

Generated: 7/30/14

**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:** 6/30/2015

**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:** 6/30/2015

**Entry Status:** Final

## SPF03: 2013-2014 Finding for SPM03

**Providing Department:** Information Technology Services

### Target

FY 13-14 Timetrack data will show adequate hours logged in the project for tracking tool improvement (i.e., TimeTrack Reporting for ITS project). "Adequate" is defined as expenditure of at least 70% of the hours estimated for the work ("adjusted estimate").

**Finding Status:** Met

### Description and Analysis

A total of 226.5 resource effort hours were logged for the "TimeTrack Reporting" enhancements project in FY 13-14, approximately 75% of the estimated 300 hours. Some of the most significant feature enhancements included the following:

- Implementation in Timetrack of the May, 2013, Project Review Committee (PRC) decision to begin tracking project end-date reasons in Timetrack. Collecting these data will better allow ITS and our clients to understand why some projects fail to end on

or before their initially anticipated end date.

- Creation of a Consolidated Work Estimate spreadsheet for small projects, similar to the one that has been used for years for regular-sized projects. This report will allow Project Management Client Group (PMCG) members to better track and make decisions regarding their divisions' small project requests, by providing real-time calculations of remaining small project hours by skillset.

- Addition of a "program" title and related fields (e.g., program description, program sponsor, program manager) to enable Timetrack to show projects that ITS has collected together into programs with a named "program manager" who coordinates the overall work, while individual projects may be run by different individuals. Examples of programs include the Blackboard program, the MyCloud program, and the Secured Information System Architecture Management (SISAM) program.

- Addition of new project types to further enhance ITS's ability to identify mandatory work that is not at the discretion of ITS or our clients. Examples of project types added in 13-14 include Compliance-Athletics, Academic Accreditation, and Product Dependency.

- Addition of a "Target Go-live" field to explicitly display the target production date (when applicable) for a project work product. Having a separate go-live date has helped to clarify that the project "expected end date" is typically several weeks after the product go-live, to allow time for error-correction and project wrap-up.

#### **Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**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:** 6/30/2015

**Entry Status:** Final



#### **SPF04: 2013-2014 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 and Analysis**

The PRC Decision Log reflects 7 decisions for process enhancements & related changes for FY 13-14. Highlights include:

- Project Management Client Group (PMCG) agreement to develop & use a standardized project request form for all divisions, that will include collection of details regarding anticipated savings for those projects intended to reduce personnel or material costs. The standardized project request form & related processes are being developed in the Technology Project Request Process Design & Implementation project (#189763).
- Decision to add PMCG members as optional invitees to initial sizing & scoping meetings for projects in their respective divisions. Benefits include increasing PMCG awareness of the resource utilization & timeline expectations for their area's requested projects.
- Decision to create a new standard small project called a "microproject" for each division. The "microproject" will be a blanket project covering work requests of 16 hours or less that previously would have been managed as separate small projects. The "microproject" will reduce the project management overhead for these very small work requests, saving both ITS & client time. The first microprojects will be created in Timetrack in July, 2014. Microproject hours count against the division's standard small project allocation.

##### **Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**Entry Status:** Final



## SPAP02: 2013-2014 Action Plan for SPO02

**Providing Department:** Information Technology Services

### **Action Plan Description**

Timetrack enhancement needed to support Project Review Committee (PRC) & ITS management decision to formally track reasons for project end date changes in TimeTrack:

Implement functionality as documented in May, 2013 PRC minutes and PRC Decision log. ITS PMO has development standard list of end-date change reasons in consultation with the PRC.

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

In FY 13-14, the Web Services Timetrack development team implemented functionality to track project end date reasons. The ITS Project Management Office and Project Review Committee developed a list of standard end date change reasons, one or more of which is selected each time a project end changes. In FY 14-15, ITS will be able to analyze the first year of data regarding end date change reasons, to better understand why ITS projects frequently fall behind their originally planned schedule.

**Start Date:** 7/1/2013

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

**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 (through 12-13) or Project Management Client Group (beginning 13-14) for Cross-Divisional Project Priorities
- established Divisional project prioritization processes for Academic Affairs (including ORED), Business Affairs, ITS, Intercollegiate Athletics, Student Affairs, University Advancement, and University Relations (note: UR split organizationally from UA in 12-13, but did not split from UA for project-tracking purposes until 13-14)

[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.]

