

Generated: July 2013

**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:** Final

**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: 2012-2013 Finding for SPM03

**Providing Department:** Information Technology Services

### Target

FY 12-13 Timetrack data will show adequate hours logged in the "Process Support" category that reflect dedication of resources to project tracking tool improvement.

FY 12-13 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 563.75 resource effort hours were logged for the "TimeTrack Reporting" enhancements project in FY 12-13. This is approximately 3 times greater than the amount of hours dedicated to TimeTrack development in 11-12. RedMine logs show that important enhancements were made. Feature enhancements included the following:



Adding pending project estimate to the project data dump (Aug 2012)

Addition of the project description to the project summary report (Aug 2012)

Addition of several fields to the project data record: client and sponsor names, a flag to identify projects requiring no constrained skillset resources, a field to identify projects using the "SCRUM" project-management methodology, and a flag to identify projects that require documentation to be held in long-term archives per State of NC records retention policies (Sept 2012)

Creation of new reports including project-specific and annual skill set estimate reports (Dec 2012)

Enhancements to streamline time entry by project resources and by managers (Dec 2012)

Adding a project type field to allow the Project Review Committee to flag and analyze specific types of projects such as compliance-related mandates and system upgrades (May 2013)

#### **Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**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: 2012-2013 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 reflects 11 decisions for process enhancements & related changes for FY 12-13. Highlights include:

Adding brief project descriptions to the project summary report in TimeTrack to allow those not familiar with the project to understand its purpose (decision approved Aug 2012)

Decision to review the "Project Watchlist" during quarterly project scheduling meetings to help determine which items can be removed from the list, which should be converted into formal projects, and which can remain on the list. This will help the PRC & ITS 'groom' the list and maintain awareness of needs that may impact resources by becoming formal project requests. (decision approved Sept 2012)

Improving project prioritization transparency by posting the institutional project priority list on the Administrative Systems Committee website to make this list visible to the university community (decision approved Feb 2013)

Decision to begin formally tracking reasons for project end date changes in TimeTrack (decision approved May 2013, to be implemented in FY 13-14)

**Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**Entry Status:** Final

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 **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: 2012-2013 Finding 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.]

[Note: In 12-13 University Relations' project requests remained classified as part of University Advancement's requests even

after UR was split into a separate unit not reporting to UA.]

**Finding Status:** Exceeded

**Description**

ITS exceeded the goal of completing 24 regular sized client-prioritized projects in 12-13, with 33 regular-sized non-infrastructure projects completed (includes Institutional/Administrative Systems Committee, Cross-Divisional, and Divisional priorities). This is similar to the number of regular-sized projects than were completed in FY 11-12 (37).

Some projects of note included completion of seven regular-sized projects for Academic Affairs to meet a wide-range of academic and administrative technology needs. These included assistance with the installation and networking of an fMRI device at the JSNN; completion (in conjunction with the School of Music, Theater & Dance) of the build of UNCG's first "LOLA" node for high-quality, low-latency audio/visual conferencing to enable simultaneous remote musical collaboration, creation of a Banner interface for the Library Worldshare product, and integration of the Epigeum research training tool into Blackboard Learn.

A total of eleven cross-divisional projects were completed. These included the Spring 2013 Banner 8 update & an ODS (Operational Data Store) upgrade. The UNCG HR Data Mart HR Phase 2 project was also completed.

For the remaining divisions' project request lists, a combined total of 15 projects were completed. Many of these were Banner-related requests.

**Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**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: 2012-2013 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.]

[Note: In 12-13 University Relations' project requests remained classified as part of University Advancement's requests even after UR was split into a separate unit not reporting to UA.]

**Finding Status:** Exceeded

### **Description**

ITS completed 23 small projects in 12-13, exceeding the target of 21. This is almost identical to the number (24) completed in FY 11-12.

### **Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**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: 2012-2013 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.]

[Note: In 12-13 University Relations' project requests remained classified as part of University Advancement's requests even after UR was split into a separate unit not reporting to UA.]

**Finding Status:** Partially Met

### **Description**

ACHIEVED: A total of 7 Institutional/ASC regular-sized projects were completed in 12-13.

ACHIEVED: ITS completed 7 regular-sized (non-small) projects for Academic Affairs in 12-13.

ACHIEVED: ITS completed 3 regular-sized (non-small) projects for Business Affairs in 12-13.

ACHIEVED: ITS completed 11 regular-sized (non-small) projects for cross-divisional priorities identified by the Administrative Systems User Group in 12-13.

