

Outcomes Assessment

Annual Effectiveness Plan for Information and Communication Technologies (ICT)



**New Mexico State University
July 2007**

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1. ICT Strategies and Objectives

A. 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.

B. 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.

C. 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.

D. Planning and Information Technology’s Vision

The Department of Planning and Information Technology (ICT and IRPOA) produces and maintains an environment where the university community uses information and technology efficiently and effectively to support the mission as a leading teaching, research and service university. ICT and IRPOA provide computing and communication infrastructure to wisely use information. We provide the systems and applications to support the daily operation of the university and its research and its instructional needs.

The primary responsibilities of the department of Planning and Information Technology are:

1. Support the teaching, learning, research, service, and creative efforts of students and employees in all locations and all disciplines.
2. Ensure the integration of the most current information and technology into instructional programs and research to prepare students to compete in a rapidly changing world.
3. Ensure access to high-quality systems, networks, information, and support employees sufficient to meet the critical information needs of students, faculty, and staff throughout the university.
4. Provide student support services that improve student satisfaction and performance.
5. Enable the information culture of collaboration, openness and data-driven decision making.

E. Values

Planning and Information Technology values customer service. This can be seen through our primary awards, the Asprey and the Happy Customer. Our work is for the others at NMSU, not us, and this is reflected in the daily performance of our staff.



Planning and Information Technology also values collaboration, respect, trust, excellence, relationships, shared decision-making, integrity (both personal and data), and fun.

F. Leadership

Our leadership structure is based on three main interactions: 1) the capabilities and discretion of our directors, 2) the relationships of the directors with others throughout NMSU and 3) the directors' participation in the Planning and Information Technology Leadership Team, commonly referred to as "LT".

G. Administrative Information Systems

New Mexico State University is a SunGard Higher Education partner. In 2003, NMSU consolidated its enterprise software into a single vendor to improve consistency, and provide better opportunity to adapt to changes in higher education. This does not mean that we exclusively use SunGard products, and we do use third party vendors that are closely associated with SunGard. Our major administrative system is Banner, and our portal is Luminis. For our data warehouse, we use SunGard's ODS and EDW with Cognos' reporting tools, a SunGard partner.

An inventory of our current major administrative software shows that the vast majority of our third party software vendors are SunGard, and Banner, partners. For example, PeopleAdmin, eVisions, Appworx and Cognos are all integral parts of our administrative services, and each vendor has a relationship with both NMSU and SunGard.

Higher education software vendors, including SunGard, are aware of the trends toward university assessment and accountability driven by the federal government, for example the recent Spellings Commission Report. We anticipate that these trends will be reflected in future releases of their software.

Both NMSU and SunGard are moving toward a Service Oriented Architecture (SOA) for software development and deployment. SOA is framework that uses loosely coupled, independent services that can be accessed without detailed knowledge of their underlying platform. This means that software can be developed locally at NMSU to "plug in" to Banner, or we could purchase a services that is hosted somewhere in cyberspace. The point is that the services become easy-to-use modules that are either integrated by NMSU into our own Banner deployment, or our vendors implement them. In fact, due to the nature of SOA, a third party vendor could be using a third party vendor to supply a software service to us. In general, we don't know the difference, nor should it be of concern to us.

As vendors continue to develop software, they will use SOA principles. In reality, as more software that becomes available as a service, it gives universities an opportunity to redeploy human resources for services such as business process analysis, information reporting, and developing mission-specific software that vendors do not provide. This does make the assumption, however, that the SOA services can be purchased using existing software and



hardware maintenance funding, others the short-term financial model does fit well in the university environment. Primarily this is because there is more work to be done at NMSU than there are people to perform the work, therefore, a proposal that would create a net decrease in the number of information technology professionals would be counterproductive. Certainly a change in the type of employee would be expected, but not a net decrease.

As we continue to provide more online services, there is an increased need for project management and data maintenance. These services either do not exist at NMSU or they are spread throughout several departments. It will be critical to address these needs to ensure continued reliability, data integrity, and future system and software installations.

