

## Strategic Planning DIV: Full Assessment Report (downward)

Entity: Information Technology Services

### Division Mission Statement

#### Information Technology Services (ITS) Mission Statement

**Providing Department:** Information Technology Services

##### **Mission Statement**

**ITS Mission** - Information Technology Services (ITS) is UNCG's central technology organization, providing computing, communications, and data services. ITS is responsible for planning and management of the transmission and utilization of data, voice, and video, in support of the university's academic and administrative goals. ITS promotes best practices, efficient procurement, and overall cost-effectiveness in the use of IT resources across the entire University.

**ITS Vision** - ITS collaborates with partners on and off campus to deliver secure, easily accessible technology services when and where they're needed, 24 hours a day, 7 days a week. We promote cost-effective, technology-enabled learning, research, and innovation connecting more than 20,000 students, faculty, and staff to each other and to the Piedmont Triad, the State, and the world. Our staff members continually monitor, assess, and adjust our services in pursuit of excellence.

**Start Date:** 7/1/2009

**Entry Status:**

**End Date:** 6/30/2014

##### **Related Items**

*There are no related items.*

## Division Objectives

### SPO02: ITS Project Prioritization and Tracking Process Improvement

**Providing Department:** Information Technology Services

#### Description

Maintain and enhance the campus-wide process of ITS project prioritization, sizing/scoping, and execution, promoting alignment of technology services with client academic and business objectives.

**Start Date:** 7/1/2010

**End Date:** 6/30/2014

**Objective Status:** In Progress

**Entry Status:** Final

#### Related Items

### SPM03: Project Prioritization - Completion of Tool Enhancements

**Providing Department:** Information Technology Services

#### Source of Evidence

ITS TimeTrack project tracking system for hours spent on project tracking tool enhancement, and RedMine software development tracking system for details regarding enhancements.

**Start Date:** 7/1/2010

**End Date:** 6/30/2014

**Entry Status:** Final

### SPF03: 2011-2012 Finding for SPM03

**Providing Department:** Information Technology Services

#### Target

FY 11-12 Timetrack data will show adequate hours logged in the "Process Support" category that reflect dedication of resources to project tracking tool improvement.

FY 11-12 RedMine data will show completion of enhancements for TimeTrack and related systems that are of value to ITS and our clients.

**Finding Status:** Met

#### Description

A total of 185 resource effort hours were logged for the "TimeTrack Reporting" enhancements project in FY 11-12. Due to other higher priority projects, this is significantly less than FY 10-11, which might be expected since the system is more mature. RedMine logs show, however, that some critical enhancements were made. Key enhancements include adding client project priority #'s to TimeTrack to facilitate project scheduling that is centered on client needs (Sept 2011), moving TimeTrack to a new server environment to address complaints of slowness (Feb 2012), and updating the look of TimeTrack to be more reflective of new University web design standards (Spring 2012).

#### Attachment

No items to display.

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final

 **SPM04: Project Prioritization - Completion of Process Enhancements**

**Providing Department:** Information Technology Services

**Source of Evidence**

ITS Architectural Review Committee Decision log (for process changes/enhancements)

[Note: To better reflect the committee's focus, the name of the Architectural Review Committee was changed to the "Project Review Committee" in 2011-2012.]

**Start Date:** 7/1/2010

**End Date:** 6/30/2014

**Entry Status:** Final

 **SPF04: 2011-2012 Finding for SPM04**

**Providing Department:** Information Technology Services

**Target**

The Project Review Committee (PRC) log will show implementation of changes to improve the overall project prioritization and tracking/reporting process to promote efficiency while better meeting client and ITS needs.

**Finding Status:** Met

**Description**

The PRC Decision log and/or PRC meeting minutes and other PRC-related material reflect several process enhancements for FY 11-12. These include the decision to add client project priority numbers to TimeTrack, which has allowed PRC to more easily view and take into account project priority rankings during project scheduling meetings. Because priority numbers are included on public reports, this also makes project priority setting more transparent to all interested faculty, staff and students. A requirement for official ITS resource estimation for "small projects" was added in FY 11-12 to assist Divisional Representatives, who prioritize projects for their areas, in better managing their small project resource hours allocations. An ITS Project Management Office (PMO) website was created at <http://its.uncg.edu/PMO>. In addition to providing information regarding project prioritization and management for the entire UNCG community, this site serves as the official repository for ITS PMO templates, ensuring that all ITS project managers use a consistent format for project scope statements, resource estimation, reporting and other required documentation.

**Attachment**

No items to display.

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final

 **SPAP02: 2010-2011 Action Plan for SPO02**

**Providing Department:** Information Technology Services

**Action Plan Description**

Need to add missing entries to ITS Architectural Review Committee (ARC) decision log:

A review of the 10-11 ARC decision log and ARC collaboration site showed that while supporting documentation and information regarding 2 major project process changes had been posted on the site, these changes were not recorded in the decision log. The ITS ARC facilitator will ask the Project Management Technologist to add these items to the decision log. Several smaller changes were accurately recorded in the decision log.

**Action Plan Follow-up**

ARC log was appropriately updated.

**Start Date:** 7/1/2010

**End Date:** 6/30/2012

**Entry Status:** Final

 **SPO03: Support for Client Technology Priorities (Client-Prioritized Projects)**

**Providing Department:** Information Technology Services

**Description**

Through the campus-wide ITS Project Prioritization process, ITS will support client efforts to fulfill the University's mission and operational needs by dedicating resources to complete technology projects identified by:

- the University Executive Staff and the Administrative Systems Committee for Institutional Project Priorities
- the Administrative Systems Users Group for Cross-Divisional Project Priorities
- established Divisional project prioritization processes for Academic Affairs (including ORED), Business Affairs, ITS, Intercollegiate Athletics, Student Affairs, and University Advancement

[Note1: In 10-11, the Administrative Systems Committee Priority list was separate from the Institutional list. For 11-12 and beyond, these priorities are represented by a single list.]

[Note2: For this Strategic Objective, direct links to University strategic areas, goals, and areas of responsibility reflect connections made through Institutional and ITS projects only. Other Divisional projects may be linked to specific University values, provision of resources, strategic areas, goals, and areas of responsibility through each Division's strategic plan.]

[Note 3: Cross-divisional priorities include client-approved scheduling of upgrades for campus-wide administrative technology systems.]

