

Outcomes Assessment

Annual Effectiveness Plan for Information and Communication Technologies (ICT)



**New Mexico State University
June 2006**

Table of Contents

1. ICT Strategies and Objectives	1
<i>Purpose of this Document</i>	1
<i>NMSU's Mission</i>	1
<i>NMSU's Vision</i>	1
<i>ICT's Vision</i>	1
<i>NMSU's Common Information Technology Goals</i>	1
<i>Relationship to the State of New Mexico Information Technology Strategic Plan</i>	2
<i>Information Technology Goals and NMSU's "Living the Vision"</i>	2
<i>Information Technology Goals and NMSU's "One University"</i>	4
2. ICT Organizational Structure and Reports	5
A. <i>Business Operations:</i>	6
<i>Business Operations Outcomes Assessment Reporting - 2005</i>	6
B. <i>Security and Research:</i>	7
<i>Security and Research Computing Outcomes Assessment Reporting – 2005</i>	7
C. <i>Telecommunications and Networking Services:</i>	8
<i>Telecommunication & Networking Services Outcomes Assessment Reporting - 2005</i>	8
D. <i>Instructional Support Services:</i>	9
<i>Instructional Support Services Outcomes Assessment Reporting - 2005</i>	10
E. <i>Enterprise Application Services:</i>	11
<i>Enterprise Application Services Outcomes Assessment Reporting - 2005</i>	11
F. <i>Computer Systems:</i>	12
<i>Computer Systems Outcomes Assessment Reporting - 2005</i>	12
G. <i>Strategic Relations:</i>	13
<i>Strategic Relations Outcomes Assessment Reporting - 2005</i>	14
3. ICT 2006 Goals and Projects	15
A. <i>Business Operations</i>	15
B. <i>Security and Research Computing</i>	15
C. <i>Telecommunications and Networking Services</i>	16
D. <i>Instructional Support Services</i>	16
E. <i>Enterprise Application Services</i>	17
F. <i>Computer Systems</i>	18
G. <i>Strategic Relations</i>	19



1. ICT Strategies and Objectives

Purpose of this Document

This document presents the goals for information technology (IT) in the context of the NMSU “Living the Vision” and “One University” plans for excellence in teaching, research, and service. The driving force for the use of information technology at NMSU is to support the mission, vision, goals, and objectives of the university. As part of the technology planning and execution, NMSU strives not only to complete IT projects that are relevant to NMSU’s mission, but also to benchmark our capabilities to similar land grant institutions.

NMSU’s Mission

New Mexico State University is the state’s land grant university, serving the educational needs of New Mexico’s diverse population through comprehensive programs of education, research, extension education, and public service.

NMSU’s Vision

By 2020, New Mexico State University will be a premier university as evidenced by demonstrated and quantifiable excellence in teaching, research, and service relative to its peer institutions.

ICT’s Vision

Information and Communication Technologies supports *access* and *success* at NMSU. Through our projects and daily activities, ICT provides resources and services to support the educational, research, and public service missions of the university. These resources and services are available to any NMSU student or employee to help them achieve success at NMSU. ICT develops and implements policies and procedures necessary to insure the effective, secure, and appropriate use of university information resources and services.

NMSU’s Common Information Technology Goals

Although individual information technology needs vary throughout NMSU’s campuses and departments, there are common objectives across the university. These objectives are generic in nature, but provide the motivation for specific information technology goals and projects at NMSU.

1. Use technology to enhance, expand, and expedite the services utilized by students and employees throughout the state of New Mexico.
2. Provide security and identity management for efficient and accurate access to information for employees and students.
3. Condense and unify backend systems and databases for administrative information to support a strong foundation for web-based access and self-service (ERP).
4. Provide appropriate and adequate technology and training to all faculty and staff to support academic program objectives.



5. Identify and allocate fiscal resources for acquisition and support of information technology at NMSU.
6. Create and support ongoing opportunities for technology-related professional development and training.
7. Provide enhanced Help Desk services and web-based self-support in information technology for students, faculty, and staff.
8. Provide increased support for economic development by providing resources for faculty researchers, especially those using high performance computing and high bandwidth networks.