H. Academic Information Systems

The primary concern for academic systems at NMSU is the replacement of our current learning management system, Blackboard/WebCT. In March 2007, the State of New Mexico funded the IDEAL-NM project to create a uniform learning management system for middle school to graduate education and also statewide training. This project is a result of several years of work by university and government employees throughout the State, and it will create the foundation for the next decade of online learning in New Mexico.

Also of concern is classroom technology. NMSU has less wireless availability and less technology-enabled classrooms than our peers, and although we have identified the need and created standards for each, we have not identified the funding to complete these projects.

Both administrative and academic information systems rely heavily on help desk service. It will be important to examine and consolidate our help desk efforts to ensure that the customers, both employees and students, have sufficient support to perform their daily tasks.

I. Institutional Research

As a result of the UNO project, NMSU has a centralized, enterprise data warehouse and reporting tool. Our information culture requires that the data within these tools be available to all managers and planners throughout our university. These two items, the availability of enterprise reporting systems and a change in access policies for information, have created an environment where the demand for information far exceeds the supply. Even with four high-powered reporting groups on campus within the departments of Business and Finance, Student Success, ICT and IRPOA, NMSU decision makers cannot obtain data and information fast enough.

In addition to high demand for information, assessment of student learning outcomes adds additional limits on our university's ability to respond to data needs. Accreditation, the federal government, and college-level needs are driving the increased demand, however, this new demand cannot be met without additional resources.

Through 2007, NMSU will work collaboratively to minimize the redundancy of reporting effort between our reporting groups and maximize the amount of information that is freely available to



university employees. Even with these gains in efficiency, the quantity of information required by our funding agencies, government, and other constituents will require new resources to be allocated or reallocated within NMSU.

J. Planning

Two of most important contributions to realizing our academic mission are planning and information technology. Typically, this report is about technology. This year, the report is about Planning, Information and Technology.

New Mexico State University is beginning its first university-wide strategic planning process in over a decade. This is not to say the strategic planning has not occurred, because it has occurred regularly at many levels throughout the university. Colleges, our two-year campuses and many department have strategic plans; however, the university as a whole does not have a comprehensive strategic plan to complete the Living the Vision planning cycle.

The planning website is available at <http://planning.nmsu.edu>. This site contains all of the material used by the planning-to-plan committee in the creation of the strategic planning process. This site will also host the strategic planning plan.

Both planning and institutional research rely on a reliable and robust data infrastructure and web presence. The data are required for management and planning and the web is used for data collection and information dissemination. The reporting and web services at NMSU must be enhanced to ensure collaborative and complete planning throughout our university.

K. Personnel

NMSU performs a tremendous quantity of high-quality information technology work each year. Our employees lead statewide initiatives, participate in national initiatives, and have created an environment where excellence is practiced and expected. The downside of NMSU's high level of performance is that stress and anxiety increases as the demand for services increased. This means that we must either stop performing some of the services that we are currently providing, or increase the amount of resources to provide the needed services. In information technology over the past four decades, demand for services has grown and driven the increase in information technology funding. This is not to say that information technology cannot create efficiencies. What it says is that business practices and processes have changed hand-in-hand with technology, so the support needs are almost always increasing.

Our personnel needs grow each year as the demand for information technology services increase. The current needs are in the areas of information security, enterprise reporting, helpdesk services, web development and the training associated with each of these. Information security needs are driven by government mandate, fear of litigation, internal audit, and current best practices. Enterprise reporting must respond to the needs of data-driven decision making, while web development at NMSU is so backlogged that it will take several years just to complete the projects at hand. Finally, the NMSU helpdesk environment must be both consolidated and



expanded to meet the growing needs of the community. Peer comparison shows that NMSU has some of the least availability of helpdesk services.