**Start Date:** 7/1/2010

**End Date:** 6/30/2014

**Objective Status:** In Progress

**Entry Status:** Final

**Related Items**

 **SPM05: Overall Number of Client-Prioritized Regular Projects Completed**

**Providing Department:** Information Technology Services

**Source of Evidence**

ITS TimeTrack Project Tracking System

**Start Date:** 7/1/2010

**End Date:** 6/30/2014

**Entry Status:** Final

**SPF05: 2011-2012 Finding for SPM05**

**Providing Department:** Information Technology Services

**Target**

Completion of a minimum of 24 regular-sized client-prioritized projects (i.e., average of 3 priorities per list, with 8 input lists).

[Note: Though size, complexity and resource requirements vary from project to project, historical project data indicates completion of 24 regular-sized client-prioritized projects is a reasonable standard given the ITS organizational structure and size.]

**Finding Status:** Exceeded

**Description**

ITS exceeded the goal of completing 24 regular sized client-prioritized projects in 11-12, with 37 regular-sized non-infrastructure projects completed (includes Institutional/Administrative Systems Committee, Cross-Divisional, and Divisional priorities). This is 7 more regular sized projects than were completed in FY 10-11.

Some large client-prioritized projects of note include work to integrate UNCG's Banner system with the new UNC System-wide Human Resources "Data Mart", completion of Blackboard upgrades, implementation of General Computing Network services to better support Mac and Linux users, and work to implement and support the University's new web design standards, as well as a new web "self-hosting" environment for clients needing to run dynamic, web-based applications such as WordPress.

[Note: TimeTrack lists 38 regular-sized client-prioritized projects completed in FY 11-12, this is because the "General Computing Network" migration was closed in July, 2011, in TimeTrack, but the project work was actually completed in June of FY 10-11.]

**Attachment**

No items to display.

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final

**SPM06: Overall Number of Client-Prioritized Small Projects Completed (Non-Infrastructure)**

**Providing Department:** Information Technology Services

**Source of Evidence**

ITS TimeTrack project tracking system

**Start Date:** 7/1/2010

**End Date:** 6/30/2014

**Entry Status:** Final

 **SPF06: 2011-2012 Finding for SPM06**

**Providing Department:** Information Technology Services

**Target**

Completion of 21 client-prioritized small projects (i.e., projects of 80 or less effort hours, typically with most hours expended within a single ITS project skillset). This equates to approximately 3 small projects per client-prioritized small project request list.

[Note: If fewer than 21 small projects are requested in a given year, the completion goal is reduced accordingly.]

[In FY 11-12, the total # of small project request input lists was 7. ITS and the ASC do not have their own small project allocations, but are grouped together with other potential requestors in the "unclassified" allocation.]

**Finding Status:** Exceeded

**Description**

ITS completed 24 small projects in 11-12, exceeding the target of 21. This is slightly less than the number (28) completed in FY 10-11.

**Attachment**

No items to display.

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final

 **SPM07: Project Completion by Priority List - Client-Prioritized Regular Projects**

**Providing Department:** Information Technology Services

**Source of Evidence**

ITS TimeTrack Project Tracking System

**Start Date:** 7/1/2010

**End Date:** 6/30/2014

**Entry Status:** Final


**SPF07: 2011-2012 Finding for SPM07**

**Providing Department:** Information Technology Services

**Target**

At least 1 regular sized project per year will be completed from each of 8 client-prioritized project request lists:

- Institutional/Administrative Systems Committee
- Administrative Systems Committee Users Group Cross-Divisional List
- Divisional Priority lists for Academic Affairs (including ORED), Business Affairs, Student Affairs, University Advancement, Athletics, and ITS

[Note: It is expected that larger divisions such as AAF and BAF will typically have more projects completed in a year than smaller divisions.]

**Finding Status:** Partially Met

**Description**

ACHIEVED: A total of 9 Institutional/ASC regular-sized projects were completed in 11-12.

ACHIEVED: ITS completed 10 regular-sized (non-small) projects for Academic Affairs in 11-12.

ACHIEVED: ITS completed 4 regular-sized (non-small) projects for Business Affairs in 11-12.

ACHIEVED: ITS completed 11 regular-sized (non-small) projects for cross-divisional priorities identified by the Administrative Systems User Group in 11-12.

ACHIEVED: ITS completed 3 regular-sized projects from the ITS Divisional Priority list in 11-12.


ACHIEVED: ITS completed 1 regular-sized (non-small) projects for Student Affairs in 11-12.

NOT MET: Despite ITS having received requests for University Advancement regular-sized projects in 11-12, competing resource requests and availability of key client-area resources resulted in none of these projects being completed. The goal of completing at least 1 regular-sized project request was not met.

ELIMINATED: Intercollegiate Athletics made no regular-sized project requests in 11-12, so the goal of completing 1 regular-sized project was eliminated for 11-12.

**\*Please review the attached document "ITS Project Completion - Regular Sized Client Prioritized Projects" for more details on this finding.**

**Attachment**

 Project Year End Totals FY11-12-Regular Sized Client Prioritized Projects

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final


**SPM08: Project Completion by Priority List - Client-Prioritized Small Projects**

**Providing Department:** Information Technology Services

**Source of Evidence**

ITS TimeTrack Project Tracking System

**Start Date:** 7/1/2010

**End Date:** 6/30/2014

**Entry Status:** Final

 **SPF08: 2011-2012 Finding for SPM08**

**Providing Department:** Information Technology Services

**Target**

Complete at least one small project per client-prioritized small project request list each year. Client groups with small project allocations are as follows:

- Administrative Systems Committee Users Group Cross-Divisional List
- Divisional request lists for Academic Affairs (including ORED), Business Affairs, Student Affairs, University Advancement, Athletics (added for FY 11-12)
- Unclassified (for other requests including ITS, Chancellor's Office)

If a client group makes no small project requests in a fiscal year, the goal to complete a small project for that group is eliminated.

**Finding Status:** Partially Met

**Description**

ACHIEVED: ITS completed 9 small projects for Academic Affairs in 11-12.

ACHIEVED: ITS completed 13 small projects for Business Affairs in 11-12.

NOT MET: Despite ITS having received 1 request for a cross-divisional small project in 11-12, this project was not completed within FY 11-12 due to a change in the recommended technology solution. Completion is expected in early 12-13.


ELIMINATED: ITS received no small projects requests for Intercollegiate Athletics in 11-12.

ACHIEVED: ITS completed 1 small project for Student Affairs in 11-12.

ELIMINATED: The 1 small project request received for University Advancement in 11-12 was subsequently canceled by the requesting department.