Relationship to the State of New Mexico Information Technology Strategic Plan

NMSU's information technology plan follows the same guiding principle as the State's IT Strategic Plan (FY04), that is, "Deliver the best public services to the citizens of New Mexico at the lowest possible cost".

NMSU's IT philosophy follows precisely the guidance of the State's FY06 Strategic IT Road Map. It agrees with all of the following key points in the Road Map:

- Facilitate sharing of systems, processes, and data
- Improve delivery of enterprise IT services
- Improve management of IT human resources
- Implement consolidated IT services
- Improve IT performance
- Improve purchasing performance
- Identify communities of interest to build a service delivery plan
- Establish an electronic service delivery plan
- Improve availability, use, and support of IT in K-PhD education
- Enhance bandwidth available to NM communities
- Support NM tech sector and make NM more attractive to business

Information Technology Goals and NMSU's "Living the Vision"

ICT uses university goals as a basis for decision-making. The following outlines some of the IT responses and initiatives relative to the *Living the Vision* performance plan. As with all goals and objectives, the IT plan continues to evolve to serve the changing needs of the university.

To be nationally and internationally recognized for its academic programs at all levels

Objectives:

- Provide technology for education at all levels, campuses, and distance learning.
- Use electronic recruiting and retention tools to meet enrollment objectives
- Provide timely and accurate reporting for programs, enrollment, utilization and other key variables.



- Provide computing capability, network infrastructure, and information systems that exceed the expectations of our students.

To have a high quality, diverse faculty, staff, and student body

Objectives:

- Provide information systems that make it easier for faculty, staff, and students to work, teach, and learn effectively.
- Provide information systems and services equal to or greater than our peer institutions.

To be nationally and internationally recognized in research and creative activity.

Objectives:

- Provide communications and computing infrastructure to support research centers, research clusters, and worldwide research collaboration.
- Provide IT systems and staff support to make NMSU's research and sponsored programs more attractive to funding agencies.

To serve as an engine for economic, social, educational, and community development in New Mexico.

Objectives:

- Provide broadband connectivity to all of New Mexico.
- Provide broadband connectivity between all NMSU campuses and related offices throughout New Mexico.
- Provide state-of-the-art capabilities for Arrowhead Research Park.
- Provide systems that simplify the understanding of degree options, credit transfer, and continuing education for all NMSU programs.

To be an excellent steward of all resources dedicated to achieving the vision of the University.

Objectives:

- Use information technology to create competitive advantage in education and research.
- Quantify how information technology increases efficiency and/or enhances satisfaction.
- Foster university-wide information technology planning to eliminate inefficient redundancy and maximize support for information technology systems and services.
- Demonstrate the need for philanthropic support for information technology.



Information Technology Goals and NMSU's "One University"

Just as with Living the Vision, ICT uses One University as a basis for decision-making. The following outlines some of the IT responses and initiatives relative to the One University. As with all goals and objective, the IT plan continues to evolve to serve the changing needs of the university.

