

# **Administrative and Educational Support Report**

**Division of Information Technology**

**Annual Action Plan  
Annual Assessment Report**

**June 2007 – May 2008**



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

**Unit:** IT Division

**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:** Bob Lim

**Unit Mission:** The Information Technology Division 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 manner.

**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                             |
|--|---|---|---|--|
| Employ technologies to give students, staff, and faculty the necessary tools and opportunities to succeed. | Implement technologies and services to support administrative and educational activities. | Implement server infrastructure for the Banner project. | Banner infrastructure available Fall 2007.  | Facilities to house the high availability configuration. |
|  | Complete wireless LAN deployment  | .Approximately 95% of all outside areas covered.        | Campus wide wireless LAN is available, secure, and serves the areas that need it. | No new resources required.                               |
|  | Increase IT Support Services.   | Enhance communications with customers of IT Support.    | Data obtained through surveys, statistics, feed back and comments.                | One new position and additional direct wage employees.   |

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

| 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 |
|----------------|--|---|--|------------------------------|
|                | Support the University's marketing plan and provide personalized online information to faculty, staff, and students. | Create a portal for faculty, staff, students, prospective students and parents. | Surveys, interviews, user reaction questionnaires.             | None                         |

**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 high speed network connection to facilitate research. | Continue participation in Learn and Internet 2, and work with OTS to build the South Texas high speed network. | Network connection is increased to one gigabit or greater.                         | Network connections are available by 9/1/2008.  | Additional funding.           |
|   | Enhance help desk services.  | Increased help desk hours and additional software packages available for students. | Help desk hours extended past 5:00 pm and at least one new software package available.              | Additional staff and funding. |
|   | Provide web services to support research efforts.  | Web based video support available.   | Implementation of technologies such as streaming video, podcasting, web cams and discussion boards. | None.                         |

**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.

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

| 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  |
|--|---|--|--|---|
| Enhance security and infrastructure availability and confidence in critical technology.          | Strengthen defenses against security risks.   | New high availability firewall installed and operational.  | Appropriate rules are in place and backed up.  | None.   |
|  | Minimize system down time.  | Patches applied within 45 days of release, zero down time during office hours and zero data loss due to system failure.                | Down time incidents, non-operational hours, percentage of data recovered, percentage of patches applied.                         | None  |
| Enhance records retention efforts to facilitate compliance with relevant statutes, and policies. | Develop a compliance plan, provide records training, and provide secure disposal procedure for records. | Training plan, records compliance plan, departmental record coordinators, 100% of departmental records disposal requests are serviced. | Records program meets state library standards.   | Funding for records analyst position and document destruction equipment and program operating cost. |
| Enhance non-technical individuals' capability to publish on the web.                             | Implement a web content management system.  | 50 % of the University's web content will be managed by the content management system.   | The web content management system will reduce the workload of the internet services department by 20% for basic content changes. | None  |
| Provide network infrastructure to meet University's growth requirements.                         | Complete network refurbishment and expansion project.   | On campus access to internet services meets the campus demands.  | University growth demands are met by the infrastructure enhancements.  | Funding for network access control device.  |

# FY08 AES Assessment Results Report

## UTPA

### Admin - Division of Information Technology

**Division:** Division of Information Technology

**Unit Head:** Bob Lim

**Unit Mission:** The Information Technology Division provides reliable, contemporary, effective, and integrated technology solutions and information services to serve our students and support the mission and goals of the University.

| Intended Outcomes   | Means of Assessment & Criteria for Success / Tasks  | AES Assessment Results  | Use of Result & Follow-Up  |
|---|---|---|--|
| Admin - Division of Information Technology - Provide high speed network connection - We will provide high speed network connection to facilitate research.  | <p><b>Assessment Method:</b><br/>Network connections are available by 9/1/2008.</p> <p><b>Criterion for Success:</b><br/>Network connection is increased to one gigabit or greater.</p>   |   |  |
| <p><b>Outcome Types:</b><br/>Administrative - Fiscal Year 2008<br/>Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b><br/>06/01/2007</p> <p><b>End Date:</b><br/>05/31/2009</p> <p><b>Outcome Status:</b><br/>Active/Ongoing</p> <p><b>Strategies:</b><br/>1. Continue participation in Learn and Internet 2, and work with OTS to build the South Texas high speed network.<br/>2. Enhance help desk services.<br/>3. Provide web services to support research efforts.</p> | <p><b>Assessment Method:</b><br/>2a. Help desk hours extended past 5:00 pm and at least one new software package available.</p> <p><b>Criterion for Success:</b><br/>Increased help desk hours and additional software packages available for students.</p> | <p>09/01/2009 - Faculty, Students, and Staff are appreciative of the extended hours and the availability of Creative Suites deployment. We will hopefully implement the software to all the labs this fiscal year</p> <p><b>Result Type:</b><br/>Criterion Met</p> <p><b>Next Step:</b><br/>Continue Current Strategy(s)</p> <p><b>Resources Needed - Wages:</b><br/>additional wages to support extended hours</p> | <p>11/24/2008 - We will continue to ensure we have extended hours during the semester at the Call Center and at the Service Desk the first two weeks of each long semester</p> |
|   | <p><b>Assessment Method:</b><br/>3a. Implementation of technologies such as streaming video, podcasting, web cams and discussion boards.</p> <p><b>Criterion for Success:</b><br/>Web based video support available.</p>                                    |   |  |
| Admin - Division of Information Technology - Enhance security and infrastructure - We will enhance security and infrastructure availability and confidence in critical technology.  | <p><b>Assessment Method:</b><br/>Appropriate rules are in place and backed up.</p> <p><b>Criterion for Success:</b><br/>New high availability firewall installed and operational.</p>   |   |  |