**\*Please review the attached document "Project Year End Totals FY11-12-Client Prioritized Small Projects.docx" for more details on this finding.**

**Attachment**

 Project Year End Totals FY11-12-Client Prioritized Small Projects

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final

 **SPAP03: 2010-2011 Action Plan for SPO03**

**Providing Department:** Information Technology Services



**Action Plan Description**

ITS will devote resources to the following Institutional Priorities identified for 11-12:

Project (existing project #'s included for reference – details available at <a href="http://its.uncg.edu/timetrack">its.uncg.edu/timetrack</a> )	Institutional Status
Novell/AD transition→ follow-up project to address remaining migration issues, completion of Linux desktop environment (# 66972), and virtual desktop access (# 27753)	Department PC/Mac migrations (# 1230) will <b>complete by 6/30/11</b> . The 3 follow-up/continuing projects will continue into FY 11-12.
Implement additional services in the General Computing Network	Requirements gathering currently underway (# 55487); implementation project will follow with tentative completion goal of 6/2013; some services to be added prior to 2013
CHP→UNC Combined Pricing Initiative (# 1212)	Refresh of desktop/laptop standards for FY 11-12 is underway; Phase II project will include tablets, thin clients, netbooks, etc.
Continue implementation of Gmail outsourcing (#1180)	Faculty/staff (non-archive) email/calendar migrations were finished as of Jan. '11; project will complete with archive migrations in early 11-12
Continue supporting students through VCL (# 9835)	Phase II work to include proof-of-concept for a significantly enhanced offering
HIPAA Compliance – file access logging solution implementation (# 55194)	Proof of concept completed (# 60348); implementation project is underway with expected completion in fall 2011
University Metrics	Phase I project (# 45675) to implement the technology infrastructure for a public-facing <b>WebFOCUS dashboard will complete by 6/30</b> . FY 11-12 work for real-time data reporting depends on <b>stakeholder identification of metrics</b> .
Middle College Initiative – Banner changes related to parking, meal plans, and bookstore (# 79592)	Relatively low estimated effort hours; expected to complete prior to the Fall 2011 semester start
Cross-Divisional Efficiency Initiative/Workflow Development (# 79892)	Vendor-led training currently underway; initiative may spawn multiple projects
Kronos/Banner Interface	Not yet started; will create an interface between Banner and the Kronos Timekeeping System used by BAF and SAF
University Website Redesign (# 68536)	ITS has begun work with University Relations to launch new first-tier pages by the Fall 2011 semester start
Central Group Management	Not yet started; work includes identification of business rules and recommendations to promote timely and appropriate access to services (e.g., buildings, computer accounts, ID cards).

**Action Plan Follow-up**

ITS completed projects for 6 of the 12 identified Institutional Priorities for 11-12 - Novell to AD transition follow-up, additional GCN services, Email outsourcing (archives moved from Lotus to Google Message Discovery), Middle College initiative, University website redesign, and identity management work which **supports the implementation of central group management**. Significant progress was made and/or phases of project work completed in most of the remaining areas, with the exception of the Kronos/Banner interface work which is expected to occur in FY 12-13.

**Start Date:** 7/1/2010

**End Date:** 6/30/2012

**Entry Status:** Final

 **SPAP03: 2010-2011 Action Plan for SPO03**

**Providing Department:** Information Technology Services

**Action Plan Description**

ITS will devote resources, as available, to the highest priorities on client-prioritized project request lists for FY 11-12.

[Note: List is maintained by the Divisional Representative for Project Prioritization and is subject to change throughout the year.]

**Action Plan Follow-up**

As reflected in the 2011-2012 Findings for SPO03, ITS has continued to devote resource to client-prioritized project work. UNCG faculty and staff may obtain further details on project status and project completion by logging into <http://its.uncg.edu/timetrack>.

**Start Date:** 7/1/2010

**End Date:** 6/30/2012

**Entry Status:** Final

 **SPO04: Support and Maintenance of Required Technology Infrastructure**

**Providing Department:** Information Technology Services

**Description**

Implement and support required technology services, performing maintenance and upgrades necessary to provide a stable, secure and cost-effective computing environment in support of the University's mission and operations.


**Start Date:** 7/1/2010

**End Date:** 6/30/2014

**Objective Status:** In Progress

**Entry Status:** Final

**Related Items**

 **SPM09: Completion of ITS Infrastructure Projects**

**Providing Department:** Information Technology Services

**Source of Evidence**

ITS TimeTrack Project Tracking System

**Start Date:** 7/1/2010

**End Date:** 6/30/2014

**Entry Status:** Final

**SPF09: 2011-2012 Finding for SPM09****Providing Department:** Information Technology Services**Target**

ITS will complete required infrastructure projects with appropriate change control and minimal unplanned disruption to campus technology services and client operations.

**Finding Status:** Met**Description**

ITS completed 23 infrastructure projects in 11-12, 1 more than in 10-11. Work completed included:

- re-architecture of the University data center and select technology infrastructure to provide more reliable, effective, sustainable and secure services to University clients
- implementation of the second phase of UNCG's "internet connectivity" redundancy plan, to provide clients with more disaster-resistant connections to the internet beyond UNCG
- scheduled refreshes and upgrades of network and server hardware and software; including a Blackboard Service Pack upgrade, Blackboard infrastructure enhancements, and migration of the Blackboard application servers to the virtual server environment
- disaster recovery and preparedness testing
- development and launch of UNCG's virtual desktop services for faculty and staff, delivered through virtual.uncg.edu
- completion of the Instructional Linux Environment (ILE) service implementation
- network buildout and support for the new Joint School of Nanoscience & Nanoengineering building
- continued development of core identity management services, including the June 2012 launch of the new Spartan ID service to replace the legacy Novell eDirectory "Enterprise Authentication" system
- retirement of legacy Novell and UNIX systems to promote better efficiency and cost-effectiveness in providing University technology services
- updates to the ITS labs to address client concerns with performance following the summer, 2011, migration of ITS Windows and Mac lab computers to the "General Computing Network"
- continued efforts focused on compliance and data security, including ongoing enhancements to procedures to respond to "desktop" computer compromises, updates to the Identity Finder (IDF) software, and continued Audit preparedness work

**\* For a list of Infrastructure projects completed by ITS in FY 11-12, please see the attached document "Project Year End Totals FY11-12-Infrastructure Projects.docx."**

**Attachment**

 Project Year End Totals FY11-12-Infrastructure Projects


**Start Date:** 7/1/2011**End Date:** 6/30/2012**Entry Status:** Final**SPAP04: 2010-2011 Action Plan for SPO04****Providing Department:** Information Technology Services**Action Plan Description**

ITS will continue to devote resources to essential infrastructure projects. ITS has identified a draft list of needed infrastructure projects for FY 11-12, but this list has not yet been finalized.