ACHIEVED: ITS completed 1 regular-sized (non-small) project from the ITS Divisional Priority list in 12-13.

ACHIEVED: ITS completed 3 regular-sized (non-small) projects for Student Affairs in 12-13.

ACHIEVED: ITS completed 1 regular-sized (non-small) project for University Advancement in 12-13. This was the UNCG Email Templates project requested by UR.

NOT MET: Intercollegiate Athletics made 1 regular-sized project request in 12-13, for the NeuLion Implementation project. Despite launching this project in Sept. of 2012, and dedicating much more than the typical # of Banner resource hours to this project, the project did not complete in 12-13. Additional client requirements and complexities of the project led to the required Banner resource hours more than doubling from the initial estimate of 410. Banner resource hours spent in 12-13 totaled 882, with remaining work to be completed in 13-14.

### **Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**Entry Status:** Final



## 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: 2012-2013 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 in 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.

[Note: Small projects for University Relations remained as part of University Advancement's small project allocation during 12-13 even though a re-organization split UR into a separate unit.]

**Finding Status:** Partially Met

#### Description

ACHIEVED: ITS completed 7 small projects for Academic Affairs in 12-13.

ACHIEVED: ITS completed 14 small projects for Business Affairs in 12-13.

ACHIEVED: ITS completed 1 cross-divisional small projects for the ASC Users Group in 12-13.

ELIMINATED: ITS received no small projects requests for Intercollegiate Athletics in 12-13.

ACHIEVED: ITS completed 1 small project for Student Affairs in 12-13.

NOT MET: The 1 small project request received for University Advancement 12-13 was not met despite the project request

being submitted early in 12-13 & work beginning in November, 2012. Loss of the primary ITS staff member assigned to this work contributed to delays in completing the work.

### **Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**Entry Status:** Final



### **SPAP03: 2012-2013 Action Plan for SPO03**

**Providing Department:** Information Technology Services

#### **Action Plan Description**

This 12-13 action plan is to address project completion goals that were not met or were only partially met in 11-12.

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. ITS will attempt to give appropriate priority to completing a regular-sized project for University Advancement.

EAA requested one small project in 11-12, and ITS was unable to complete it during FY11-12. ITS will complete that small project during FY12-13.

#### **Action Plan Follow-up**

In FY 12-13 ITS completed work for each item identified in this action plan:

- ITS completed 1 regular-sized project for University Advancement. This was the "email templates" product recommendation requested for University Relations.
- ITS completed the cross-divisional small project that had been requested in 11-12.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**Entry Status:** Final

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## 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: 2012-2013 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 18 infrastructure projects in 12-13. An additional 5 projects were closed just one week into 13-14, from July, 1-3, 2013. Thus, the # of infrastructure projects completed was in line with the 23 infrastructure projects completed in 11-12.

Work completed in 12-13 included:

- several Blackboard Learn upgrade projects
- standard ITS lab upgrade projects, as well as a project to open in new lab in Curry 304
- work to upgrade UNCG's virtual server infrastructure which provides a cost-effective & efficiently managed server environment to the University, & additional work to migrate department servers/applications into this environment (e.g., the "Ad Astra" room scheduling application)

- work to implement a virtualized client computing service ("Program MyCloud" virtual desktop availability)
- R&D in new service & infrastructure areas such as Cloud File Storage & "Passive Optical Networking"
- Continued service definition and enhancement work on core ITS services such as Identity Management

#### **Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**Entry Status:** Final

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## **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: 2012-2013 Finding for SPM10**

**Providing Department:** Information Technology Services  
**Target**

For each biennium, the ITS Biennial Sustainability Report will indicate at least 1 new or significantly enhanced practice that promotes sustainable technology practices within ITS and/or across the University.

[Note: Decision was made in 11-12 to change the report frequency from yearly to every other year. Thus, a report was



not produced in 11-12, but a 2-yr report was produced in 12-13. The next report will be produced in 14-15.]

**Finding Status:** Met

**Description**

New ITS sustainability efforts reported in the biennial report for 11-13 included implementation of telephone system (VoIP) power-saving settings, and "Program MyCloud" work to create a remotely accessible virtual desktop computing environment. The "MyCloud" service can better enable telecommuting and reduce faculty & staff trips to campus specifically for technology access. Previous years' efforts in server virtualization and data center architecture consolidation also continued (e.g., move of additional applications & servers to ITS's "virtual server" environment).