L. 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.

M. 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.

N. 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.

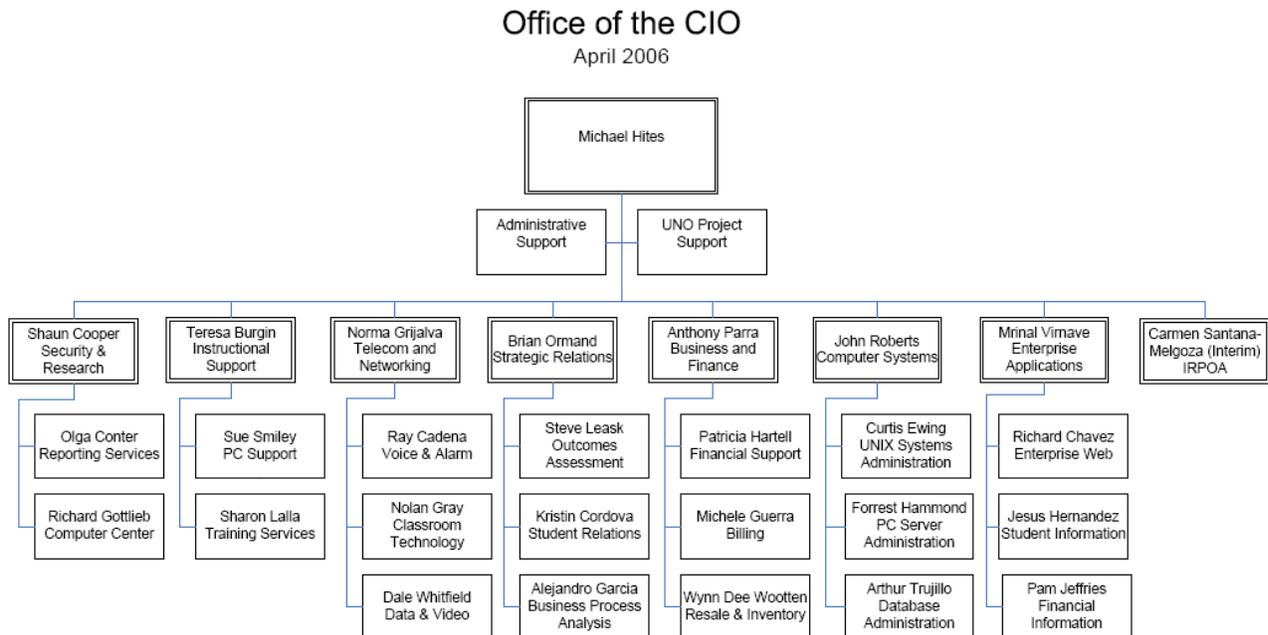


2. ICT Organizational Structure and Reports

Planning and 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's 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

The primary goal of ICT Business Operations and Financial Services (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 2006 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.

Business Operations Outcomes Assessment Reporting - 2006

Contact – Anthony Parra

Objective 1.1 – Improve customer service in all ICT areas

Objective	Service being measured?	Assessment procedures	Analysis of the results	Actions based on the assessment results
1.1	ICT Customer Services	Customer Survey	See table on following page	Investigated fair and poor ratings and made changes to workorder system
<p>Status/Comments: All ICT units have been successfully migrated to the Pinnacle System for billing, trouble ticket, and work order processing. The Pinnacle system has been upgraded to V5.4, which is the current release. From January 1, 2006 through February 28, 2007, ICT processed 17903 work orders in the system. Although we are currently utilizing Pinnacle as the main system, ICT is reviewing a trouble ticket / help desk program that would act as a central knowledge base, frequently asked question, and trouble ticket program that would integrate with not only the ICT Pinnacle system, but all NMSU work order systems throughout the NMSU system.</p>				
				

B. Computer Systems

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.

Computer Systems Outcomes Assessment Reporting - 2006

Contact – John Roberts

Objective 2.1 – Create the policies and procedures necessary to establish a sound production server environment.

Objective 2.2 - Monitor and increase University administrative server uptime and availability

Objective 2.3 – Establish a proven Disaster Recovery Plan.

Objective	Service being measured?	Assessment procedures	Analysis of the results	Actions based on the assessment results
2.1	Production Admin Security	External Audit	Auditor found three outstanding issues	Changed policy and procedures to meet auditor requests
2.2	Server Availability	Software Monitoring	Production WebCT Server locking up and performing poorly.	Used monitoring software to discover locking problem and to improve performance 10%.
2.3	Disaster Recovery	Internal Testing	Tested recovery of Banner HR, Finance, INB and Self Serve.	Produced procedural and timing documentation to assist with a recovery during a real failure.