**Action Plan Follow-up**

Per the 11-12 Findings for SPO04, ITS has continued to devote resources to infrastructure projects, successfully completing 23 such projects in 11-12.

**Start Date:** 7/1/2010**End Date:** 6/30/2012**Entry Status:** Final

 SPO05: Support of University Sustainability Initiative (Environmental Sustainability)

**Providing Department:** Information Technology Services

**Description**

Support the University sustainability initiative by implementing, maintaining and promoting sustainable and environmentally-friendly technology practices.


**Start Date:** 7/1/2010

**End Date:** 6/30/2014

**Objective Status:** In Progress

**Entry Status:** Final

**Related Items**

 SPM10: Implementation/Enhancement of Sustainable Technology Practices (Environmental Sustainability)

**Providing Department:** Information Technology Services

**Source of Evidence**

ITS Annual Sustainability Report

**Start Date:** 7/1/2010

**End Date:** 6/30/2014

**Entry Status:** Final

 SPF10: 2011-2012 Finding for SPM10

**Providing Department:** Information Technology Services

**Target**

Each year, the ITS Annual Sustainability Report will indicate at least 1 new or significantly enhanced practice that promotes sustainable technology practices within ITS and/or across the University.

**Finding Status:**

**Description**

ITS did not produce a Sustainability report for 11-12, but expects to produce one in 12-13. ITS has several initiatives planned or in progress that are expected to positively contribute to the University's sustainability initiative.

**Attachment**

No items to display.

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final

 **SPAP05: 2010-2011 Action Plan for SPO05****Providing Department:** Information Technology Services**Action Plan Description**

ITS will continue to implement or enhance efforts to promote environmentally sustainable technology practices.

Key efforts identified for FY 11-12 include:

## Data Center Architecture Consolidation -

The University's enterprise server and network architecture is located in two campus data centers, McNutt and Bryan. Today, this architecture is contained in roughly 60 racks that utilize approximately 600 copper GigE ports. The amount of power and cooling required to sustain the current architecture place the campus data centers as the second largest consumers of electricity at the University. Minus major architectural changes and assuming continuation of current rates of growth in computing utilization, ITS is projecting that the campus will be out of data center capacity in 2013-14 +/- 12 months. We are currently executing several projects that will allow us to converge our server and storage platforms into a single unified architecture. We expect these changes to dramatically decrease the footprint of the infrastructure in the campus data centers (substantially reducing cooling requirements, power consumption and switching costs), and extend the useful life of these critical facilities.

## Desktop Virtualization -

ITS is currently testing a Citrix virtual desktop service that could lead to the use of "thin clients" instead of regular workstations, where appropriate, across the campus. This will be piloted in the summer of 2011. While increased data center power consumption must be considered when comparing total energy costs, it is generally thought that adoption of thin clients can reduce total energy consumption.

**Action Plan Follow-up**

Though ITS did not produce a sustainability report for FY 11-12, work on the data center architecture consolidation continued, with servers continuing to be consolidated into the "virtual server" environment, and legacy stand-alone servers (e.g., Unix login servers) being retired. Decommissioning of the Lotus Archive Servers, with mail archives now hosted by Google, also saves energy and other data center resources.

The launch of the virtual.uncg.edu virtual desktop service offering, along with a "Technology Fair" to demonstrate "thin clients" to the University community, represented the first steps toward client potential adoption of such technologies.

The ITS Sustainability report will be produced biennially, with the next report to be available in spring, 2013.

**Start Date:** 7/1/2010**End Date:** 6/30/2012**Entry Status:** Final **SPO06: ITS Collaborative Efforts and Partnerships with Other UNC Institutions****Providing Department:** Information Technology Services**Description**

ITS will seek opportunities to partner with other UNC System institutions to provide, receive or collaboratively develop and offer effective and efficient technology services. Especially in the constraints of the current budget environment, such collaboration is essential to maintain the quality and availability of needed technology resources with fewer resources.

**Start Date:** 7/1/2010**End Date:** 6/30/2014**Objective Status:** In Progress**Entry Status:** Final

**Related Items****SPM11: Implementation/Enhancement of Collaborative Efforts and Partnerships with Other UNC Institutions****Providing Department:** Information Technology Services**Source of Evidence**

ITS TimeTrack Project Tracking System and Report on Collaborative Efforts and Partnerships with Other UNC System Institutions

**Start Date:** 7/1/2010**End Date:** 6/30/2014**Entry Status:** Final**SPF11: 2011-2012 Finding for SPM11****Providing Department:** Information Technology Services**Target**

The TimeTrack System and ITS Collaborative Services and Partnerships report will show at least 1 new or enhanced collaborative effort with a UNC system partner for each year that expansion/enhancement opportunities are specified as a goal.

**Finding Status:** Exceeded**Description**

The following new technology collaborations were implemented in FY 11-12:

- ITS entered an agreement with NCSU to share a position for support of High Performance Computing (HPC) for faculty, research staff, and students who need computing power beyond that offered by a typical desktop machine. Because UNCG does not currently have sufficient demand for a full-time, dedicated position, this was a cost-effective way to get needed expertise in a highly specialized technology service area.
- ITS collaborated with technology staff at Appalachian State University to host a day on UNCG's campus in which technology staff from across the UNC system were invited to share their support strategies and challenges related to Microsoft's "System Center Configuration Management" software. The event was well-attended and work is underway to establish a collaboration site where technical staff can continue to share knowledge.

The following collaborations were enhanced during FY 11-12:

- Joint School of Nanoscience and Nanoengineering (JSNN) support with NC A&T - with the opening of the new JSNN building at the South Campus in January, 2012, UNCG ITS and NC A&T staff worked together closely to provide a smooth move-in experience and to provide effective support following the move-in. ITS also coordinated the redistribution of "surplus" computers to meet technology needs at the JSNN, especially when additional computers were needed for student use.
- In April 2011, UNCG entered agreements to add Fayetteville State University and UNC School of the Arts as campuses whose Blackboard systems are hosted at UNCG. Support during the first full academic year (11-12) was successful, and ITS implemented infrastructure and software updates/enhancements during 11-12.

\* For more details regarding ITS collaborations with other UNC System Schools, see the attached file "UNCG ITS Collaborative Services and Partnerships 1-4-12.docx."

**Attachment**

 UNCG ITS Collaborative Services and Partnerships 1-4-12

**Start Date:** 7/1/2011**End Date:** 6/30/2012**Entry Status:** Final

 **SPAP06: 2010-2011 Action Plan for SPO06****Providing Department:** Information Technology Services**Action Plan Description**

ITS will continue to look for and implement, as appropriate, collaborative services and partnerships that promote the effective and efficient provisioning of technology services.

