



2019-2020 Tactical/Operational Annual Assessment Report

Goal: Assess progress on key functions, tactics and operations of designated area/division/department focused on in 2019-2020 using clear data, analysis, interpretation and reporting of findings, and plans for next steps (continual improvement).

Outcome: Areas of operation will discuss 3-6 tactics or operations, total, from the 2019-20 year in an outcome-oriented format, supported by data, with actions steps for the next year.

INSTRUCTIONS*

Using the tables on the following pages:

1. Assess each Tactic/Operation with available evidence and discuss progress, achievements, and success made based on available evidence and date.
 - a. **Progress and Successes** column should highlight significant progress made – discuss in outcome-related terms (What changed? How do you know?)
 - b. **Analysis and Interpretation** should refer to the indicators of success chosen in your fall assessment plans. Discuss your progress in relation to those indicators, indicate whether the indicator itself was a good representation of success and what it might change to if not, and note any internal or external trends that may have affected progress on this indicator. Highlight any budget-related needs that have hindered or could further progress and sustain success.
2. Describe a basic action plan for continuous improvement related to your assessment work.
3. On the budget/resource allocation page, describe effects of the department or division budget on future tactics/operations planning.
4. On the last page, complete survey and note what assessment resources and training are most needed for next year.

**** If other assessment documents are used for the “Progress Made” and “Action Planned” columns, note where the information is stored and include with this document.***



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Profile Information			
Division	Office of Information Technology	Assessment of Tactical or Operational Plan? (circle one)	
Department	Information Technology	Division or Department Dean, Leader, Director, etc.	Director
Contributors to this report	Tim Hill		
Mission statement and goals	<p><i>Mission statement:</i> The Office of Information Technology provides technological infrastructure that supports learning, administrative operations, and student success within a professional customer service-oriented experience.</p> <p><i>Division/Department goals:</i></p>		

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SP Goal 1: Improve institutional climate, culture and efficiency				
Tactic or Operation <i>Outcome-focused format</i>	Indicators of Success <i>Planned metrics and targets</i>	Progress and Successes <i>Based on data and evidence</i>	Analysis and Interpretation <i>Based on documentation from progress and success – refer to your chosen indicators of success</i>	Action Plan for 2020-2021 <i>Include major actions, indicators and related timelines based on this year's progress</i>
Reduced Manual Processing and directing flow of documents	<p>Completion of AP /Purchasing integration with Docuware.</p> <p>Completion of HR integration with Docuware, web forms, drop boxes, and process flow.</p> <p>Within IT integration with Docuware, web forms, drop boxes and process flow.</p>	<p>This project was completed and migrated 27 user's ability to direct and add additional information required for AP. Before the project our average time to pay an invoice was 20 days and after the completion of the AP project it now has been reduced to 5 days.</p> <p>The projects for HR and IT are scheduled to begin this summer.</p>	<p>The completion of this project has greatly improved the effectiveness in the AP department. The results show a reduction of 300%. The average time now to pay an invoice has dropped to 5 days.</p>	<p>We have completed the requirements in the AP department, but are scheduled to begin in the HR department in July. The key next steps is to identify the processes needing assistance, document the process, and make required automations. This half of the project is scheduled to be completed June 2021.</p>
Offer self-service Transcript request & delivery	E-Transcripts in use without college intervention.	This project was completed on 1/3/2020 and transcript volume reports from clearing house showing transcripts fulfilled in January & February.	The E-Transcript project has received two months of transaction reports from the clearinghouse showing transactions completed without college intervention. Link to Reports	No major actions are required, unless the interface to the 3 rd party is changed.