C. Enterprise Application Services

ICT's Enterprise Application Services (EAS) provides technical and programming support for the design, deployment, and maintenance of institutional software applications associated with business and finance, human resources, student information, financial aid and departmental systems. EAS provides consulting services to NMSU units for software solutions to meet business needs of NMSU's staff, faculty and students through administrative applications.

Enterprise Application Services Outcomes Assessment Reporting - 2006

Contact – Mrinal Virnave

Objective 3.1 – Implement CMS guidelines and support infrastructure for all NMSU departments

Objective 3.2 – Implement Banner Student



Objective 3.3 – 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.

Objective 3.4 – Improve usability of applications deployed as part of the UNO project

Objective	Service being measured?	Assessment procedures	Analysis of the results	Actions based on the assessment results
3.1	Content Management System	1. % of web publishing managed within depts. 2. # of units that use the CMS to maintain their sites 3. Number of designers & content contributors	1. 30% of departments 2. 4 units 3. 10 designers and content contributors	Continue to train key personnel & modify documentation as necessary
3.2	Banner Student	1. Availability of Student & Faculty Self Service 2. Decommissioning of Vistas	1. Self service available 2. Vistas decommissioned	Continue to monitor applications and make modifications as necessary
3.3	Core Data Service	This task is now being performed by units within the core functional unit. Business and Finance has formed the ADM (Administrative Data Management) group and Student Success is in the process of forming a similar group. EAS is now performing a support function for these units, performing research, testing and production implementation tasks.		
3.4	Application Usability	User feedback from web form	Users unclear on how to access certain account information	Modified web sites & monitor user feedback

D. Instructional Support Services

ISS is responsible for providing end-user services to students, faculty and staff primarily related to software and hardware technologies with special focus on the academic mission of the university. ISS Training Services provides application administration, documentation, training, and support for NMSU web-based instructional delivery systems, WebCT and Centra, as well as entry level training and support for the university-wide ERP system. PC Support Services is responsible for the setup and maintenance of computer equipment accessing the ICT ACN domain, including computer labs.

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 computer equipment in ICT computer classrooms.



- Maintain and support the general ICT student computing labs.
- Provide documentation, training, and support for the Learning Management System (WebCT and Centra).
- Act as a clearinghouse for training information available to the NMSU community.
- Provide face to face and Web based training opportunities for the NMSU computing staff so they are able to stay up to date with their knowledge and skills.
- 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.

Instructional Support Services Outcomes Assessment Reporting - 2006

Contact – Teresa Burgin

Objective 4.1 – Develop and implement a quality assurance plan for training and documentation.

Objective 4.2 – Continue to provide a variety of student computing resources.

Objective 4.3 – Continue to provide training and instruction to support ERP, administrative and student systems.

Objective 4.4 – Develop, write, and deliver Cognos reporting documentation and training for UNO/Banner users.

Objective 4.5 - Continue to provide efficient computer lab services for the NMSU student population.

Objective 4.6 - Provide quality and timely PC customer service and support for NMSU community.

Objective	Service being measured	Assessment Procedures	Analysis of the results	Actions based on the assessment results
4.1	Quality educational materials and instruction provided by ICT Training Services.	Survey and written evaluations from workshop participants.	Workshop evaluations produced an average score of 3.3 out of 4.	Continue to acquire survey and written evaluations from workshop participants. Monitor evaluations and change training curriculum and/or training materials as needed.
4.2	Student and faculty satisfaction with computer technology services and labs.	Regularly scheduled meetings with STAC, FACT, ASNMSU, and other student or faculty organizations.	The positive relationship with the STAC group helped us gain an increase of \$10.00 per semester per student to the technology fee.	Continue to acquire feedback through regularly scheduled meetings