Two such services under consideration for FY 11-12 are:

- VoIP services provisioning collaboration with NC A&T
- Expanding High Performance/Scientific Computing services received from NCSU to include direct support to faculty and student researchers, in addition to access to the NCSU HPC Linux cluster

**Action Plan Follow-up**

VoIP services provisioning collaboration with NC A&T is not being pursued at this time.

Per the 11-12 Findings for SPO06, ITS now shares a portion of an HPC position with NCSU.

**Start Date:** 7/1/2010**End Date:** 6/30/2012**Entry Status:** Final **SPO07: ITS Service and Outreach****Providing Department:** Information Technology Services**Description**

Support the University's core mission of Service and related strategic initiatives by participating in and/or supporting University service and outreach activities.

**Start Date:** 7/1/2010**End Date:** 6/30/2014**Objective Status:** In Progress**Entry Status:** Final**Related Items** **SPM13: ITS Contributions to Service and Outreach****Providing Department:** Information Technology Services**Source of Evidence**

Staff Senate Reports, ITS Staff Advisory Council reports, input from ITS management

**Start Date:** 7/1/2010**End Date:** 6/30/2014**Entry Status:** Final

 **SPF13: 2011-2012 Finding for SPM13****Providing Department:** Information Technology Services**Target**

ITS Staff Senator reports and information from ITS managers will demonstrate that ITS has engaged in or supported service and outreach efforts each year - at least 1 within the University and at least 1 within the greater Piedmont Triad community.

**Finding Status:** Exceeded**Description**

The ITS Staff Advisory Council (SAC) was replaced as a separate group in FY 11-12, and ITS Staff Senators now fulfill the SAC functions. Staff Senate and ITS management reports indicate that ITS made meaningful contributions to University Service and Outreach in FY 11-12.

An ITS representative chaired the UNCG Staff Senate off-campus service committee. Activities included -

- Work at the Greensboro Children Museum's Edible Classroom
- A campus-wide food drive in November, 2011
- A "share the warmth" campaign to obtain coats for families in need in January, 2012
- A Habitat for Humanity build day in April, 2012

ITS staff continued to be engaged in on-campus service activities such as tending the UNCG Garden and providing technology support for on campus events such as the Women in IT (WIIT) program. An ITS staff member served as the the Native American Student Association Advisor. ITS staff also continued to be engaged in professional service through participation both in on-campus committees and external groups (e.g., UNC System committees, vendor advisory groups).

**Attachment**

No items to display.

**Start Date:** 7/1/2011**End Date:** 6/30/2012**Entry Status:** Final **SPAP07: 2010-2011 Action Plan for SPO07****Providing Department:** Information Technology Services**Action Plan Description**

ITS will continue to seek opportunities and promote ITS participation in service/outreach to the University, Piedmont Triad Community, UNC System and beyond.

**Action Plan Follow-up**

Per the 11-12 Findings for SPO07, ITS has continued to contribute to on and off-campus service/outreach activities.


**Start Date:** 7/1/2010**End Date:** 6/30/2012**Entry Status:** Final **SPO08: ITS Support of Access to Education and Student Success****Providing Department:** Information Technology Services**Description**

Given that adequate technology resources are a fundamental tool for access to education and student success, ITS will seek ways to promote adequate technology services for students.

**Start Date:** 7/1/2010**End Date:** 6/30/2014**Objective Status:** In Progress**Entry Status:** Final



**Related Items**

 **SPM12: ITS Contributions to Access to Education and Student Success**  
**Providing Department:** Information Technology Services

**Source of Evidence**

ITS TimeTrack Project Tracking System, other management/staff input

**Start Date:** 7/1/2010

**End Date:** 6/30/2014

**Entry Status:** Final



## SPF12: 2011-2012 Finding for SPM12

**Providing Department:** Information Technology Services

### Target

For each year that this goal is active, ITS will demonstrate at least 1 new or significantly enhanced service that contributes to access to education and student success. These may be through completion of client-requested projects, or by direct efforts to promote adequate technology services in support of student learning.

**Finding Status:** Met

### Description

ITS services, including network, server, client hardware, and software provisioning are essential to providing the technology services required for access to education and promotion of student success. In FY 11-12, ITS completed the following in direct support of the University Strategic Area #1:

- In August, 2011, ITS worked with the Faculty Teaching & Learn Center (FTLC) to implement the upgrade to version 9 of Blackboard Learn. This upgrade ensured that UNCG would continue to operate on a supported version of the software, and included several interface and feature enhancements. In Spring 2012, an upgrade to Service Pack 8 was completed to further enhance Blackboard functionality.
- In December, 2011, ITS worked with the FTLC to implement the new version of Blackboard Collaborate (formerly Elluminate) within Blackboard Learn. In Fall, 2011, Collaborate service disruptions caused by both local (UNCG) and remote (vendor-hosting issues) had caused problems for classes. ITS worked to implement uptime monitoring for Collaborate and to provide faculty with backup solutions, such as creating "backup" Collaborate rooms outside of Blackboard Learn. Since uptime monitoring was implemented in April, 2011, the uptime has been 100% for April and May, and 99.998% in June.
- In response to student demand, ITS launched Blackboard Mobile Learn in August, 2011. This mobile application provides access to the UNCG Blackboard Learn system on mobile devices such as smartphones and tablets. Use of the application grew tremendously during FY 11-12, increasing almost 100% from November, 2011, to May, 2012, with 5,344 unique users as of May 16th, 2012. Based on feedback from the ITS Student Advisory Committee and comments on the Spring 2012 TechQual+ survey, student reaction to the new service has been overall positive.
- Also in response to growing demand for mobile services, ITS has developed and will launch prior to the Fall 2012 semester, Phase 1 of the "UNCG Mobile" application to provide expanded University information and services on mobile devices.
- In FY 11-12, ITS completed Banner and infrastructure/networking work to enhance support for UNCG's Middle College. ITS has also continued to support Middle College technology needs in ITS labs, and through other University technology services.
- ITS has continued to provide lab space for the Math Emporium, and is building new ITS lab space in Curry 304. This new lab space will provide the Math Emporium with an even better opportunity to secure lab space in their first choice location, Petty 222, without displacing other classes that need large lab space.
- ITS has continued to expand support of online learning through the Telelearning Center facility in Stone. In Spring 2012, ITS facilitated the first Telelearning Center class in which an instructor taught all classes remotely (from Europe) while the students were locally present in the classroom. The Center also added equipment to better facilitate 'hybrid' classes in which some students are present in the Telelearning Classroom while others join the class from their homes via internet tools such as Blackboard Collaborate and Google+.
- By assisting with Blackboard integration services, ITS has continued to work with Academic Affairs to support their implementation of the Starfish early warning system.