[Note 4: UA and UR split organizationally in FY 12-13, but did not split into separate categories for project tracking purposes until 13-14.]

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

**End Date:** 6/30/2015

**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:** 6/30/2015

**Entry Status:** Final

#### **SPF05: 2013-2014 Finding for SPM05**

**Providing Department:** Information Technology Services

**Target**

Completion of a minimum of 24 regular-sized client-prioritized projects (i.e., average of 2.6 priorities per list, with 9 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. In 13-14, UR began to create its own list and its project requests were put into a separate category in TimeTrack, increasing the total # of client-prioritized input lists to 9.]

**Finding Status:** Exceeded

**Description and Analysis**

ITS exceeded the goal of completing 24 regular sized client-prioritized projects in FY13-14, with 38 regular-sized non-infrastructure projects completed (includes Institutional/Administrative Systems Committee, Cross-Divisional, and Divisional priorities). This is 5 more than were completed in FY 12-13 (33).

The 5 institutional-level projects completed included the implementation of the Blackboard Connect emergency alert system, work to re-design the University website, and work to support the UNC system's "World Language Exchange."

The 12 cross-divisional projects completed included upgrades & enhancements of enterprise-level administrative software, including several Banner-related upgrades. Work was also completed to pilot a new workshop registration system (SimpleTix), to enable UNCG logins for SECC campaign contributions (ePledge Implementation), and to transition administration of the NCID (North Carolina Identification) program from a client department (Office of Sponsored Programs) to ITS, helping to protect the client department's ability to focus on its core mission.

Twenty-one projects were completed from the remaining divisions' priority lists. Projects for Academic Affairs included Banner development work to enable transcript requests & delivery through the Avow product, and completion of a Learning Management System (LMS) product study that resulted in a recommendation for the University to move from Blackboard Learn to Canvas as its LMS. For Business Affairs, completed work included several Banner enhancements, a TouchNet upgrade, and implementation of the new AIMS parking system. ITS completed projects included work to move software sales online, providing more efficient software-purchasing services, and the launch of the WordPress "multi-site" service to provide more efficient web-hosting services for the University. For Intercollegiate Athletics, the multi-year NeuLion Implementation project was completed. Student Affairs projects completed included two Banner enhancements, and work to support the ProVenueMax ticketing system.

### **Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**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:** 6/30/2015

**Entry Status:** Final

### **SPF06: 2013-2014 Finding for SPM06**

**Providing Department:** Information Technology Services

#### **Target**

Completion of 18 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 2 small projects per client-prioritized small project request list.

[Note: If fewer than 18 small projects are requested in a given year, the completion goal is reduced accordingly.]

[Note: Small project goal per "division" was adjusted downward in 13-14, from 3 to 2, due to the # of "divisions" receiving small project allocations increasing to 9.]

[Note: In 13-14, the Institutional & ITS "divisions" received a separate small project allocation. Previously any Institutional & ITS small project requests had been combined into a category called "unclassified." This split increase the # of small project categories by 1.]

[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. In 13-14, UR began to create its own list and its project requests were put into a separate category in TimeTrack (including a separate small project allocation), increasing the total # of client-prioritized input lists to 9.]

**Finding Status:** Exceeded  
**Description and Analysis**

ITS completed 32 small projects in 13-14, exceeding the target of 18. This is higher than the number (23) completed in FY 11-12.

With 14 completed small projects, Business Affairs, made the greatest use of its small project allocation, especially for Banner development and WebFOCUS reporting requests.

**Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**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:** 6/30/2015

**Entry Status:** Final





## SPF07: 2013-2014 Finding for SPM07

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

At least 1 regular sized project per year will be completed from each of 9 client-prioritized project request lists:

- Institutional/Administrative Systems Committee
- Project Management Client Group Cross-Divisional List
- Divisional Priority lists for Academic Affairs (including ORED), Business Affairs, Student Affairs, University Advancement, University Relations, Intercollegiate 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 13-14 the Project Management Client Group was formed and assumed responsibility for the Cross-Divisional small project request list that had previously been maintained by the Administrative Systems User Group which was re-constituted in 13-14 as the Administrative Systems Environment Group.]