1. *Focus unambiguously on outputs before inputs, substance before form.* ICT's objectives are defined by the needs of the university. We openly discuss goals and outcomes assessment before defining our budgets, creating organizational changes or allocating resources.
2. *Create crosscutting long-term research and outreach initiatives.* ICT supports research at NMSU by providing computing and networking resources for faculty. ICT also has staff members devoted to faculty research, grant partnership and faculty training.
3. *Establish a unified approach to Legislative, Congressional, and agency relations.* ICT works with other higher education, government and corporate entities in the state of New Mexico to present projects that are not only unified for NMSU but for the state as a whole.
4. *Maximize efficiency and effectiveness of all support and administrative functions and services.* ICT continually inventories and assesses the current structure, conduct, and performance of those that support our academic mission and serve our students and faculty. We strive to eliminate inefficient redundancy and pursue economies of size/scale/scope across support and administrative functions.
5. *Fully utilize our statewide system and network.* ICT enables statewide networking, shared computing resources, distance education and communication among institutions through the state of New Mexico.
6. *Build adaptable scientific and educational platforms.* ICT will work with academic units to determine where faculty expertise can best benefit the information technology needs throughout NMSU. For example, just-in-time faculty IT training, web page usability and high-end computing training for graduate students.
7. *Undertake systemwide master planning.* ICT encourages the sharing of computing resources and physical space, for example the computing machine room at the Main Campus. ICT also partners with other government entities to avoid duplication of physical infrastructure.
8. *Adopt zero-based budgeting.* Each year, the ICT budget is assessed to determine the alignment with university objectives and productivity measures. Resources are often reallocated in response to changing growth realities and statewide needs and priorities. ICT has assigned staff for outcomes assessment and we are in the process of assigning productivity measures for every one of our units and comparing these outcomes and resources to our peers.
9. *Implement a compact approach to incremental budget change.* Each year, ICT provides a progress report to examine if we are meeting our stated goals. Our goals are developed through discussions and needs analysis between administrative and academic units throughout the university. ICT will examine the approaches used at the University of Texas-Austin and the University of Minnesota-TC, and we will adapt our progress report and goals to these models.

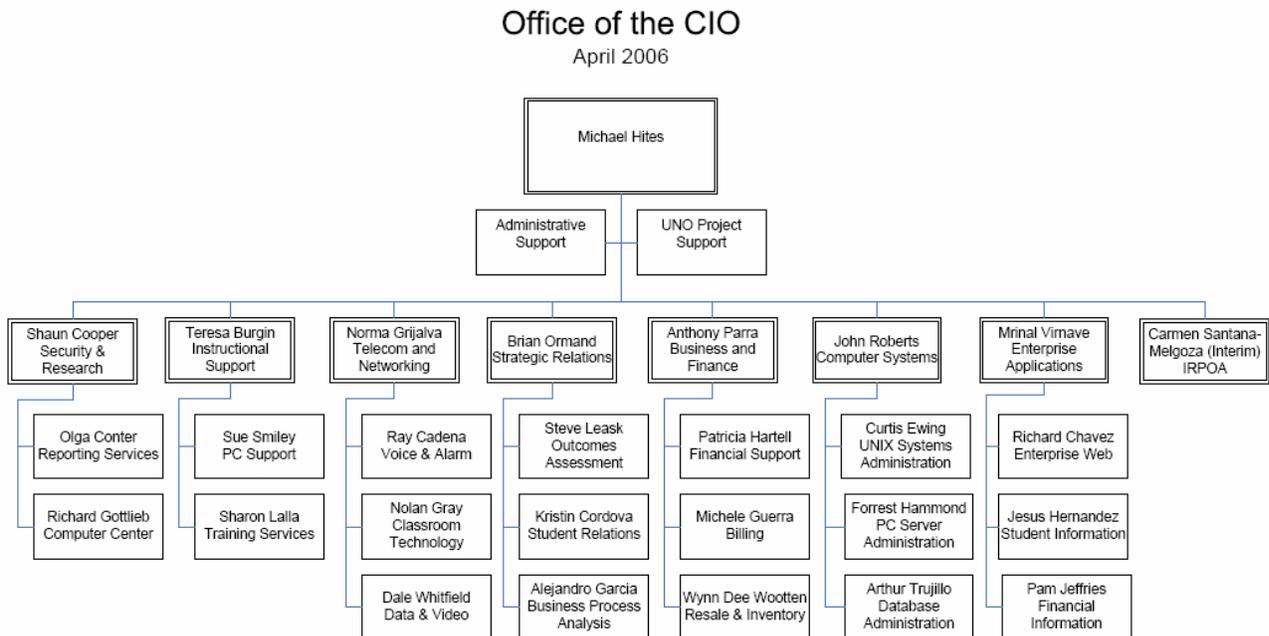


2. ICT Organizational Structure and Reports

Information technology services at New Mexico State University are provided through a combination of the centralized campus-level, college-level, and departmental staff. The majority of the information technology goals at NMSU reflect strong collaboration between the central IT organization, Information and Communication Technologies (ICT) and the numerous IT groups throughout NMSU, as well as the NMSU user community.