New efforts with future promise to enhance sustainability at UNCG included the Cloud Storage investigation efforts, which could reduce power consumption in the University's data centers; and the launch of a "Managed Print Services" feasibility study that could reduce energy and materials consumption for campus printing.

The full report, **Biennial Report on ITS Contributions to UNCG Sustainability Efforts, 2011-13**, is attached.

**Attachment**

- [!\[\]\(f2fdbbba686c1099e6b2b8779766e2d3\_img.jpg\) Biennial Report on ITS Contributions to UNCG Sustainability Efforts, 2011-13](#)

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**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: 2012-2013 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.

No goals for **new or significantly**

**expanded/enhanced** collaborative services or partnerships with other UNC system schools were established in 12-13.

**Finding Status:** Met

**Description**

ITS did not establish goals for new or significantly expanded/enhanced collaborative services or partnerships with other UNC system schools in 12-13. Existing collaborative services and partnerships continued to be successfully maintained.

ITS does plan to explore opportunities for additional collaborative services & partnerships in 13-14.

**Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**Entry Status:** Final

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### **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: 2012-2013 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**

Staff Senate and ITS management reports indicate that ITS staff continued to make meaningful contributions to University Service and Outreach in FY 12-13.

Activities included -

- participation of multiple ITS staff in Staff Senate-sponsored Habitat for Humanity build days
- an ITS staff member co-organized a supply drive for the Guilford County Animal Shelter that collected approximately 2,000 pounds of food
- at the ITS Winter Event, ITS support the Staff Senate's efforts to collect new stuffed animals for distribution to needy families through the Greensboro Youth Council

ITS staff continued to support on-campus service activities of other campus units/departments such as providing lab space for the Bryan School's Women in IT (WIIT) program. An ITS staff member continues to serve as the Native American Student Association advisor.

### **Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**Entry Status:** Final

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## **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: 2012-2013 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:** Exceeded

### **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 12-13, ITS completed the following in direct support of the University Strategic Area #1:

- Construction of a new ITS-managed instructional & open access computing lab was completed in Curry 304 for the beginning of the Fall 2012 semester. Having this new lab with 1 instructor & 30 student computers has helped to alleviate lab reservation conflicts and has reduced circumstances in which classes must reserve labs that are too small (e.g., only 25 seats for 27 students) - a problem that had been increasing as the University typical class size had grown. This lab is frequently used as a second student training location by the University Library staff when the Jackson Library CITI lab is reserved. The lab space was offered to ITS by the Department of Political Science when they realized the space had previously been a computer lab managed by another unit on campus.
- In April, 2013, a project to upgrade the ITS Telelearning Center located in the Stone building was completed by ITS in conjunction with staff from MCNC (North Carolina's research & education network service provider). The Telelearning Center facility manager served as the project manager. Enhancements included installation of ~~new~~ upgraded video equipment including a new Polycom HD videoconference codec & a new LED 55" monitor in the classroom, and two new 55" monitors in the conference room, replacing older glass tube televisions. The Telelearning Center Facility manager worked with MCNC to ensure that the center could continue to support "desktop"-computer originated videoconferences (e.g., Blackboard Collaborate, Google Hangouts, SKYPE), which are often used to allow students to join classes from their homes.
- Also in support of online learning, ITS launched a project to determine the technology specifications for the University's first "Telelearning Lab" in Bryan 114. This space will be designed to facilitate "blended" classes where some students are physically present in the classroom & others join remotely. The facility will include ~~advanced~~, automated A/V equipment to allow faculty to focus on teaching rather than managing technology in the classroom.
- In March, 2013, ITS launched a project in conjunction with the Department of Mathematics and with Facilities, Design, & Construction to build a new 60-seat lab in Graham 313 to house the University's Math Emporium classes. Funding was identified by the University to support this critical student success initiative, and the Department of Mathematics asked ITS to manage the lab. When not in use by the Math Emporium, the lab will be available to other classes, and will be the largest ITS-managed instructional lab (only the ITS Superlab in Jackson Library

is larger & it is not reservable for classes). This lab is scheduled to open for Fall 2013 classes, and will include collaborative technology not available in other ITS-managed labs.

