

Administrative and Educational Support Report

Computer Center

Annual Action Plan
Annual Assessment Report

June 2007 – May 2008



Annual Action Plan: June 1, 2007–May 31, 2008

Unit: Computer Center

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Information Technology **Unit Head:** Leota Hull

Unit Mission: The Computer Center provides reliable, contemporary, effective, and integrated technology solutions and information services to serve our students and support the mission and goals of the university.

University Goal: Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

Division Objective: Enhance, expand and broaden options for students, faculty and staff through excellent and effective information technology solutions.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Implement servers and technology to support student information systems.	Complete the setup of the Banner Production Platform	Base System setup Banner Production Instance functional on Production Platform	Completed and DBA acceptance by 8/1/2007 Completed and Project Team acceptance by 9/17/2007	Old Computer Center Renovation project scheduling will impact our ability to set up the high availability configuration.
	Optimize Banner & related Applications Security	Admissions Security Matrix Financial Aid Security Matrix Registrar’s Security	Implementation by 9/17/2007 Implemented by 1/31/2008 Implemented by 3/14/2008	

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		Matrix Security Assessments	Banner Completed May 31, 2007 ODS Started by 4/1/2007 Interactions tested before go-live of each application	Assignment of Graham Toal to Technical Team for Security Testing & Assessment
	Database Administration	Seed, Training, Test, Conversion, Preprod. and, Security Instances installed, setup, patched, and upgraded.	Project Implementation scheduled dates Met at 100%	Personnel must be hired and trained to support security set up and System Administration Duties.

University Goal:

Become an outstanding research institution, emphasizing collaborative partnerships and entrepreneurship

Division Objective:

Provide infrastructure that will facilitate collaboration and growth among the research community.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Provide scalable robust infrastructure to support technology for research.	Dedicate storage capacity for Data and services to backup and secure the data.	Faculty has access to store and share data. Faculty requests for capacity increases receive rapid satisfaction	Service available to 100% of faculty All requests for capacity increases that don't require purchase of resources met within 48 hrs.	
	Implement the content services version of the internet file system.	Content services version of internet file system implemented per project schedule.	Project milestones met at 100% on schedule	Funding for the project is a prerequisite

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University Goal:

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

Division Objective:

Lead in the delivery of technology solutions resulting in the customer's ability to do things they couldn't do before

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Provide Infrastructure and DBA support to eBusiness Suite Phase II	Upgrade and manage the eBusiness Suite Test environment	Additional test and development instances of eBusiness Suite can be accommodated on the test environment	Number of test instances requested provided at 100% level Non-scheduled downtime at zero.	
Maximize Email Systems' availability to employees.	Minimize unscheduled downtime of the mail system.	Zero downtime during Office Hours. Maintenance scheduled for weekends	During Office hours: Number of downtime incidents Total number of Non-Operational hours for the year.	
	Conduct daily backups of all Exchange mailboxes.	Zero incidents of data loss due to system failures.	100% of data recovered after a system failure	
	Test and apply patches for Exchange and Win2003	Security critical patches tested and applied with high priority. All applicable patches applied within 45 days of release.	100% of critical patches tested and applied within 72 hours of release Average time to apply patches less than 45 days.	
Provide an effective Records Management Program	Records Center provides secure and effective lifecycle management for records.	Records Center meets 50% or more of the Texas State Library Standards	Texas State Library Standards compared to UTPA Records Center procedures and practices.	Funding for Records Analyst position
	Develop Plan to reach 100% compliance with Texas State Library	Plan developed	Plan identifies resources needed and schedule of actions required.	Funding for Records Analyst position

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
	Standards			
	Provide records training.	Campus departments have trained records coordinators	Identify departments who: -have no records coordinators. -coordinators who need training. -number of training session held.	Funding for Records Analyst position.
	Provide a secure and effective disposal program for confidential materials	University department requests are serviced effectively at the 100% level.	Analyze/measure the number of university departments using the Disposal Service	Budget Approval for new Crosscut shredder and operating funds for pickup and delivery costs.

FY08 AES Assessment Results Report

UTPA

Admin - Computer Center

Unit Mission: The Computer Center provides reliable, contemporary, effective, and integrated technology solutions and information services to serve our students and support the mission and goals of the university.

Unit Head: Leota Hull

Division: Division of Information Technology

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Admin - Computer Center - Records Management Program - UTPA's Records Management Program will provide effective services to enable campus departments to manage records.</p> <p>Outcome Types: Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p> <p>Start Date: 09/01/2008</p> <p>End Date: 08/31/2011</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. The Hagar Records Center provides secure and effective lifecycle management for paper and other media (physical) records. 2. Records Management provides training and consulting services to campus departments.</p>	<p>Assessment Method: Texas State Library Standards compared to UTPA Records Center procedures and practices.</p> <p>Criterion for Success: Records Center meets the Texas State Library Standards for paper records including contingency planning for the Hagar Records Center.</p>	<p>09/12/2008 - Records Center operation meets all requirements of the Texas State Library Standards except Contingency and Disaster Recovery Planning.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Mark Outcome as Complete</p>	<p>09/12/2008 - Contingency and Disaster Recovery Planning for the Records Center will be incorporated into the Division of Information Technology Disaster Recovery Plan.</p>
<p>3. The Hagar Records Center provides a secure and effective disposal program for confidential materials.</p> <p>4. Records Program staff will perform research and develop proposals to improve facilities and services for the management of electronic records.</p> <p>5. The expertise of Information Systems Services staff will be leveraged to provide assistance for electronic records management.</p>	<p>Assessment Method: Monitor participation of campus departments in the Records Program</p> <p>Criterion for Success: Campus departments have trained records coordinators - increase the new records coordinator appointments by 25% the first year - increase number of departments participating in training by 10% first year</p>	<p>09/12/2008 - Approximately 50 departments have records coordinators appointed. This is approximately 14% of the departments. These are the departments who use the services of the Records Center. Online mandatory training was updated and available to all faculty and staff. One-on-One training was provided to 31 departments during the year.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>09/12/2008 - Will develop strategies to increase campus participation in the program.</p>
	<p>Assessment Method: Survey university departments using the Disposal Service</p> <p>Criterion for Success: Survey results rate the service at the satisfied level or above</p>	<p>09/12/2008 - Shredding Services is provided regularly to 60 departments accross campus. Ad hoc requests during the year were received from individuals and serviced within an average of 2 days. All requests were satisfied. Improvements in the service included the addition of a cross-cut shredder and surveys of the customer base.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Mark Outcome as Complete</p>	<p>09/12/2008 - Will develop strategies to increase the participation of departments in use of the service</p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>6. Records staff participation in technology projects will improve awareness of electronic records requirements.</p> <p>7. The new Records Task Force will inform and advise the development of improvements in the Records Management Program.</p>	<p>Assessment Method: Process Review and Development</p> <p>Criterion for Success: Three key processes will be reviewed and revised to better address electronic records. New processes will be developed. Processed will be standardized and documented.</p>		