| Intended Outcomes  | Means of Assessment & Criteria for Success / Tasks   | AES Assessment Results  | Use of Result & Follow-Up   |
|--|--|---|---|
| <p><b>Outcome Types:</b><br/>Administrative - Fiscal Year 2008<br/>Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b><br/>06/01/2007</p> <p><b>End Date:</b><br/>05/31/2009</p> <p><b>Outcome Status:</b><br/>Active/Ongoing</p> <p><b>Strategies:</b><br/>1. Strengthen defenses against security risks.<br/>2. Minimize system down time.</p>   | <p><b>Assessment Method:</b><br/>Down time incidents, non-operational hours, percentage of data recovered, percentage of patches applied.</p> <p><b>Criterion for Success:</b><br/>Patches applied within 45 days of release, zero down time during office hours and zero data loss due to system failure.</p> | <p>08/31/2008 - Data Center Infrastructure support to UTPA's Information Systems had no unanticipated or unscheduled downtime during office hours.</p> <p>Patches are tested and installed as they apply to UTPA's systems within 45 days of release.</p> <p>UTPA suffered no data losses.</p> <p><b>Result Type:</b><br/>Criterion Met</p> <p><b>Next Step:</b><br/>Continue Current Strategy(s)</p> <p><b>Resources Needed - Maintenance &amp; Operation:</b><br/>Continued funding for maintenance services, infrastructure capacity, and business continuity resources.</p> | <p>11/14/2008 - Scheduling of downtime has cut down on interruptions of services to user offices. The new change management project when completed will assist with coordination of activities that cause downtime.</p>   |
| <p>Admin - Division of Information Technology - Enhance records retention - We will enhance records retention efforts to facilitate compliance with relevant statutes, and policies.</p> <p><b>Outcome Types:</b><br/>Administrative - Fiscal Year 2008<br/>Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b><br/>06/01/2007</p> <p><b>End Date:</b><br/>05/31/2009</p> <p><b>Outcome Status:</b><br/>Active/Ongoing</p> <p><b>Strategies:</b><br/>1. IT disaster recovery planning will include Records Center.</p> | <p><b>Assessment Method:</b><br/>Records program meets state library standards.</p> <p><b>Criterion for Success:</b><br/>Training plan, records compliance plan, departmental record coordinators, 100% of departmental records disposal requests are serviced.</p>  | <p>08/31/2008 - All training requests were met. All disposal requests were met.</p> <p>Compliance Assessment &amp; Plan was completed and presented.</p> <p>Records Coordinators were identified.</p> <p><b>Result Type:</b><br/>Criterion Met</p> <p><b>Next Step:</b><br/>Add New Strategy</p> <p><b>Resources Needed - Maintenance &amp; Operation:</b><br/>Existing Staff and potentially funding for services.</p>   | <p>11/14/2008 - Contingency and Disaster Recovery Planning for the Records Center will be incorporated into the Division of Information Technology Disaster Recovery Plan.</p> <p>The Records Program with assistance from the Records Task Force will develop strategies to increase campus participation in the program</p> |

| Intended Outcomes  | Means of Assessment & Criteria for Success / Tasks  | AES Assessment Results  | Use of Result & Follow-Up |
|--|---|---|---------------------------|
| <p>Admin - Division of Information Technology - Enhance non-technical individuals capability - We will enhance non-technical individuals' capability to publish on the web.</p> <p><b>Outcome Types:</b><br/>Administrative - Fiscal Year 2008<br/>Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b><br/>06/01/2007</p> <p><b>End Date:</b><br/>05/31/2009</p> <p><b>Outcome Status:</b><br/>Active/Ongoing</p> <p><b>Strategies:</b><br/>1. Implement a web content management system.</p>  | <p><b>Assessment Method:</b><br/>The web content management system will reduce the workload of the internet services department by 20% for basic content changes.</p> <p><b>Criterion for Success:</b><br/>50 % of the University's web content will be managed by the content management system.</p> | <p>08/30/2008 - Majority of the Divisional and college sites were migrated to the content management system. Over 50 new departmental sites were also created in the CMS</p> <p><b>Result Type:</b><br/>Criterion Met</p> <p><b>Next Step:</b><br/>Continue Current Strategy(s)</p> |                           |
| <p>Admin - Division of Information Technology - Provide network infrastructure - We will provide network infrastructure to meet University's growth requirements.</p> <p><b>Outcome Types:</b><br/>Administrative - Fiscal Year 2008<br/>Administrative - Fiscal Years 2009 - 2011</p> <p><b>Start Date:</b><br/>06/01/2007</p> <p><b>End Date:</b><br/>05/31/2009</p> <p><b>Outcome Status:</b><br/>Active/Ongoing</p> <p><b>Strategies:</b><br/>1. Complete network refurbishment and expansion project.</p> | <p><b>Assessment Method:</b><br/>University growth demands are met by the infrastructure enhancements.</p> <p><b>Criterion for Success:</b><br/>On campus access to internet services meets the campus demands.</p>   |   |                           |