ICT creates an environment where the university community can use information technology efficiently and effectively to support NMSU's strategic direction as a leading teaching and research university. ICT consists of 122 staff members working in administrative and academic applications, telecommunication and networking, at-the-desktop support for faculty and staff, help desk services, Windows, Unix and mainframe server support, administrative production control, student computing laboratories, electronic course management, web services, technology-enabled classrooms, email, directory services, and information security.

There are eight administrative units that report to the Chief Information Officer, namely Business Operations, Security and Research, Telecommunications and Networking Services, Instructional Support Services, Enterprise Application Services, Computer Systems, Strategic Relations, and Institutional Research, Planning, and Outcomes Assessment. Following are descriptions, budgets and staffing levels for each of the ICT administrative units.



A. Business Operations: 13 staff members, \$2,007,779 annual budget.

The primary goal of ICT Business Operations and Financial Services (ICT/BOFS) is to provide efficient and effective management of financial operations, cost management and customer support. Support areas include administrative assistance, billing, and accounting support to all ICT areas. Types of service being provided include unified billing, contract negotiation, documentation maintenance, purchasing support, contract maintenance, and contract renewal. During 2005 ICT/BOFS was responsible for or involved with a number of projects supporting the ICT vision of creating an environment where the university community is able to use information technology efficiently and effectively to support its mission as a leading teaching and research university.

Table 1 – ICT Business Operations Staff

Department	Regular staff	Student staff
Director	1	0
Billing Services	7	2
Financial Support	5	3
Student Employee Admin	1	0

Business Operations Outcomes Assessment Reporting - 2005

Objective 1.1 – Improve work order and trouble ticket system for ICT services.

Objective 1.2 – Review and improve current business practices.

Area	Contact	Service being measured?	Assessment procedures	Analysis of the results	Actions based on the assessment results
Business Office Objective 1.1	Anthony Parra	Customer Service	Customer Satisfaction Survey	Currently being implemented	No actions to this date
Objective 1.2	Anthony Parra	Current Business Practices	External Assessment by Deloitte & Touché	Found five issues that needed to be addressed	Items addressed and submitted to the auditor



B. Security and Research: 19 staff members, \$1,358,215 annual budget.

The primary goals of ICT/SRC are four fold. First: to provide a centralized clearing house for IT security for the entire university enterprise. Second: to provide reporting services and infrastructure for university enterprise. Third: to provide a focal point and to generate collaborative use of research computing facilities. Finally: to provide an operational facility which supports high availability and disaster recover for the institution.

Table 2 – ICT Computer Operations Staff

Department	Regular staff	Student staff
Director	1	1
University Computer Center	11	4
Reporting Service	7	0
Security Administration	0	0

Security and Research Computing Outcomes Assessment Reporting – 2005

Objective 2.1 – Review and improve Banner security.

Objective 2.2 – Reduce NMSU data center printing

Objective 2.3 – Establish NMSU central and end user reporting policy and procedures.

Area	Contact	Service being measured?	Assessment procedures	Analysis of the results	Actions based on the assessment results
Security & Research Computing Objective 2.1	Shaun Cooper	Banner Security	External Assessment by Deloitte & Touché	Audit found issues that needed to be addressed	Processes documented and submitted to auditor
Objective 2.2	Richard Gottlieb	NMSU Data Center Printing	Review Mainframe printing jobs	Found areas where printing might be reduced or moved	Work with departments to eliminate or move some print jobs
Objective 2.3	Olga Conter	Admin Reporting Needs	Advisory Committee input Ongoing	Responsibility should be split Between FSA and ICT	ICT/RS responsible for end users FSA responsible for business and finance users



C. Telecommunications and Networking Services: 24 staff members, \$4,370,800 annual budget.

Telecommunication & Networking Services (*TNS*), which consists of the Data and Video Services Department, Voice and Alarm Services Department and the Classroom Technology Department, is a division of Information & Communication Technologies (*ICT*) at New Mexico State University. *TNS*' main function is to design, provide and maintain the fundamental telecommunication services for all locations within the main campus and branch campuses of the university. These services include:

- Voice
- Data
- Video
- Alarm
- Classroom technology
- ICT technical Help Desk
- Cable and instructional television
- Satellite up and down link services
- Video conferencing services
- Web casting services
- DHCP/DNS services
- Wireless services

In addition, *TNS* manages and operates the statewide intranet for education known as CHECS-Net. CHECS-Net provides services to other educational institutions in the state.

