plan:</b> Maintain consistency as per normal.</p> <p><b>Related Documents:</b>  <a href="#">Fwd_Profile WARRAN.pdf</a>  <a href="#">idb-backup.JPG</a></p>	
	<p>Maintenance and expansion of systems to accommodate and support mission critical technology functions; Internet lease line cost,</p>	<p><b>Reporting Period:</b> 2018 - 2019</p> <p><b>Target Met:</b> Yes</p> <ol style="list-style-type: none"> <li>1. Upgraded phone system at National Campus.</li> <li>2. Upgraded phone system at CTEC</li> </ol>	

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p>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><b>Target:</b> 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>3. Phone system upgrade at Kosrae Campus almost done.  4. Chuuk and Yap Campus phone upgrades will be done in 2019-2020  5. Yap Campus switched over to Fiber Optic Cable  6. CTEC added to Fiber Optic Cable  7. ADSL added to FMI (09/15/2019)</p> <p><b>Improvement Plan:</b> Continue to work with ISP to change over Kosrae Campus and Chuuk Campus to Fiber.</p> <p><b>Related Documents:</b>  <a href="#">CTEC-phone-system-upgrade.pdf</a>  <a href="#">National-Campus-phone-system-upgrade.pdf</a>  <a href="#">Dedicated_Internet_and_Other_Services_Agreement_2019.pdf</a></p>	
<p><b>AUO 2_2018-2019 - Foster Effective Communication</b> - Provisions for IT Support Services</p> <p><b>AUO Status:</b> Active  <b>AUO Assessment Cycle:</b> 2015 - 2016  <b>Start Date:</b> 10/01/2015  <b>Inactive Date:</b> 09/30/2016</p>	<p>IT will continue to conduct technology enhancement to improve technology services offered such as the SIS</p> <p><b>Target:</b> OIE surveys will show a 90% agreement that IT services are adequate for user needs.</p>	<p><b>Reporting Period:</b> 2018 - 2019  <b>Target Met:</b> Yes</p> <p>No major changes initiated at this time. Upgrades to the SIS from previous assessment year is still being developed and will be deployed in FY 2019-2020. Minor changes based on user feedback and bug fixes addressed in FY 2018-2019. (09/16/2019)</p> <p><b>Improvement Plan:</b> Continue to get user feedback and address issues as they arise.</p> <p><b>Related Documents:</b>  <a href="#">SIS-Search-email.pdf</a></p>	
	<p>Trainings</p>	<p><b>Reporting Period:</b> 2018 - 2019  <b>Target Met:</b> Yes</p>	

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
	<p><b>Target:</b> Training sessions and successful delivery of outcomes will be evaluated by participants through surveys. 90% of participants will agree with outcomes met.</p> <p>Website services</p> <p><b>Target:</b> OIE surveys will show a 90% agreement that IT services are adequate for user needs.</p> <p><b>Related Documents:</b>  <a href="#">20190313 CHICKEN NUT BREAD_Website Overhaul Workshop MINUTES.pdf</a></p>	<p>Renton Isaac, Systems Specialist III at KSA Campus, conducted Schoology training for faculty at Yap and Chuuk Campuses in FY 2018-2019. (09/17/2019)</p> <p><b>Improvement Plan:</b> Assessment of training was not conducted. Incorporation of attendee feedback and follow up will be required for incorporation.</p> <p><b>Reporting Period:</b> 2018 - 2019</p> <p><b>Target Met:</b> Yes</p> <p>Working group convened to begin the process of website overall. Initial interviews of users at the various campuses made for initial feedback. Identification of necessary work, and step to move forward identified. Timeline being developed for work and implementation. (09/16/2019)</p> <p><b>Improvement Plan:</b> Maintain current website for information availability, and develop a new and modern website that present information faster, and easily for user identification of the online resource(s). Three or less click to arrive at page or document.</p> <p><b>Related Documents:</b>  <a href="#">20190313 CHICKEN NUT BREAD_Website Overhaul Workshop MINUTES.pdf</a></p>	
	<p>Official Publications will be concise, informative, timely and accurate</p> <p><b>Target:</b> OIE surveys will show a 90% agreement that IT services are adequate for user needs.</p>	<p><b>Reporting Period:</b> 2018 - 2019</p> <p><b>Target Met:</b> Yes</p> <p>Annual academic catalog review, update, and dissemination complete. (09/16/2019)</p> <p><b>Improvement Plan:</b> Continue to maintain catalog and timely update and publish for planning and scheduling purposes.</p> <p><b>Related Documents:</b>  <a href="#">Academic Catalog 2019-2020</a></p>	
	<p>Helpdesk service times will be timely, and helpful.</p> <p><b>Target:</b> OIE surveys will show a 90% agreement that IT services are adequate for user needs.</p>	<p><b>Reporting Period:</b> 2018 - 2019</p> <p><b>Target Met:</b> Yes</p> <p>Purchased, install, and will implement at the national campus beginning FY 2019-2020 Help Desk Software for timely reporting, addressing, and tracking of helpdesk issues at the college. (09/16/2019)</p> <p><b>Improvement Plan:</b> After implementation at the national campus, state campuses are targeted for a collective incorporation of the Help Desk Software for a cohesive</p>	

*Administrative Unit  
Outcomes*

*Assessment Strategies*

*Results*

*Improvements*

collection and overview of issue for IT as a whole.

**Related Documents:**

[Help Desk Software](#)