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<p>Seamless wireless connectivity and improved guest wireless security on Campus</p>	<p>Testing connectivity on campus where WIFI is not available vs. the map scheduled for improvement. If WIFI is available in areas identified for WIFI then the project will be a success.</p>	<p>The required certification was obtained and the identified WLANS have been removed from our networks and now we are identifying where our devices need to be installed and segmenting our network so the UCC_GUEST are not with the same traffic as other users.</p>	<p>During the analysis phase of the project it was decided to not virtualize the LOK physical device. It will require a dedicated NIC and will not improve our current performance or give us additional features. We are behind on the completion of the implementation of the devices as all staff were moved to address the needs of campus due to COVID. The shifting of resources has delayed us, but we now have scheduled to implement WIFI devices this summer.</p>	<p>Our action plan requires the following major steps: Complete the segmentation of our guest network and install the devices to improve our WIFI on campus.</p>
<p>Reduce application sign-on via integration</p>	<p>Success is when all applications that support single sign-on via LDAP do not require a login but use your network login permissions.</p>	<p>This project required multiple applications to be upgraded and mapping users within AD. At this time Banner 9 is in testing and production has it enabled. We have not moved any applications over to use the SSO, but it is scheduled to occur beginning this summer.</p>	<p>This project is behind schedule due to the Degree Works 5.0.3 project required additional time to implement and the redirection of resources to assist the transition to remote due to COVID. With additional effort within our development staff and ability to dedicate our network manager this project can get back on track.</p>	<p>We are looking to put additional effort to complete this project on-time. The next major steps are: Implementation of Banner 9 in production and training on Banner 9 along with SSO. We will also look to create the SSO portal and be completed by December 2020.</p>
<p>Standardization and improved Banner security</p>	<p>All staff will be within a role group of their position.</p>	<p>During the winter I measured the number of people whom have been moved to role groups versus the amount required to move. We were way behind and had only completed 3% of the staff.</p>	<p>During the winter quarter we spent over 51k and were only 3% complete at transitioning staff to role-based permissions. We had targeted spending 30k to be 30% complete and at the rate of completion it would cost over 300k to complete to project. After reviewing the number of staff where we had duplicate employees with the same functions/job descriptions. I determined the benefit to the IT department was not worth the cost, along with the disruptive nature of the change to the</p>	<p>This project was stopped due to the cost and evaluation of impact for our campus.</p>

			different departments. Please refer to the following link to see the resources and cost.	
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SP Goal 2: Increase high quality, relevant education opportunities through innovative and specialized academic programming

Tactic or Operation <i>Outcome-focused format</i>	Indicators of Success <i>Planned metrics and targets</i>	Progress and Successes <i>Based on data and evidence</i>	Analysis and Interpretation <i>Based on documentation from progress and success – refer to your chosen indicators of success</i>	Action Plan for 2020-2021 <i>Include major actions, indicators and related timelines based on this year’s progress</i>
Improved support, security, and reduction of end point requirements	End users are no longer tied to nor dependent on a specific physical machine to accomplish their work.	The required hardware and software have been implemented and configured. The base image for computers has been completed ahead of schedule and the IT department is piloting the current design by using the VDI in their daily tasks. Based on the completion date of December 2021 we should complete 1 year in advance.	This project has required a lot of restarts and required the rebuilding the design of the lab VDI’s. The labs were initially out of scope, but due to information gathered from CISCO and VMWARE we needed to rebuild them to accomplish our end goal. We spent time creating a project definition document which greatly placed the team on the same page and helped identify the questions that needed to be answered before building the staff/faculty portion of the VDI’s. With strong support from our vendors and success we are having during the pilot we anticipate being ahead of schedule.	The next major actions are to create the required support documentation and creating a video on how to use the VDI. We will also be scheduling classes in the summer for staff and faculty will be trained during fall term. The new goal is to complete by Jan 1, 2021.

SP Goal 3: Support student success from recruitment through program progression, completion of programs, and transfer or entry to the workforce

Tactic or Operation <i>Outcome-focused format</i>	Indicators of Success <i>Planned metrics and targets</i>	Progress and Successes <i>Based on data and evidence</i>	Analysis and Interpretation <i>Based on documentation from progress and success – refer to your chosen indicators of success</i>	Action Plan for 2020-2021 <i>Include major actions, indicators and related timelines based on this year's progress</i>
Provide cost-analysis and accreditation data.	IR department can use the data per their specification for reporting.	The programming was completed and delivered to the IR / IEC department in December. Validation of the data delivered was completed by February 2020. The faculty assessment packets used the data delivered and were distributed in May 2020. The success of the project was mixed. It was delivered on time, but during the data extraction data quality and lack of data broken down became such an issue part of the data use has been delayed until next year.	If success is measured by the delivery of information was based on quality and time, then it was a success. If success is measured by a complete picture of all costs, then the project was only a partial success. Projects of this type require that data is entered at the level of where research is wanting. We found so much bad data that we could not meet the newest demands on the data to create reports beyond accreditation and faculty assessment packets.	The IR department and accounting are working on a plan that will allow for the extraction of data at the level of the latest requests, but this will be a new project.

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SP Goal 4: Improve integration of the College with the community				
Tactic or Operation <i>Outcome-focused format</i>	Indicators of Success <i>Planned metrics and targets</i>	Progress and Successes <i>Based on data and evidence</i>	Analysis and Interpretation <i>Based on documentation from progress and success – refer to your chosen indicators of success</i>	Action Plan for 2020-2021 <i>Include major actions, indicators and related timelines based on this year's progress</i>
Ability to increase our testing offering in our testing center	Reconfigured and functioning testing center.	This project was just getting started when it was stopped due to Pearson Vue denying the reconfiguration design.	This project was a good idea and achieving additional accreditations would have been nice, but not possible. The letter/email from Pearson is being placed on the project folder.	No further actions in 2020/21