### Attachment

No items to display.

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final

 **SPAP08: 2010-2011 Action Plan for SPO08****Providing Department:** Information Technology Services**Action Plan Description**

ITS will continue to support access to education and student success. Efforts planned for 11-12 include:

- Support for an expanded Math Emporium initiative, requiring additional lab seat hours/week
- Distribution and support of UNCG Guarantee Scholar Lenovo laptops beginning in August 2011
- Upgrade to the latest version of Elluminate/Blackboard Collaborate in August, 2011
- Go-live of Blackboard Mobile Learn concurrent with the upgrade to Blackboard 9 in August, 2011

**Action Plan Follow-up**

In FY 11-12, ITS continued to support the Math Emporium, and worked with faculty to move several non-Emporium classes from Petty 222 to alternative labs, so that the Math Emporium could secure larger and more consistent lab space. All incoming UNCG Guarantee Scholars received Lenovo laptops in August, 2011. Upgrades to the latest versions of Blackboard Learn and Collaborate were completed successfully (the Collaborate update within Blackboard Learn was postponed from August to December, 2011, to allow faculty and students to first adjust to the changes in the Blackboard Learn interface).

**Start Date:** 7/1/2010**End Date:** 6/30/2012**Entry Status:** Final **SPO10: Reliable and Effective Core Technology Services - Banner****Providing Department:** Information Technology Services**Description**

Provide reliable Banner information system services that meet client needs in support of student and administrative operations.

**Start Date:** 7/1/2011**End Date:** 6/30/2014**Objective Status:** In Progress**Entry Status:** Final**Related Items** **SPM14: % Uptime for Academic Year - Banner****Providing Department:** Information Technology Services**Source of Evidence**ITS Metrics Website at <http://its.uncg.edu/metrics> (data collected by Remedy Patrol system)**Start Date:** 7/1/2011**End Date:** 6/30/2014**Entry Status:** Final

**SPF14: 2011-2012 Finding for SPM14**

**Providing Department:** Information Technology Services

**Target**

99.9% uptime (<8.76 hrs of unplanned downtime/year)

**Finding Status:** Exceeded

**Description**

The goal of 99.9% uptime for Banner was exceeded in 11-12, with actual uptime of 99.993%

**Attachment**

No items to display.

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final

**SPM15: Client Satisfaction Rating - Banner**

**Providing Department:** Information Technology Services

**Source of Evidence**

TechQual+ Technology Services Survey - "negative adequacy gap"\* results

\*TechQual provides a 9-point scale (Low to High) for respondents to indicate their **minimum** and **desired** service level expectations for each item and to rate the **perceived service performance**. A "negative adequacy gap" score indicates that a respondent's rating of the **perceived service performance** is **less than** their **minimum expectation**.

Results of the TechQual+ survey are published on the ITS Metrics website at <http://its.uncg.edu/metrics>.

**Start Date:** 7/1/2011

**End Date:** 6/30/2014

**Entry Status:** Final

**SPF15: 2011-2012 Finding for SPM15**

**Providing Department:** Information Technology Services

**Target**

TechQual+ Spring 2012 results for students, faculty and staff should have no adequacy gaps  $\geq .15$  for item 22 (Banner-related services).

**Finding Status:** Partially Met

**Description**

Spring 2012 Techqual+ results indicated that, overall, Banner-related services met the minimum expectations of students and staff who responded to the survey. The "negative adequacy gap" for faculty did, however, exceed the .15 threshold. This indicates that, for faculty who chose to respond to the survey, minimum expectations for Banner services are, on average, not being met. Development of the action plan to address Banner service concerns will require the involvement of various campus functional units and client groups who are involved in decision-making and support for the product, as well as ITS resources.

**Attachment**

No items to display.

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final

 SPO11: Reliable and Effective Core Technology Services - Blackboard

**Providing Department:** Information Technology Services

**Description**

Provide reliable Blackboard Learning Management System services that meet client class and campus organization needs.


**Start Date:** 7/1/2011

**End Date:** 6/30/2014

**Objective Status:** In Progress

**Entry Status:** Final

**Related Items**

 SPM16: % Uptime for Academic Year - Blackboard

**Providing Department:** Information Technology Services

**Source of Evidence**

ITS Metrics Website at <http://its.uncg.edu/metrics> (data collected by Remedy Patrol system)

**Start Date:** 7/1/2011

**End Date:** 6/30/2014

**Entry Status:** Final

 SPF16: 2011-2012 Finding for SPM16

**Providing Department:** Information Technology Services

**Target**

99.9% uptime (<8.76 hrs of unplanned downtime/year)

**Finding Status:** Not Met

**Description**

The goal of 99.9% uptime for Blackboard Learn was not met in 11-12. The actual uptime was 99.826%. Access to Blackboard Learn is dependent on the "Enterprise Authentication" service. The most prolonged periods of downtime for Blackboard Learn occurred in August and September of 2011, and were due to an "Enterprise Authentication" service outage.

**Attachment**

No items to display.

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final

 SPO12: Reliable and Effective Core Technology Services - iSpartan

**Providing Department:** Information Technology Services

**Description**

Provide reliable iSpartan services that meet client email, shared calendaring, and other collaboration needs.


**Start Date:** 7/1/2011

**End Date:** 6/30/2014

**Objective Status:** In Progress

**Entry Status:** Final

**Related Items**

 **SPM18: % Uptime for Academic Year - iSpartan**  
**Providing Department:** Information Technology Services


**Source of Evidence**

ITS Metrics Website at <http://its.uncg.edu/metrics> (data collected by Remedy Patrol system)

**Start Date:** 7/1/2011

**End Date:** 6/30/2014

**Entry Status:** Final

 **SPF18: 2011-2012 Findings for SPM18**  
**Providing Department:** Information Technology Services

**Target**

99.9% uptime (<8.76 hrs of unplanned downtime/year)

**Finding Status:** Exceeded

**Description**

The goal of 99.9% uptime for iSpartan services was exceeded in 11-12, with actual uptime of 99.96%.

**Attachment**

No items to display.