Table 3 – ICT Telecommunications and Networking Services Staff

Department	Regular staff	Student staff
Director	2	0
Data and Video Services	11	5
Voice and Alarm Services	8	5
Classroom Technology	2	2
Helpdesk	2	10

Telecommunication & Networking Services Outcomes Assessment Reporting - 2005

- Objective 3.1 – Provide the network resources needed for administrative and academic activities
- Objective 3.2 – Expand NMSU wireless zones
- Objective 3.3 – Provide high quality communications infrastructure for all campuses
- Objective 3.4 – Establish online resources to enable customer self-service.
- Objective 3.5 – Increase the instructional technology available in NMSU classrooms



Area	Contact	Service being measured?	Assessment procedures	Analysis of the results	Actions based on the assessment results
Telecommunication & Networking Services Objective 3.1	Norma Grijalva	NMSU Networking	Annual review of TNS services; data comparison	Showed growing number of connected devices and increased network utilization	Determines the need for more core devices, Internet bandwidth or restructuring
Objective 3.2	Dale Whitfield	Campus wireless zones	Input from students thru STAC	Students have identified locations where they would like more wireless	Prioritize locations and establish wireless zones; more locations this year
Objective 3.3	Ray Cadena	Voice mail	Survey	User input for desired feature sets	Use feature sets to guide purchase of new voicemail system
Objective 3.4	Piyasat Nilkaew	ICT Help Desk	Analysis of calls	Majority of calls related to username & password issues	Establish self-serve password reset
Objective 3.5	Nolan Gray	Classroom technology	FSTC input and NMSU memorials	Need better technology capabilities in NMSU classrooms	Install complete multimedia capabilities into many NMSU classrooms; Establish training and proctoring services

D. Instructional Support Services: 16 staff members, \$1,114,357 annual budget.

The primary goals of ICT Instructional Support Services (ICT/ISS) are to:

- Provide information and communication technology resources and services to support the educational, research, and public service missions of the university.
- Schedule and maintain ICT computer classrooms.
- Maintain and support the general ICT student computing labs.
- Provide documentation, training, and support for NMSU's web-based instructional delivery systems (WebCT and Centra).
- Provide computer desk-top support to faculty and staff.
- Develop presentations, brochures, and other literature used to enhance student, faculty, and staff technology literacy.
- Maintain PC Support equipment rental and checkout pools.



Table 4 – ICT Instructional Support Services Staff

Department	Regular staff	Student staff
Director	1	0
PC Support Services	6	75
Training Services	4	4

Instructional Support Services Outcomes Assessment Reporting - 2005

Objective 4.1 – Establish and maintain student computing resources where needed.

Objective 4.2 – Improve the current PC Support Services trouble ticket system.

Objective 4.3 – Provide high quality faculty and staff workshops.

Objective 4.4 – Provide resources to support student academic needs.

Area	Contact	Service being measured?	Assessment procedures	Analysis of the results	Actions based on the assessment results
Instructional Support Services Objective 4.1	Teresa Burgin	Student computing spaces	Input from STAC	Identified additional areas of need	Added computers to additional areas, replaced older computers and opened new areas
Objective 4.2	Sue Smiley	PC Support Services	Review of trouble tickets	Need to improve response and turn-around times	Review current processes and recommend improvements to improve current system
Objective 4.3	Sharon Lalla	Faculty & Staff Workshops	Banner General Navigation & WebCT Evaluations	Suggestions of workshop restructuring	Made some minor changes to workshop
Objective 4.4	Teresa Burgin	Student computing services	Input from STAC & Lab Services	Student requests & need to rent computers	Establish a student rental pool



E. Enterprise Application Services: 21 staff members, \$1,400,820 annual budget.

Enterprise Application Services (EAS) supports the core ERP and peripheral systems currently in use at NMSU. In general, the support services provided include software upgrades, trouble shooting and resolution, software monitoring and administration, and application development activities. EAS is comprised of three teams of information technology professionals: Student Information Services, Financial Information Services, and Enterprise Web services.

