

Administrative and Educational Support Report

Information Systems Services

Annual Action Plan Annual Assessment Report

June 2007 – May 2008



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

Unit: Information Systems Services

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:** Isabel Infante

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
Provide support to administrative offices with legacy student system.	Maintain legacy student system with the most current updates in order to continue to provide support for the admission, registration and payment features in SIS Plus.	Apply maintenance bulletins to SIS Plus systems; make necessary changes to legacy programs and data.	User testing and acceptance of maintenance bulletin postings and program/data changes to SIS Plus.	None

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

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 support to administrative offices with Banner student system.	Provide the technical support necessary to migrate legacy data to the Banner student system and to interface to other software application systems necessary for the Banner student system.	Extract data from legacy SIS database and migrate to Banner using migration scripts; develop scripts to extract data for interfaces; develop processes in the Banner system to process data extracts from 3 rd party systems into Banner.	Process testing by functional offices.	Dependent on complexity and due date; RFP for consulting services will be purchased for this unit objective.
Provide support to administrative offices on the Oracle ERP system phase 1 which was deployed in production on 09/01/2006.	Learn the Oracle ERP system technologies better and get a better understanding of how the different applications in the ERP system work together.	Less technical support needed to correct output issues; smoother runs of jobs in Oracle.	There will be fewer requests for assistance from functional offices; ERP processes will run better with less technical intervention.	Production Control team is needed to provide the continue support to functional offices and to meet the auditing requirements for separation of duties and access to production environment.
Provide support to the Oracle ERP system phase 2 project which is pending.	Work with functional teams and consulting services to implement as much of the phase 2 requests as possible.	More processes will be automated and more reports will be generated from Oracle data.	Functional offices will become more self-sufficient and be able to manage their data and reports better and more efficiently.	Developer vacancies need to be filled to be able to provide the needed support.

FY08 AES Assessment Results Report

UTPA

Admin - Information Systems Services

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.

Unit Head: Isabel Infante

Division: Division of Information Technology

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Admin - Information Systems Services - Provide support - legacy system - We will provide support to administrative offices with legacy student system.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 05/31/2008</p> <p>Outcome Status: No Longer Desired</p> <p>Strategies: 1. Maintain legacy student system with the most current updates in order to continue to provide support for the admission, registration and payment features in SIS Plus.</p>	<p>Assessment Method: User testing and acceptance of maintenance bulletin postings and program/data changes to SIS Plus.</p> <p>Criterion for Success: Enhanced functionality of the SIS Plus System will be the result of applying maintenance bulletins and making necessary changes to legacy programs and data.</p>	<p>04/22/2008 - The SIS Plus System will become the legacy system in full by 08/31/2008. By applying the tos's, we've been able to maintain the Plus system to meet the needs for the 2007-08 academic year.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Loop Closed</p>	<p>04/22/2008 - We have been able to provide the necessary support to the SIS functional offices and self-service functionality for student registration and self-services processes.</p>
<p>Admin - Information Systems Services - Provide support - Banner student system - We will provide support to administrative offices with Banner student system.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 05/31/2008</p> <p>Outcome Status: No Longer Desired</p> <p>Strategies: 1. Provide the technical support necessary</p>	<p>Assessment Method: 1a. Process testing by functional offices.</p> <p>Criterion for Success: Functional office processes will be enhanced by: 1)extracting data from legacy SIS database and migrating it to Banner using migration scripts; 2) developing scripts to extract data for interfaces; and 3) developing processes in the Banner system to process data extracts from 3rd party systems into Banner.</p>		

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>to migrate legacy data to the Banner student system and to interface to other software application systems necessary for the Banner student system.</p>		<p>09/02/2008 - The Banner student system has been migrated from the PLUS student software. It was possible to run the Fall 2008 processes using the Banner application. Result Type: Criterion Met Next Step: Continue Current Strategy(s)</p>	<p>09/29/2008 - The Fall 2008 admission/registration/financial aid/accounts receivable processing was processed in the Banner student system.</p>
<p>Admin - Information Systems Services - Provide Support - Oracle ERP Phase 1 - We will provide support to administrative offices on the Oracle ERP system phase 1 which was deployed in production on 09/01/2006.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 05/31/2008</p> <p>Outcome Status: No Longer Desired</p> <p>Strategies: 1. Learn the Oracle ERP system technologies better and get a better understanding of how the different applications in the ERP system work together.</p>	<p>Assessment Method: There will be fewer requests for assistance from functional offices; ERP processes will run better with less technical intervention.</p> <p>Criterion for Success: Offices will be more self-sufficient because less technical support will be needed to correct output issues. Jobs will run more smoothly in Oracle.</p>		
<p>Admin - Information Systems Services - Provide Support - Oracle ERP Phase 2 - We will provide support to the Oracle ERP system phase 2 project which is pending.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 05/31/2008</p>	<p>Assessment Method: Functional offices will become more self-sufficient and be able to manage their data and reports better and more efficiently.</p> <p>Criterion for Success: More processes will be automated and more reports will be generated from Oracle data.</p>	<p>09/02/2008 - The EIS staff has provided the support to the administrative offices so that they could run processes needed to provide services to the University departments. Projects which enhanced or fixed issues which were identified by the administrative offices were completed. Result Type: Criterion Met Next Step: Mark Outcome as Complete</p>	<p>09/29/2008 - Issues and enhancements were addressed with the support. Functionality of the E-business application was improved and impacted individual departments in some projects and all departments in others.</p>
<p>Admin - Information Systems Services - Provide Support - Oracle ERP Phase 2 - We will provide support to the Oracle ERP system phase 2 project which is pending.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 05/31/2008</p>		<p>09/02/2008 - The EIS staff worked on projects which were identified as phase 2 projects. Most</p>	<p>09/29/2008 - Additional functionality was added to the E-</p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Outcome Status: No Longer Desired</p> <p>Strategies: 1. Work with functional teams and consulting services to implement as much of the phase 2 requests as possible.</p>		<p>were completed. These projects added functionality and fixed issues identified by the administrative offices.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>business application. Also, other projects within the application were also made more efficient.</p>