4.3	Positive training experiences for the NMSU community.	Survey and course/workshop evaluations.	Provided 2214.5 hours of training in FY 06/07. There was a 95% response rate to the workshop evaluations with an average workshop evaluation score of 3.3 out of 4.	Continue to acquire survey and written evaluations from workshop participants.
4.4	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.	Provided over 193 hours of Cognos Training with positive evaluation responses to the NMSU community during FY 06/07. Various faculty and staff are currently utilizing the Cognos tool to run their reports.	Continue to acquire survey and written evaluations from workshop participants. Occasionally review NMSU community reports created using Cognos
4.5	Student satisfaction with lab services, operating hours, equipment and software.	Survey/Evaluation tool available in labs and on the SCS web site.	Formal evaluation tool was not created. Several verbal compliments and emails and lack of complaints indicate services are adequate	Create and provide an evaluation tool to the users of Student Computing Services. Continue to monitor lab hours, equipment, software and computer lab service needs.
4.6	Faculty, staff, and student satisfaction with PCSS customer service and repairs.	Pinnacle reports, surveys/evaluations, and NMSU community feedback.	We gained more department contracts in FY 06/07 and provided over 1600 trouble ticket hours of service to the NMSU community. Many contract holders and end users provided positive comments related to meeting service level agreements.	Continue to monitor PC Support response time and Pinnacle trouble ticket entries. Continue to be open to feedback and comments from end users and review service level agreements as needed.



E. Security and Research

ICT SRC comprises of two departments, namely Reporting Services (RS) and University Computer Center (UCC). This past year marked a number of substantial projects in support of the university mission. Although some of our goals were not met, we took on additional requirements that were more important to university. In particular these groups oversaw

- The decommissioning of FOCUS – An annual savings of \$120K
- The deployment of Cognos reporting tool for student
- Elimination of 90% of printing in the data center creating an annual savings of \$60K
- The support of distributed printing for Banner Student
- Support the redirecting of Banner Admissions letters to admissions office saving NMSU lost time in personnel traveling to the data center.
- Planning the installation of a Beowulf cluster purchased by Mechanical Engineering
- The support of Positive Pay and ACH for payroll with Wells Fargo.
- Support the creation of 20 Appworx process for student, 8 process for financial aid
- Continued support of 126 Appworx process for finance, and 45 processes for HR

Security and Research Computing Outcomes Assessment Reporting – 2006

Contact – Shaun Cooper

Objective 5.1 – Fully implement PIX/VPN firewall for high end users

Objective 5.2 – Assess current administrative reporting needs

Objective 5.3 – Eliminate Mainframe Printing/Redirect

Objective 5.4 - Deploy HR end user package, Deploy Finance core packages to production

Objective	Service being measured	Assessment Procedures	Analysis of the results	Actions based on the assessment results
5.1	All non-public access to the banner systems	Enumerate the users of ODBC and other connections deployed; count the number of non-firewall VPN connections	Incomplete due to student go live.	Given as a task to Matt Presser as the primary contact to implement. Expect a December 2007 completion
5.2	Reporting documents for Deans and above	Collect outstanding requests, implement reports, then re-assess.	Received a number of reports needed by Deans and support offices. In conjunction with Registrar, sequenced the reports needed by NMSU	Created 25 reports replacing 250 previous reports. Deployed student reports to 300 people since March 15, 2007. Continue to receive new request and continue to deploy reports as sequenced by the data custodian

5.3	NMSU printing services	Reduce the number of lines of print on the MVS3900. Identify the critical customers using the 3900 and find alternate solutions for them.	Meetings with external users Mathematics and worked with them to move product to WebCT.	Reduced 1.5 million sheets to 100,000 sheets. Replaced letter head printing to remote printing. Replaced central label printing with remote label printing. Purchasie a high volume label printer to replace the one attached to the mainframe. Took the mainframe 3900 printer off of maintenance saving \$20K. Implemented Advising documents in eprint.
5.4	End users access to HR and Finance data	Number of packages deployed, number of reports deployed.	B&F took over this task and it was removed from ICT workload No longer an objective	

F. Strategic Relations

The primary goal of ICT Strategic Relations (ICT/SR) is to bring various stakeholders together to address university-wide and state-wide technology opportunities or issues. Services include partnership identification/engagement, ongoing expectation management and reporting for funded projects, development of new funding proposals, strategic and tactical planning, researching value-added technologies, and communication about technology services. Examples of these services include ongoing coordination/reporting for student technology fee projects, development of statewide multi-institutional funding proposals, creation of RFPs, and management of stakeholder expectation via development of MOUs & SLAs.