Table 5 – ICT Enterprise Application Services Staff

Department	Regular staff	Student staff
Director	1	0
Student Information Services	7	0
Financial Information Services	6	0
Enterprise Web	7	2

Enterprise Application Services Outcomes Assessment Reporting - 2005

Objective 5.1 – Establish sound operational business practices

Objective 5.2 – Make relevant data available for core developers through ODS

Objective 5.3 – Provide more online services for students, faculty, and staff

Objective 5.4 – Implement CMS guidelines and support infrastructure for all NMSU departments

Area	Contact	Service being measured?	Assessment procedures	Analysis of the results	Actions based on the assessment results
Enterprise Application Services Objective 5.1	Mrinal Virnave	Operational business practices	External Assessment	Concerns regarding segregation of duties	Established process documents for the segregation of duties
Objective 5.2	Mrinal Virnave	ODS	Review of business rules and procedures	Additional Core business rules required	Form committee to define core business rules
Objective 5.3	Mrinal Virnave	Banner online services	Online & email feedback; committees	Self Help usability needs to be improved	Some changes integrated into pages
Objective 5.4	Richard Chavez	Content management system	Pilot Project with ICT, OFS, AG	Input for templates layout, etc	Design templates, navigation

F. Computer Systems: 21 staff members, \$1,592,516 annual budget.

Computer Systems (CS) is a division of Information & Communication Technologies (ICT) at New Mexico State University in Las Cruces, New Mexico. We design, procure, implement and maintain computer servers on campus. These include all computer servers supporting the primary business and administrative applications for NMSU. CS installs, configures, and maintains the databases that hold all of the business and administrative data for NMSU. We provide backup and recovery services for all administrative data and servers on campus. This includes both primary and disaster recovery backups. We also provide server administration, database support and backup and recovery services to departments, colleges and branch campuses across NMSU, on a contract basis.

CS has primary responsibility for the two main NMSU email applications, email routing, virus and spam filtering and list server administration. We also build and configure all servers offering user space, logins and PC applications for all PC's in labs controlled by ICT. CS builds, configures and integrates the applications that make up student webpage design and publishing environment.

CS Consists of three major departments, UNIX System Administration, PC System Administration and Database Administration

Table 6 – ICT Computer Operations Staff

Department	Regular staff	Student staff
Director	1	0
Database Administration	6	0
Unix Systems Admin.	8	1
PC Server Administration	6	2

Computer Systems Outcomes Assessment Reporting - 2005

- Objective 6.1 – Establish sound operational business practices
- Objective 6.2 – Maintain high quality administrative computing environments
- Objective 6.3 – Provide the administrative tools necessary for special projects
- Objective 6.4 – Work with NMSU entities to update their processes and procedures



Area	Contact	Service being measured?	Assessment procedures	Analysis of the results	Actions based on the assessment results
Computer Systems Objective 6.1	John Roberts	Operational business practices	External Assessment	Concerns regarding segregation of duties	Established process documents for the segregation of duties
Objective 6.2	Art Trujillo	Admin databases	Committee meetings	Determine timing & schedule of Banner upgrades	Have performed over 800 successful upgrades of Banner products
Objective 6.3	Sam Hammond	Administrative resources	Committee meetings	Needed an accreditation collaboration server	Established a SharePoint Portal server
Objective 6.4	Curtis Ewing	Advancement email	Committee meetings	Advancement identified a need for an updated mailing list	Created a mechanism to update the email list prior to each mailing

G. Strategic Relations: 4 staff members, \$864,454 annual budget.

The primary goal of ICT Strategic Relations (ICT/SR) is to bring different groups together to address university-wide and state-wide technology issues. This includes strategic and tactical planning activities, funding proposals, analysis of future technologies, business process analysis, assessment of technology effectiveness, communication of technology services and issues, etc. Examples of this include development and execution of collaborative planning events, creation of state funding proposals, facilitation of RFP processes, and the management of the student technology fee expenditure process.