[Note: In 12-13, University Relations split organizationally from University Advancement, but continued to be included with UA for project-tracking purposes. In 13-14, UR began to track projects as a separate "division," increasing the total # of "divisions" for project-tracking purposes to 9.]

**Finding Status:** Partially Met

### **Description and Analysis**

ACHIEVED: A total of 5 Institutional regular-sized projects were completed in 13-14.

ACHIEVED: ITS completed 12 regular-sized (non-small) projects for cross-divisional priorities identified by the Project Management Client Group in 13-14.

ACHIEVED: ITS completed 4 regular-sized (non-small) projects for Academic Affairs in 13-14.

ACHIEVED: ITS completed 8 regular-sized (non-small) projects for Business Affairs in 13-14.

ACHIEVED: ITS completed 5 regular-sized (non-small) projects from the ITS Divisional Priority list in 13-14.

ACHIEVED: ITS Completed 1 regular-sized (non-small) project for Intercollegiate Athletics in 13-14. (Note: This was the NeuLion Implementation carried over from 12-13)

ACHIEVED: ITS completed 3 regular-sized (non-small) projects for Student Affairs in 13-14.

NOT MET: ITS did not complete a regular-sized (non-small) project for University Advancement in 13-14. Two active UA projects carried over into 13-14. These were the Banner iModules Implementation project (created in Timetrack 11/8/13) and the Banner Scholarship Award Tracking End-to-end project (created in Timetrack 8/2/12).

NOT MET: ITS did not complete a regular-sized (non-small) project for University Relations in 13-14. UR's only regular-sized project request was the "Google Groups Automation via Banner Feeds for UR and Advancement Phase 1" project (created in Timetrack 1/15/14). This project was initiated after Banner skillset available hours were already significantly constrained for FY 13-14, and the project remained in the "sizing & scoping" phase at the end of the fiscal year.

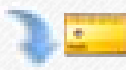
#### **Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**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:** 6/30/2015

**Entry Status:** Final



#### **SPF08: 2013-2014 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:

- Institutional Project Request List
- Project Management Client Group Cross-Divisional List
- Divisional request lists for Academic Affairs (including ORED), Business Affairs, Student Affairs, University Advancement, Athletics, University Relations (added for FY 13-14), and ITS (added for FY 13-14)

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 project requests not belonging to one of those lists fall into the "Unclassified" category (e.g., Chancellor's Office, Office of General Counsel).]

[Note: In 13-14 the Project Management Client Group was formed and assumed responsibility for the Cross-Divisional small project request list that had previously been maintained by the Administrative Systems User Group which was re-constituted in 13-14 as the Administrative Systems Environment Group.]

[Note: In 13-14, Institutional priorities and ITS received separate small project hours allocations, rather than being grouped together as "unclassified" small project requests.]

**Finding Status:** Partially Met

**Description and Analysis**

ELIMINATED: ITS received no Institutional small project requests for 13-14.

ACHIEVED: ITS completed 1 cross-divisional small project in 13-14.

ACHIEVED: ITS completed 8 small projects for Academic Affairs in 13-14.

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

NOT MET: No ITS small project requests were completed in 13-14, and the 2 active small projects will continue into 14-15. At least one of these projects was delayed by time constraints of the primary ITS client, and could have been a candidate for deferral.

ACHIEVED: ITS completed 2 small projects requests for Intercollegiate Athletics in 13-14.

ACHIEVED: ITS completed 1 small project for Student Affairs in 13-14.

ACHIEVED: ITS completed 5 small projects for University Advancement in 13-14.

ACHIEVED: ITS completed 1 small project for University Relations in 13-14.

**Attachment**

No items to display.

**Start Date:** 7/1/2013

## **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:** 6/30/2015

**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:** 6/30/2015

**Entry Status:** Final



## **SPF09: 2013-2014 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 and Analysis**

ITS completed 30 infrastructure projects in FY 13-14, somewhat higher than in the previous two years, when the # closed was in the high teens to low 20's.