In Q1-2006 ICT/SR one staff FTE position (Alex Garcia) was moved to ICT Enterprise Applications Services to provide needed BPA support and to assist in implementation of a new Campus-wide Room Scheduling System. In Q1-2006 ICT/SR picked up PI responsibilities on a project funded through the Higher Education Department.

Strategic Relations Outcomes Assessment Reporting - 2006

Contact – Brian Ormand

Objective 6.1 – Increase funding & partnership opportunities

Objective 6.2 – Account for NMSU Student Technology Fees (STF)

Objective 6.3 - Gather information and ideas from individuals who support technology on all NMSU campuses



Objective	Service being measured	Assessment Procedures	Analysis of the results	Actions based on the assessment results
6.1	Funding proposals, funded proposals, and potential partnerships	Identify the delta from Jan06 to Jan07	<p>Student Tech Fee increase of \$386,500</p> <p>ICT/SR awarded \$394,100 as PI on NM Learning Network</p> <p>New partnerships formed with various state departments</p>	<p>Continue to seek new funding opportunities</p> <p>Maintain relationships with existing partners.</p>
6.2	Student services made available through the NMSU Student Fee. Provide peer institution comparison data for student technology services	Completed STF projects, satisfaction of STAC (Student Technology Advisory Committee) & ASNMSU based on annual reporting feedback.	STAC and ASNMSU expressed high satisfaction with the services provided by the Student Technology fee. The level of accountability reporting that is done through STAC. ASNMSU passed a resolution for the student technology fee to increase for the 2006-07 school year.	<p>Continue supporting STAC meetings & accountability reports.</p> <p>Continue involving students in the technology planning process and priority.</p>
6.3	ACANS Strategic Planning Summit.	(1) Produce ACANS IT planning document, (2) Complete action items from ACANS planning document, (3) Participant feedback on planning process	<p>Results of ACANS Planning Summit were very positive with virtually all participants indicating on the assessment that the event was useful and they would attend again if invited.</p> <p>The update Spring meeting showed good progress on goals identified at the Summit.</p>	<p>Continue to have ACANS planning events each fall with campus technology leaders.</p> <p>Investigate ways to bring the results of these efforts into the overall campus planning.</p>



G. Telecommunications and Networking Services

ICT Telecommunication & Networking Services (*TNS*) consists of the Data and Video Services; Voice and Alarm Services; and the Classroom Technology groups. It is a department of Information & Communication Technologies (*ICT*) the central information technology organization at New Mexico State University. The primary TNS function is to design, maintain and provide fundamental telecommunication infrastructure and services. These services include but are not limited to the following:

- Voice
- Data
- Video
- Alarm
- Classroom technology
- ICT 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 Internet and video services to many educational institutions in the state.

Telecommunication & Networking Services Outcomes Assessment Reporting - 2006

Contact – Norma Grijalva

Objective 7.1 – Complete an Annual Review of NMSU Networking services data

Objective 7.2 – Continue to provide a variety of faculty and student computing resources.

Objective 7.3 – Provide regular training for technology classrooms at all campuses

Objective 7.4 – Provide high speed networking for all NMSU departments and facilities

Objective	Service being measured	Assessment Procedures	Analysis of the results	Actions based on the assessment results
7.1	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	- Need to increase backbone bandwidth. - Need to reengineer NMSU server network	- In process of updating network to 10 gigabit. - Reengineering 34 net in progress.
7.2	Implementation of a high quality VOIP system for the NMSU community	Survey of potential VOIP users	Determined there is a need and established a priority list	- Deployed VOIP in Albuquerque, Leyendecker, home offices. - Branches looking at



				possible deployment
7.3	Provide a high quality workshop that prepares users with the needed information	Participant workshop evaluation, email and voice communication feedback	Faculty happy with workshops	Continue to provide workshops. No changes.
7.4	Install high speed connectivity and voice services to entities on the east side of I-25	Feedback from email survey	Found a need to provide high speed networking east of I25	In process of installing fiber. Is currently to the water tower.