Table 7 – ICT Computer Operations Staff

Department	Regular staff	Student staff
Director	1	3
Project Management	1	0
Student Relations	1	0
Business Analysis	1	0



Strategic Relations Outcomes Assessment Reporting - 2005

Objective 7.1 – Establish better communications between NMSU technology support entities.

Objective 7.2 – Improve availability of student technology resources on main campus.

Area	Contact	Service being measured?	Assessment procedures	Analysis of the results	Actions based on the assessment results
Strategic Relations Objective 7.1	Brian Ormand	Technology Support Customer Service	ACANS Mini-Summit	Participants expressed the need for a central site	Established the ACANS News and Information Center
Objective 7.1	Kristin Cordova	Student Technology Resources	STAC committee input	Identified areas for improvement	New wireless zones, student virus software, lab improvements; Student Co-Op positions



3. ICT 2006 Goals and Projects

Outcomes Assessment

A. Business Operations

Strategy	Desired Outcome	Assessment Measure
Create a unified work order, trouble ticket and billing system for all of ICT	Utilize Pinnacle system for all work orders, trouble tickets, and billing for services provided by ICT.	Customer satisfaction surveys will be generated by the pinnacle system upon the close of work orders and trouble tickets in the pinnacle system. The data will be collected and analyzed to improve services and billing provided by ICT.

B. Security and Research Computing

Strategy	Desired Outcome	Assessment Measure
Fully implement PIX/VPN firewall for high end users	All non-public access to the banner systems will be through the UNO firewall. Document processes	Enumerate the users of ODBC and other connections deployed; count the number of non-firewall VPN connections
Assess current administrative reporting needs	Provide appropriate reporting documents to Deans and above	Collect outstanding requests, implement reports, then re-assess.
Eliminate Mainframe Printing/Redirect	Users will either print on local printers, or on UCC printer (but pay for output)	Reduce the number of lines of print on the MVS3900. Identify the critical customers using the 3900 and find alternate solutions for them.
Deploy HR end user package, Deploy Finance core packages to production	End users will have access to HR and Finance data with web based query tools	Number of packages deployed, number of reports deployed.



C. Telecommunications and Networking Services

Strategy	Desired Outcome	Assessment Measure
Complete an Annual Review of NMSU Networking services data	Determine needed additional network capability for NMSU Community; plan for expansion as needed	Review of data; comparison to previous year and from month to month
Continue to provide a variety of faculty and student computing resources.	Implementation of a high quality VOIP system for the NMSU community	Survey of potential VOIP users
Provide regular training for technology classrooms at all campuses	Provide a high quality workshop that prepares users with the needed information	Participant workshop evaluation, email and voice communication feedback
Provide high speed networking for all NMSU departments and facilities	Install high speed connectivity and voice services to entities on the east side of I-25	Feedback from email survey

D. Instructional Support Services

Strategy	Desired Outcome	Assessment Measure
Develop and implement a quality assurance plan for training and documentation.	Quality educational materials and instruction provided by ICT Training Services.	Survey and written evaluations from workshop participants.
Continue to provide a variety of student computing resources.	Student and faculty satisfaction with computer technology services and labs.	Feedback through regularly scheduled meetings with STAC, FACT, ASNMSU, and other student or faculty organizations.
Continue to provide training and instruction to support ERP, administrative and student systems.	Positive training experiences for the NMSU community.	Survey and course/workshop evaluations.