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final

 **SPM19: Client Satisfaction Rating - iSpartan**  
**Providing Department:** Information Technology Services

**Source of Evidence**

TechQual+ Technology Services Survey - "negative adequacy gap"\* results


\*TechQual provides a 9-point scale (Low to High) for respondents to indicate their **minimum** and **desired** service level expectations for each item and to rate the **perceived service performance**. A "negative adequacy gap" score indicates that a respondent's rating of the **perceived service performance** is **less than** their **minimum expectation**.

Results of the TechQual+ survey are published on the ITS Metrics website at <http://its.uncg.edu/metrics>.

**Start Date:** 7/1/2011

**End Date:** 6/30/2014

**Entry Status:** Final

 **SPF19: 2011-2012 Finding for SPM19**  
**Providing Department:** Information Technology Services

**Target**

TechQual+ Spring 2012 results for students, faculty and staff should have no adequacy gaps  $\geq .15$  for item 14 (iSpartan email) and item 15 (iSpartan shared calendar and collaboration services).

**Finding Status:** Met

**Description**

Spring 2012 TechQual+ results indicated that, overall, iSpartan-related services met the minimum expectations of students, faculty, and staff who responded to the survey.

**Attachment**

No items to display.

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final

 SPO13: Reliable and Effective Core Technology Services - Network

**Providing Department:** Information Technology Services

**Description**

Provide reliable Network services that meet client needs.

**Start Date:** 7/1/2011

**End Date:** 6/30/2014

**Objective Status:** In Progress

**Entry Status:** Final

**Related Items**

 SPM20: % Uptime for Academic Year - Network

**Providing Department:** Information Technology Services

**Source of Evidence**

ITS Metrics Website at <http://its.uncg.edu/metrics> (data collected by Remedy Patrol System)

**Start Date:** 7/1/2011

**End Date:** 6/30/2014

**Entry Status:** Final

 SPF20: 2011-2012 Finding for SPM20

**Providing Department:** Information Technology Services

**Target**

99.9% uptime (<8.76 hrs of unplanned downtime/year)

**Finding Status:** Exceeded

**Description**

The goal of 99.9% uptime was exceed for FY 11-12, with actual overall network uptime of 99.974%.

**Attachment**

No items to display.

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final

 SPM21: Client Satisfaction Rating - Network

**Providing Department:** Information Technology Services

**Source of Evidence**

TechQual+ Technology Services Survey - "negative adequacy gap"\* results

\*TechQual provides a 9-point scale (Low to High) for respondents to indicate their **minimum** and **desired** service level expectations for each item and to rate the **perceived service performance**. A "negative adequacy gap" score indicates that a respondent's rating of the **perceived service performance** is **less than** their **minimum expectation**.

Results of the TechQual+ survey are published on the ITS Metrics website at <http://its.uncg.edu/metrics>.

**Start Date:** 7/1/2011

**End Date:** 6/30/2014

**Entry Status:** Final

 **SPF21: 2011-2012 Finding for SPM21**

**Providing Department:** Information Technology Services

**Target**

TechQual+ Spring 2012 results for students, faculty and staff should have no adequacy gaps  $\geq .15$  for item 1 (reliable and consistent campus Internet service), item 2 (fast campus Internet service), and item 3 (campus wireless network coverage).

**Finding Status:** Partially Met

**Description**

Spring 2012 Techqual+ results indicated that, overall, the reliability, speed, and wireless coverage of the University network met the minimum expectations of students and staff who responded to the survey. Faculty minimum expectations were also met for network speed and wireless coverage. For item 1 (reliable and consistent operation of the network), however, results show a "negative adequacy gap" greater than .15 for faculty. This indicates that, for faculty who chose to respond to the survey, minimum expectations for Network reliability and consistent operation are, on average, not being met.

**Attachment**

No items to display.

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final

 **SPM22: Equipment Refresh Within Planned Lifecycle - Core Network**

**Providing Department:** Information Technology Services

**Source of Evidence**

ITS Metrics Website at <http://its.uncg.edu/metrics> - data collected from ITS Remedy Asset Management System

**Start Date:** 7/1/2011

**End Date:** 6/30/2014

**Entry Status:** Final

 **SPF22: 2011-2012 Finding for SPM22**

**Providing Department:** Information Technology Services

**Target**

100% of core network equipment will be replaced/refreshed prior to the end of the equipment's planned lifecycle.

**Finding Status:** Met

**Description**

For FY 11-12, the goal of maintaining 100% of the University's core network equipment within the planned lifecycle of 6 years was met.

**Attachment**

No items to display.

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final



 SPO14: Reliable and Effective Core Technology Services - Voice/Telephone

**Providing Department:** Information Technology Services

**Description**

Provide reliable voice/telephone services that meet client needs.

**Start Date:** 7/1/2011

**End Date:** 6/30/2014

**Objective Status:** In Progress

**Entry Status:** Final

**Related Items**

 SPM23: % Uptime for Academic Year - Voice/Telephone Services

**Providing Department:** Information Technology Services

**Source of Evidence**

ITS Metrics Website at <http://its.uncg.edu/metrics> (data collected by Remedy Patrol System)

**Start Date:** 7/1/2011

**End Date:** 6/30/2014

**Entry Status:** Final

 SPF23: 2011-2012 Finding for SPM23

**Providing Department:** Information Technology Services

**Target**

99.9% uptime (<8.76 hrs of unplanned downtime/year)

**Finding Status:** Exceeded

**Description**

The goal of 99.9% uptime for Voice/Telephone Services was exceeded in 11-12, with actual uptime of 99.964%.

**Attachment**

No items to display.

**Start Date:** 7/1/2011

**End Date:** 6/30/2012

**Entry Status:** Final

 SPM24: Client Satisfaction Rating - Voice/Telephone Services

**Providing Department:** Information Technology Services

**Source of Evidence**

TechQual+ Technology Services Survey - "negative adequacy gap"\* results

\*TechQual provides a 9-point scale (Low to High) for respondents to indicate their **minimum** and **desired** service level expectations for each item and to rate the **perceived service performance**. A "negative adequacy gap" score indicates that a respondent's rating of the **perceived service performance** is **less than** their **minimum expectation**.

Results of the TechQual+ survey are published on the ITS Metrics website at <http://its.uncg.edu/metrics>.

**Start Date:** 7/1/2011

**End Date:** 6/30/2014

**Entry Status:** Final

**SPF24: 2011-2012 Findings for SPM24****Providing Department:** Information Technology Services**Target**TechQual+ Spring 2012 results for students, faculty and staff should have no adequacy gaps  $\geq .15$  for item 17 (reliable and convenient university-provided telephone/voice services).**Finding Status:** Met**Description**


Spring 2012 Techqual+ results indicated that, overall, telephone/voice-related services met the minimum expectations of students, faculty, and staff who responded to the survey.