3. ICT 2007 Goals and Projects

Outcomes Assessment

A. Business Operations

Objective	Service being measured?	Assessment procedures
Improve Customer Satisfaction	Customer satisfaction as related to ICT work orders and Trouble Tickets	Survey automatically sent when work order & Trouble Tickets complete

B. Computer Systems

Objective	Service being measured?	Assessment procedures
Create the policies & procedures necessary to establish a sound production server environment.	Production Admin Security	External Audit
Monitor & increase University administrative server uptime and availability	Server Availability	Software Monitoring
Establish a proven Disaster Recovery Plan	Disaster Recovery	Internal Testing

C. Enterprise Application Services

Objective	Service being measured?	Assessment procedures
Implement CMS guidelines & support infrastructure for all NMSU departments	Luminis Content Management System	<ul 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 more student and faculty dashboard channels on MyNMSU	MyNMSU	<ul style="list-style-type: none"> Increased number of information items for faculty and students on MyNMSU Increased number of dashboard type tools for faculty and students
Perform a smooth upgrade to Luminis 4	Luminis	Downtime associated with upgrade to new version
Create reporting portal. for access to enterprise reporting, FAQs, and requests	Enterprise Reporting	User feedback
Establish sound policies and procedures for NMSU enterprise applications	Central Enterprise Applications	External Audit
Improve usability of applications deployed as part of the UNO project	Student and staff self-serve	User feedback

D. Instructional Support Services

Objective	Service being measured?	Assessment procedures
Establish and maintain student computing resources where needed	Student computing spaces	Input from STAC, ASNMSU
Improve the current PC Support Services	PC Support Services	Review of trouble tickets
Provide high quality faculty and staff workshops	Faculty & staff workshops	Participant evaluationa
Provide resources to support student academic needs	Student computing services	Input from STAC & Lab Services



E. Security & Research Computing

Objective	Service being measured?	Assessment procedures
Complete VPN/PIX firewall control of ODBC connections	Network security	Monitor ODBC connections; mane adjustments as necessary
Architect and document HED reporting process	State reporting services	Move HED reporting from MS Access to Oracle tables and processes; Objective complete once move is finished
Deploy Cognos 8 and ODS 3.1 on new hardware	Reporting services	Successfully demonstrate products on specified dates
Retire the printing of the mainframe	Printing services	Measure the # of pages printed on mainframe attached equipment

F. Strategic Relations

Objective	Service being measured?	Assessment procedures
Increase funding & partnership opportunities	Revenue and partnerships	Change from prior year
Account for NMSU Student Technology Fees	Student services made available through the NMSU Student Fee.	Feedback from STAC and ASNMSU
Gather information and ideas from individuals who support technology on all NMSU campuses	ACANS Strategic Planning Summit.	Summit evaluations and feedback from ACANS members



G. Telecommunications & Networking Services

Objective	Service being measured?	Assessment procedures
Complete an Annual Review of NMSU Networking services data	NMSU networking services	Review of data; comparison of previous year
Continue to provide a variety of faculty and student computing resources.	NMSU computing and communication resources	Committee feedback through STAC, FACT, ASNMSU
Provide regular training for technology classrooms at all campuses	NMSU classroom technology	Participant workshop evaluation, email, and voice communications
Provide high speed networking for all NMSU departments and facilities	NMSU networking services	Feedback from email survey



Appendix A

Supporting Documentation

ICT Customer Service Survey

Summary

Delivered Surveys: 3,924
 Reponses Received: 224

Printed Date: 6/19/2007
 Last modified: 6/19/2007

ICT Survey Results 3/28/2006 – 6/19/2007

Service Type	Excellent	Good	Fair	Poor
Administrative	5		1	
Application Dev		1		
Audio/Video	4	2	1	
Cellular	23	3		
Computing Svc	1	3		
Data Service	10	2		
PC Support	36	5		1
Purchase Inv	4	1		
Server Admin	13	2		
Software	13	8		
Training Svc		1	1	
Voice Service	64	18	1	