- In April, 2013, ITS announced the availability of the new "UNCG Mobile" app for iOS and Android mobile devices. This app includes access to important University information and services such as University Library resources, event calendars, campus maps and Blackboard Mobile Learn, to provide students with convenient access to resources that can help them succeed at UNCG.
- In December, 2012, ITS, in conjunction with the Academic Technology Coordinating Committee (ATCC) launched the "Learning Management System Study and Product Recommendation" project. The goal of the project is to engage faculty in a study that will determine whether UNCG should stay with Blackboard Learn as its LMS or switch to an alternative product. After the decision is made, ITS plans to work with clients to identify needed improvements in UNCG LMS services.
- At the recommendation of the Academic Computing Committee (ACC), ITS also launched a study to build a wireless "peer to peer" network that could be used to enhance the use of technology in the classrooms (e.g., to enable use of products such as Apple TV controlled by an iPad to give the instructor greater mobility when presenting in the classroom).
- ITS also completed several projects to support student success initiatives of other University divisions. Examples included completion of projects for Student Affairs to support Career Services' reference file system, and the tracking of student participation in campus events. Work for Academic Affairs included launch of a project to support Banner feeds into the DegreeWorks academic planning tool, designed to promote student retention & reduce time to degree completion.

#### **Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**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: 2012-2013 Finding for SPM14

**Providing Department:** Information Technology Services

**Target**

99.900% uptime (< 8.76 hours of unplanned downtime/year)

**Finding Status:** Exceeded

**Description**

The goal of 99.900% uptime for Banner was exceeded in 12-13, with actual uptime of 99.999%. This is slightly higher than the 11-12 uptime of 99.993%.

**Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**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: 2012-2013 Finding for SPM15**

**Providing Department:** Information Technology Services  
**Target**

No target was set for 12-13. ITS's participation in the TechQual Survey is biennial. The next survey will be administered in 2014.

**Finding Status:** Partially Met

#### **Description**

TechQual survey was not administered at UNCG in 12-13. Finding status is set to "Partially Met" based on Spring 2012 TechQual survey results.

#### **Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**Entry Status:** Final



### **SPAP10: 2012-2013 Action Plan for SPO10**

**Providing Department:** Information Technology Services

#### **Action Plan Description**

This 12-13 action plan is to address TechQual+ satisfaction goals that were only partially met in 11-12.

ITS has developed an action plan to address client concerns with administrative systems based on the feedback from an item inquiring about customer satisfaction with administrative systems (Banner) in the Spring 2012 TechQual+ survey. The survey revealed a negative adequacy gap for faculty regarding customer satisfaction with Banner. 6 month follow-up reports will be produced by ITS in January 2013.

#### **Action Plan Follow-up**

ITS has devoted effort to responding to client feedback from the Spring 2012 TechQual survey, including a "listening tour" to better understand client concerns and opportunities for improvement. An update will be published on the ITS metrics website after 12-month follow-up reports are produced in late summer 2013.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**Entry Status:** Final



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## **SPO11: Reliable and Effective Core Technology Services - Blackboard Learn**

**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 Learn**

**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: 2012-2013 Finding for SPM16**

**Providing Department:** Information Technology Services

### **Target**

99.900 % uptime (< 8.76 hrs of unplanned downtime/year)

**Finding Status:** Exceeded

### **Description**

Blackboard uptime for FY 12-13 was 99.943%, exceeding the goal. This was a notable improvement compared to 2011-2012, when the uptime of 99.826% failed to meet the goal.

In 2011-2012, multiple incidents of unplanned downtime for the University's Enterprise Authentication Service resulted in downtime for Blackboard Learn as well. In summer 2012, UNCG's Enterprise Authentication Service was moved to a different technology solution. Improvements in the reliability of Enterprise Authentication resulted in greater reliability for Blackboard as well.

### **Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013



## SPAP11: 2012-2013 Action Plan for SPO11

**Providing Department:** Information Technology Services

### Action Plan Description

This 12-13 action plan is to address Blackboard Learn uptime goals that were not met in 11-12.

In FY 12-13 ITS will take actions to correct the problems with Blackboard Learn system availability that resulted in 11-12 uptime not meeting the goal of 99.900%.

### Action Plan Follow-up

In 11-12, multiple incidents of unplanned downtime for the University's Enterprise Authentication Service resulted in downtime for Blackboard Learn as well. In summer 2012, UNCG's Enterprise Authentication Service was moved to a different technology solution. Improvements in the reliability of Enterprise Authentication resulted in greater reliability for Blackboard as well.

Blackboard uptime for FY 12-13 was 99.943%, exceeding the goal.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**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.