Develop, write, and deliver Cognos reporting documentation and training for UNO/Banner users.	NMSU community able to successfully run their own reports using the Cognos reporting tool.	NMSU community reports created using Cognos and survey and course/workshop evaluations.
Continue to provide efficient computer lab services for the NMSU student population.	Student satisfaction with lab services, operating hours, equipment and software.	Survey/Evaluation tool available in labs and on the SCS web site.
Provide quality and timely PC customer service and support for NMSU community.	Faculty, staff, and student satisfaction with PCSS customer service and repairs.	Pinnacle reports, surveys/evaluations, and NMSU community feedback.

E. Enterprise Application Services

Strategy	Desired Outcome	Assessment Measure
Implement CMS guidelines and support infrastructure for all NMSU departments.	<ul style="list-style-type: none"> The first 2 levels of the department website will be managed through the CMS At least 2 departments will be using the CMS templates 	<ol style="list-style-type: none"> <u>Primary metric:</u> Percentage of the web publishing process internalized within a department using CMS. <u>Secondary metric:</u> Number of departments that use the CMS to maintain their sites
Implement Banner Student	<ul style="list-style-type: none"> Core student processing will be done through Banner. Core functions are Student registration, faculty grading, student billing 	<ol style="list-style-type: none"> Availability for Student and Faculty Self service through MyNMSU for Spring 2007 Decommissioning of Vistas as the active system of records after Fall 2006
Make relevant data available for core developers through ODS for services like ad-hoc reporting and other auxiliary applications, following the business rules defined by HR and Finance functional users.	<ul style="list-style-type: none"> All business rules documented by HR and Finance functional users will have a corresponding primary view 	<ol style="list-style-type: none"> Availability of documented business rules which can be converted to views/tables to be used by the reporting group and for development of satellite applications (e.g. phonebook) Library of usable views/tables available



<p>Improve usability of applications deployed as part of the UNO project.</p>	<ul style="list-style-type: none"> • Phone calls received over a 1 year period for user serviceable functions should be less than 5% of the total user base. • User serviceable functions are Password/PIN reset and Account activation. 	<ol style="list-style-type: none"> 1. Helpdesk should receive phone calls for items that are truly non-serviceable through the web. Self serviceable functions are password/PIN reset, groups request, address changes and account activation.
---	--	---

F. Computer Systems

Strategy	Desired Outcome	Assessment Measure
<p>NMSU Unix Servers: Compile and display uptime on a website. Analyze compiled data on planned and unplanned outages to help find areas of improvement in execution and increased process efficiencies.</p>	<p>Maintain or increase system availability from year to year.</p>	<p>Use monitoring software to determine success in keeping NMSU systems available to the university community.</p>
<p>NMSU Windows Servers: Compile and display uptime on a website. Analyze compiled data on planned and unplanned outages to help find areas of improvement in execution and increased process efficiencies.</p>	<p>Maintain or increase system availability from year to year.</p>	<p>Use monitoring software to determine success in keeping NMSU systems available to the university community.</p>
<p>NMSU Oracle Database: Compile and display uptime on a website. Analyze compiled data on planned and unplanned outages to help find areas of improvement in execution and increased process efficiencies.</p>	<p>Maintain or increase system availability from year to year.</p>	<p>Use monitoring software to determine success in keeping NMSU systems available to the university community.</p>



G. Strategic Relations

Strategy	Desired Outcome	Assessment Measure
Increase funding & partnership opportunities	Increase the number of funding proposals, funded proposals, and potential partnerships over the next 12 months	Increased proposals, partnerships, and funded proposals. Identify the delta from Jan05 to Jan06
Student Technology Fees (STF) Accountability	Provide reports to STAC, ASNMSU each semester concerning STF projects. Provide peer institutional comparison data for student technology services	Completed STF projects, satisfaction of STAC & ASNMSU based on feedback on annual reporting. Identify delta on student technology support each year.
ACANS Planning Summit	Conduct an ACANS Strategic Planning Summit in the fall of 2006. Receive good event evaluations and produce a useful plan document.	(1) ACANS IT planning document, (2) Completed action items from ACANS planning document, (3) Participant feedback on planning process