**Attachment**

No items to display.

**Start Date:** 7/1/2011**End Date:** 6/30/2012**Entry Status:** Final **SPO15: Reliable and Effective Core Technology Services - Identity Management/Authentication Services****Providing Department:** Information Technology Services**Description**

Provide reliable Identity Management/authentication services that meet client needs for access to University enterprise and unit/department technology systems.

**Start Date:** 7/1/2011**End Date:** 6/30/2014**Objective Status:** In Progress**Entry Status:** Final**Related Items** **SPM25: % Uptime for Academic Year - Identity Management/Authentication Services****Providing Department:** Information Technology Services**Source of Evidence**ITS Metrics Website at <http://its.uncg.edu/metrics> (data collected by Remedy Patrol System)**Start Date:** 7/1/2011**End Date:** 6/30/2014**Entry Status:** Final**SPF25: 2011-2012 Finding for SPM25****Providing Department:** Information Technology Services**Target**

99.9% uptime (&lt;8.76 hrs of unplanned downtime/year) for the "Enterprise Authentication" system

**Finding Status:** Not Met**Description**

The goal of 99.9% uptime for the "Enterprise Authentication" system was not met for 11-12. The actual uptime was 99.864%. The most prolonged periods of outages were in August and September 2011.

**Attachment**

No items to display.

**Start Date:** 7/1/2011**End Date:** 6/30/2012**Entry Status:** Final

 SPO16: ITS Support of Basic and Applied Research

**Providing Department:** Information Technology Services

**Description**

Through enhanced research technology services and support, ITS will demonstrate contributions to faculty, research staff, and student Basic and Applied Research (support of UNCG Strategic Plan 2009-2014, item 4.4).

**Start Date:** 7/1/2011

**End Date:** 6/30/2014

**Objective Status:** In Progress

**Entry Status:** Final

**Related Items**

 SPM26: ITS Contributions to Technology Services That Support Basic and Applied Research

**Providing Department:** Information Technology Services

**Source of Evidence**

ITS TimeTrack Project Tracking System, other management/staff input

**Start Date:** 7/1/2011

**End Date:** 6/30/2014

**Entry Status:** Final

**SPF26: 2011-2012 Finding for SPM26****Providing Department:** Information Technology Services**Target**

For each year that this goal is active, ITS will demonstrate at least 1 new or significantly enhanced service that contributes to faculty, research staff and/or student basic and applied research activity. These may be through completion of client-requested projects, or by direct efforts to promote adequate technology services in support of research.

**Finding Status:** Exceeded**Description**

In FY 11-12, ITS completed projects and added resources to significantly enhance our ability to provide support and services for basic and applied research, significant enhancements include:

- ITS filled a new position to augment existing research technology support services, focusing on support for qualitative analysis and information management (e.g., NVivo and Atlas.ti qualitative analysis software support).
- ITS established a shared position for high performance computing (HPC) support with NC State University. Because UNCG demand is not yet sufficient for a full FTE position, this arrangement allows ITS a cost-effective means to offer support in a highly specialized technical area.
- ITS finished Banner project work to connect the WebFOCUS reporting environment to the UNC CH-hosted SeRA database used for UNCG research administration.
- In response to faculty requests for University-supported document indexing software, ITS worked with ORED and faculty representatives to complete the "Index Creation Software Evaluation and Recommendation" project that recommended CINDEXT as the University supported product. Network installation will occur in FY 12-13.
- ITS hosted an Internet2 Day in February 2012, to promote the benefits that UNCG's membership in this advanced networking consortium offers for research and educational purposes. Demonstrations included remote musical instruction using "DVTS" technology never before used for a live event at UNCG, and remote control of scientific instruments. Details can be found on the event agenda at <http://itsnews.uncg.edu/wp-content/uploads/2012/02/Internet2DayAgendaforUNCG.pdf>.
- ITS has begun to work more closely with ORED to identify and apply for external funding opportunities to expand UNCG's technology infrastructure and services in support of research.

**Attachment**

No items to display.

**Start Date:** 7/1/2011**End Date:** 6/30/2012**Entry Status:** Final**SPO17: Provide Technology Services That Meet Client Expectations****Providing Department:** Information Technology Services**Description**

To provide services that meet client needs, ITS will continually solicit and monitor feedback from our clients in both formal (e.g., surveys, advisory groups) and informal ways. ITS will collect and analyze such feedback, and adjust our services accordingly to improve overall client satisfaction and responsiveness to client/university technology needs.

**Start Date:** 7/1/2011**End Date:** 6/30/2014**Objective Status:** In Progress**Entry Status:** Final**Related Items**

 **SPM27: Client Ratings of ITS-Provided Services****Providing Department:** Information Technology Services**Source of Evidence**

UNCG's implementation of the TechQual+ Technology Survey, first administered in Spring 2012

**Start Date:** 7/1/2011**End Date:** 6/30/2014**Entry Status:** Final **SPF27: 2011-2012 Findings for SPM27****Providing Department:** Information Technology Services**Target**

ITS will use results of the Spring 2012 TechQual + survey to identify any "negative adequacy gaps" for ITS-provided services. These gaps indicate that client minimum expectations for a service are not being met. ITS will use survey results to develop "action plans" to address client concerns.

**Finding Status:** Met**Description**

Based on results of the Spring 2012 survey, ITS has developed action plans in seven areas in which a number of respondents expressed dissatisfaction:

- Need for reliable internet service
- Need for easy-to-use campus web sites
- Need for prompt, effective, courteous service
- Research computing
- 6-TECH services after 8-5 M-F
- Need for access to services from off campus
- Student & administrative systems

ITS will post on our web site, approximately six months from now and then again approximately twelve months from now, summaries of the service changes that relate to the seven areas above.

Some of these action plans, especially that for Student & Administrative Systems/Banner will require the involvement of various campus functional units and client groups who are involved in decision-making and support for the product. For results on technology services largely provided by non-ITS units, ITS has provided relevant TechQual results to leadership of those units, and will support those units as appropriate in implementation of any desired service enhancements.

For more information regarding the TechQual Survey and ITS's response, visit the ITS metrics site at <http://its.uncg.edu/metrics>.

**Attachment**

No items to display.

**Start Date:** 7/1/2011**End Date:** 6/30/2012**Entry Status:** Final**Filter Criteria**

Prepared by: Gloria Thornton  
 Start Date: 7-1-2011  
 End Date: 6-30-2012  
 Filter Options: N/A