[Note: iSpartan is UNCG's implementation of Google Apps for Education (GAPE)]

**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 : 2012-2013 Finding for SPM18**

**Providing Department:** Information Technology Services

**Target**

99.900% uptime (< 8.76 hours of unplanned downtime/year)

**Finding Status:** Not Met

**Description**

Uptime for iSpartan in 2012-13 was 99.746%, failing to meet the goal of 99.900% uptime. This was substantially lower than in 2011-12 when the uptime was 99.96%, exceeding the goal.

The most significant outage occurred in February, 2013, when installation of new UNCG servers for routing internet traffic (i.e., "DNS" servers) resulted in iSpartan access problems due to a 3rd-party service provider having outdated UNCG "DNS" information. While iSpartan services were not entirely inaccessible during this period, UNCG experienced significant problems sending & receiving new email during this time. This resulted in uptime for iSpartan services of only 97.328% for the month of February, 2013.

Other months in which 99.900% uptime was not achieved were as follows:

- March, 2013, with an uptime rate of 99.866% due to UNCG storage network issues that resulted in difficulties accessing iSpartan; and

- April, 2013, when a widespread authentication outage at Google resulted in only 99.583% uptime.

**Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**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: 2012-2013 Finding for SPM19

**Providing Department:** Information Technology Services  
**Target**

No target was set for 12-13. ITS's participation in the TechQual Survey is biennial. The next survey will be administered in 2014.

**Finding Status:** Met

#### **Description**

TechQual survey was not administered at UNCG in 12-13. Finding status is set to "Met" based on Spring 2012 TechQual survey results.

#### **Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**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: 2012-2013 Finding for SPM20**

**Providing Department:** Information Technology Services

**Target**

99.900% uptime (< 8.76 hours of unplanned downtime/year)

**Finding Status:** Exceeded

**Description**

The goal of 99.900% uptime was exceeded in 2012-13, with actual overall network uptime of 99.939% - slightly less than the 2011-12 uptime of 99.974%.

**Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**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: 2012-2013 Finding for SPM21**

**Providing Department:** Information Technology Services  
**Target**

No target was set for 12-13. ITS's participation in the TechQual Survey is biennial. The next survey will be administered in 2014.

**Finding Status:** Partially Met

**Description**

TechQual survey was not administered at UNCG in 12-13. Finding status is set to "Partially Met" based on Spring 2012 TechQual survey results.

**Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**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: 2012-2013 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 12-13, 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:** 7/1/2012

**End Date:** 6/30/2013

**Entry Status:** Final





## **SPAP13: 2012-2013 Action Plan for SPO13**

**Providing Department:** Information Technology Services

### **Action Plan Description**

This 12-13 action plan is to address TechQual+ satisfaction goals that were only partially met in 11-12.

The Spring 2012 TechQual+ survey results show that faculty minimum expectations for the network were not met. ITS will produce a six-month follow-up report in January 2013.

### **Action Plan Follow-up**

ITS FY 12-13 actions to address concerns regarding the "need for reliable internet service" included the following:

- hiring a vendor for an external assessment of UNCG's wireless network and addressing vendor-identified issues in early 2013
- increasing UNCG's network "bandwidth" contract with NCREN (the University's internet service provider) by moving to the next higher service tier
- increasing available wireless bandwidth on campus for faster performance
- addressing related services such as increasing the number of servers available to process account logins

An update will be posted on the ITS metrics website after the 12-month follow-up reports are produced in summer 2013.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**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**

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

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

**Entry Status:** Final



### **SPF23: 2012-2013 Finding for SPM23**

**Providing Department:** Information Technology Services

#### **Target**

99.900% uptime (<8.76 hrs of unplanned downtime/year)

**Finding Status:** Exceeded

#### **Description**

The goal of 99.900% uptime for Voice/Telephone Services was exceeded in 12-13, with actual uptime of 99.939%. This was slightly lower than the 11-12 uptime of 99.964%.

#### **Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**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: 2012-2013 Findings for SPM24**

**Providing Department:** Information Technology Services

#### **Target**

No target was set for 12-13. ITS's participation in the TechQual



Survey is biennial. The next survey will be administered in 2014.

**Finding Status:** Met

**Description**

TechQual survey was not administered at UNCG in 12-13. Finding status is set to "Met" based on Spring 2012 TechQual survey results.

**Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**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.

Note: For FY 11-12 and earlier years, UNCG's Enterprise Authentication (enterprise LDAP) service was based on Novell's e-Directory. On July 1, 2012, UNCG implemented a new Active Directory-based enterprise authentication solution referred to as the "iSpartan ID".

**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)

Note: For FY 11-12 and earlier years, UNCG's Enterprise Authentication (enterprise LDAP) service was based on Novell's e-Directory. On July 1, 2012, UNCG implemented a new Active Directory-based enterprise authentication solution referred to as the "iSpartan ID".

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

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

**Entry Status:** Final



**SPF25: 2012-2013 Finding for SPM25**

**Providing Department:** Information Technology Services

**Target**

99.900% uptime (< 8.76 hours of unplanned downtime/year)

**Finding Status:** Met

**Description**

For FY 2012-2013, ITS achieved 99.989% uptime for the Enterprise Authentication service, exceeding the 99.900% goal. This was substantially better than 2011-2012 when the uptime was 99.864%, failing to meet the goal.

On July 1, 2012, ITS moved from Novell e-Directory to a new Enterprise Authentication solution built on Microsoft's Active Directory services. This transition resulted in greater reliability for Enterprise Authentication and for other services that rely on it, such as Blackboard Learn.

**Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**Entry Status:** Final



**SPAP15: 2012-2013 Action Plan for SPO15**

**Providing Department:** Information Technology Services

**Action Plan Description**

This 12-13 action plan is to address issues with Enterprise Authentication that failed to meet uptime goals in 11-12.

In FY 12-13 ITS will take actions to correct the problems with UNCG Enterprise Authentication system availability that resulted in 11-12 uptime not meeting the goal of 99.900%.

**Action Plan Follow-up**

On July 1, 2012, ITS moved from Novell e-Directory to a new Enterprise Authentication solution built on Microsoft's Active Directory services. This transition resulted in greater reliability for Enterprise Authentication and for other services that rely on it. For FY 2012-2013, ITS achieved 99.989% uptime for the Enterprise Authentication service, exceeding the 99.900% goal.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**Entry Status:** Final

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## **SPO16: ITS Support of Research and Creative Scholarly Activity**

**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), and support of creative scholarly activity.

**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 Research and Creative Scholarly Activity**

**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: 2012-2013 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 research activity or creative scholarly 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 12-13, ITS completed several projects to enhance our ability to provide support and services for research & creative scholarly activity, enhancements included:

- Completion of the project to build UNCG's first LOLA (low latency audio/visual conferencing system) node in conjunction with technical staff from the School of Music, Theater, & Dance. This node enables real-time, high quality, remote musical performance collaboration, not previously possible at UNCG. The node was used as part of an Undergraduate Research project in which a Music Education student studied the viability of various web-

conferencing technologies for use in teaching music across distances. Of the 3 technologies tested, LOLA was judged to be the clear-cut best.

- ITS successfully managed a project to integrate the Epigeum "Responsible Conduct of Research Tool" into Blackboard Learn, based on a project request from UNCG's Office of Research & Economic Development.
- ITS provided network configuration support to enable technical staff in UNCG's Office of Research & Economic Development to install equipment to better protect UNCG research data at the North Carolina Research Campus in Kannapolis (<http://www.ncresearchcampus.net/>).
- ITS completed a project to provide appropriately secured network connectivity for new MRI equipment installed at the NC A&T and UNCG Joint School of Nanoscience & Nanoengineering (JSNN). This project required the coordination of activities between Gateway University Research Park staff, Siemens (equipment manufacturer & support provider), UNCG's Office of Research & Economic Development, and ITS staff.
- ITS purchased an upgraded version of EndNote software for management and publication of bibliographies, citations and references. This software is available to all UNCG faculty & students.

#### **Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**Entry Status:** Final

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## **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: 2012-2013 Findings for SPM27

**Providing Department:** Information Technology Services

### **Target**

ITS will address "negative adequacy gaps" for ITS-provided services as identified in the Spring 2012 TechQual+ survey by implementing the 7 TechQual response action plans developed in summer 2012. ITS will complete items from each action plan according to schedule until plans are fully implemented.

[Note: Plan goals may be eliminated/modified as necessary - for example, due to budget constraints, or, if use of a product is eliminated, action items for improvement of services & support of that product would also be eliminated.]

**Finding Status:** Met

### **Description**

ITS managers provided 6-month follow-up reports for the TechQual response action plans in January, 2013. These reports show progress in all 7 areas that were identified for development of ITS action plans based on Spring 2012 TechQual+ survey results. TechQual response 12-month follow-up reports are expected to be available in late summer 2013. After 12-month reports are developed, an update will be published on the ITS Metrics website.

### **Attachment**

No items to display.

**Start Date:** 7/1/2012

**End Date:** 6/30/2013

**Entry Status:** Final