Work completed in 13-14 included:

- several Blackboard Learn upgrade projects, and a Blackboard hardware migration
- standard ITS lab upgrade projects, as well as a project to open a new lab in Graham 313 to serve the Math Emporium

- additional virtual server, storage infrastructure, and infrastructure software upgrades
- continued architecture work for "MyCloud" client computing environment virtualization, including expansion of virtualization in ITS labs
- Continued Identity Management service enhancements, with the implementation of "Grouper" software for group management (Phase I)
- Completion of two Box cloud storage pilots, one with ITS staff & one with client volunteers, leading to the decision to implement Box as an official ITS service beginning Fall 2014
- Completion of the "Managed Print Service Phase I" project, which studied the opportunities for "MPS" program savings within Business Affairs & ITS, leading to the decision to move forward with a campus-wide MPS program
- Completion of work to add the "EDUROAM" option for accessing the UNCG wireless network, allowing visitors from other "EDUROAM" institutions to log into UNCG's wireless network with their home institution credentials

This work was completed without significant disruption to the UNCG computing environment, and with planned downtime (when necessary) and appropriate change control.

#### **Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**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:** 6/30/2015

**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:** 6/30/2015

**Entry Status:** Final



### **SPF10: 2013-2014 Finding for SPM10**

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

Each biennial ITS 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: Because the biennial report was produced in 12-13, the next report will be produced in 14-15.]

**Finding Status:** Met

#### **Description and Analysis**

The next ITS Sustainability Report will be produced in 14-15. Finding status is "Met" based on 12-13 results.

#### **Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**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:** 6/30/2015

**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:** 6/30/2015

**Entry Status:** Final



### **SPF11: 2013-2014 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:** Met

#### **Description and Analysis**

In 13-14, ITS achieved the goal of expanding partnerships with other UNC System schools by expanding its Virtual Computer Lab (VCL) agreement with NCSU to include maintenance of UNCG's VCL software loads (images) by NCSU staff. This arrangement helped UNCG ITS to compensate for positions eliminated due to budget cuts, and allowed UNCG ITS staff to focus on UNCG's MyCloud (Citrix) implementation efforts.

Though decisions were not yet made as of the end of FY 13-14, ITS began investigation of additional collaborative opportunities -- voice service provisioning (with NCSU as the service provider), and website hosting (with UNC School of the Arts as the possible service recipient).

#### **Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**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.

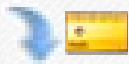
**Start Date:** 7/1/2010

**End Date:** 6/30/2015

**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:** 6/30/2015

**Entry Status:** Final



### **SPF13: 2013-2014 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:** Met

#### **Description and Analysis**

Staff Senate and ITS management reports indicate that ITS staff continued to make meaningful contributions to University Service and Outreach in FY 13-14.

Activities included -

- collection of canned goods for Greensboro Urban Ministries at the ITS Winter Event
- participation of many ITS staff in the Staff Senate's "Fill the Truck" philanthropic event for the Guilford County Animal Shelter
- volunteering to help greet & direct families at SOAR during the June, 2014, sessions

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:** 7/1/2013

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

**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:** 6/30/2015

**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:** 6/30/2015

**Entry Status:** Final



## **SPF12: 2013-2014 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 and Analysis**

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 13-14, ITS completed the following in direct support of the University Strategic Area #1:

- Completion of the Learning Management Systems (LMS) study that resulted in the Academic Technology Coordinating Committee (ATCC) recommendation that UNCG move to Canvas by Instructure as the University-wide LMS. Following the ATCC's recommendation, Provost Dave Perrin announced UNCG's plans to move to Canvas. Details of the decision and planned implementation are available at <http://courses.uncg.edu>.
- Opening of the 60-seat Graham 313 ITS Computing Lab in Fall 2013. Construction of this lab was funded to support UNCG's Math Emporium, a student success initiative for mathematics courses. The facility is available for reservations for other purposes when not in use by the Emporium. Graham 313 includes special collaborative technology including SMARTboards, a Prometheum ActivBoard, and a Monopad giant touch tablet. The first year of operation of Graham 313 was a success, with the primary instructor stating, "...the lab is awesome and the technology is a fabulous resource for the students. We enjoyed using the SMART boards during our class to facilitate group work on various problems. Also, the students seemed very pleased with the comfort of the lab and the benefits of having the space reserved especially for them."
- Expansion of virtualization in other ITS labs. During 13-14, MyCloud virtualization was expanded from the Superlab to several ITS open access/instructional labs. Using Citrix-based technologies in the labs eliminates the need to perform "local" software maintenance on the lab computers, simplifying the effort needed to keep the lab software loads up to date.
- Support of UNCG's Quality Enhancement Plan (QEP) for Global Engagement by implementing a QEP informational screen saver for ITS-managed lab computers.
- Continued design work for the Bryan 114 TeleLearning Lab. The formal design of Bryan 114 was completed in FY 13-14, to prepare for the July, 2014, issuance of the construction bid documents.
- Completion of two Box pilots resulting in the decision to launch Box as an official UNCG cloud-storage service in Fall 2014. In addition to the LMS and Google Drive, Box will provide another option for faculty and students to share data. Box is especially intended for files needing an elevated level of data security, such as restricted data that graduate students might collect for theses & dissertation projects.
- Launch of a Classroom Technology study to determine the ideal technology configuration for UNCG classrooms, to estimate costs of providing & supporting this technology, and to determine what

efficiencies could be gained by moving classroom technology support to ITS. This study will continue into FY 14-15.

- Decision to launch a Synchronous Learning Management System (SLMS) study following the success of the LMS study. This study will be co-led by a representative from the Division of Continual Learning (DCL) and ITS.
- Support of student-centric events such as graduation ceremony streaming for Human Development & Family Studies, and proving TeleLearning Center access to allow athletes from other universities to participate in their commencement ceremonies.
- Continuation of efforts to increase wireless network bandwidth (capacity) in response to rapidly increasing student demand (see ITS's 13-14 Institutional Effectiveness statements for details). Also, UNCG implemented the EDUROAM option for accessing UNCG's wireless network. This allows students from other EDUROAM institutions (e.g., visiting international students) to access UNCG wireless using their home institution credentials.

#### **Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**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:** 6/30/2015

**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:** 6/30/2015

**Entry Status:** Final



#### **SPF14: 2013-2014 Finding for SPM14**

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

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

**Finding Status:** Exceeded

#### **Description and Analysis**

The goal of 99.900% uptime for Banner was exceeded in 13-14, with actual uptime of 100%. This was the first year under this assessment plan (which began with FY 09-10) that Banner had no unplanned downtime.

#### **Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**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:** 6/30/2015

**Entry Status:** Final



#### **SPF15: 2013-2014 Finding for SPM15**

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

In December, 2013, ITS decided to defer the ITS TechQual

2014 survey from Spring 2014 to Fall 2014. This decision was made due to multiple priorities competing for the attention of the University community in Spring 2014. Because of the deferral, TechQual-related targets have been eliminated from the ITS assessment for 13-14, and will be moved to 14-15.

**Finding Status:** N/A

**Description and Analysis**

No findings - ITS TechQual 2014 survey deferred to Fall 2014.

**Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**Entry Status:** Final

 **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:** 6/30/2015

**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:** 6/30/2015

**Entry Status:** Final

  **SPF16: 2013-2014 Finding for SPM16**

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

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

**Finding Status:** Exceeded

### Description and Analysis

Blackboard Learn uptime for FY 13-14 was 99.980%, exceeding the goal of 99.900%, and surpassing the FY 12-13 uptime of 99.943%.

### Attachment

No items to display.

**Start Date:** 7/1/2013

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

**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:** 6/30/2015

**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:** 6/30/2015

**Entry Status:** Final

## SPF18: 2013-2014 Finding for SPM18

**Providing Department:** Information Technology Services

### Target

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

**Finding Status:** Exceeded

### Description and Analysis

iSpartan email uptime for 13-14 was 99.978%. This was a notable improvement over 12-13 when the iSpartan email uptime of 99.746% failed to meet the goal of 99.900%. Domain name service (DNS) and UNCG storage-

related outages that impacted iSpartan email in 12-13, were not repeated in 13-14.

Beginning with 14-15, ITS will begin to report uptime for additional iSpartan services, such as Google Drive & Google Sites, as these are being used widely across the University.

**Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**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:** 6/30/2015

**Entry Status:** Final



**SPF19: 2013-2014 Finding for SPM19**

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

In December, 2013, ITS decided to defer the ITS TechQual 2014 survey from Spring 2014 to Fall 2014. This decision was made due to multiple priorities competing for the attention of the University community in Spring 2014. Because of the deferral, TechQual-related targets have been eliminated from the ITS assessment for 13-14, and will be moved to 14-15.

**Finding Status:** N/A

**Description and Analysis**

No results - survey deferred to Fall 2014.

**Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**Entry Status:** Final

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## **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:** 6/30/2015

**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:** 6/30/2015

**Entry Status:** Final



## **SPF20: 2013-2014 Finding fro SPM20**

**Providing Department:** Information Technology Services

### **Target**

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

**Finding Status:** Exceeded

### **Description and Analysis**

The goal of 99.900% uptime was exceed in 13-14, with actual overall network uptime of 99.976% - slightly greater than the FY 12-13 uptime of 99.939%.

### **Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**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:** 6/30/2015

**Entry Status:** Final



## **SPF21: 2013-2014 Finding for SPM21**

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

In December, 2013, ITS decided to defer the ITS TechQual 2014 survey from Spring 2014 to Fall 2014. This decision was made due to multiple priorities competing for the attention of the University community in Spring 2014. Because of the deferral, TechQual-related targets have been eliminated from the ITS assessment for 13-14, and will be moved to 14-15.

**Finding Status:** N/A

**Description and Analysis**

No results - survey deferred until Fall 2014.

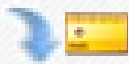
**Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**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:** 6/30/2015

**Entry Status:** Final



**SPF22: 2013-2014 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 and Analysis**

For FY 13-14, 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:** 7/1/2013

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

**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:** 6/30/2015

**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:** 6/30/2015

**Entry Status:** Final



### SPF23: 2013-2014 Finding for SPM23

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

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

**Finding Status:** Exceeded

#### **Description and Analysis**

The goal of 99.900% uptime for Voice/Telephone Services was exceeded in 13-14, with actual uptime of 99.993%. This was slightly greater than the 12-13 uptime of 99.939%.

#### **Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**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:** 6/30/2015

**Entry Status:** Final



### SPF24: 2013-2014 Finding for SPM24

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

In December, 2013, ITS decided to defer the ITS TechQual 2014 survey from Spring 2014 to Fall 2014. This decision was made due to multiple priorities competing for the attention of the University community in Spring 2014. Because of the deferral, TechQual-related targets have been eliminated from the ITS assessment for 13-14, and will be moved to 14-15.

**Finding Status:** N/A

### **Description and Analysis**

No results - survey deferred until Fall 2014.

### **Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**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:** 6/30/2015

**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:** 6/30/2015

**Entry Status:** Final



## **SPF25: 2013-2014 Finding for SPM25**

**Providing Department:** Information Technology Services

**Target**

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

**Finding Status:** Exceeded

**Description and Analysis**

For FY 2013-2014, ITS achieved 100% uptime for the iSpartan ID Enterprise Authentication service, exceeding the 99.900% goal, and exceeding the FY 2012-2013 uptime of 99.989%. Achieving a high uptime rate for iSpartan ID services is critical because other major ITS services rely on the iSpartan ID for client access (e.g., Blackboard Learn LMS).

**Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**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:** 6/30/2015

**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:** 6/30/2015

**Entry Status:** Final



## SPF26: 2013-2014 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, staff and/or student scholarly research or creative activity. This may be through completion of client-requested projects, or by ITS-initiated efforts to improved technology services in support of research and creative activity.

### **Finding Status:** Exceeded

### **Description and Analysis**

In 13-14, ITS completed several efforts to improve support and services for research & creative scholarly activity, enhancements included:

- Assessment, acquisition, and implementation of the Qualtrics offline mobile survey app. Working in conjunction with the Research Advisory Council (RAC), ITS identified clients with interest in collecting survey data using electronic devices not connected to the internet. Potential use cases included research in locations without internet access (e.g., homes of families with low incomes), and data collection outdoors (e.g., athletic fields). ITS obtained time-limited test access to the offline mobile app & engaged clients in testing. Based on positive feedback, ITS acquired and added support for the offline mobile app. Availability of Qualtrics offline data collection has allowed clients to end use of separate solutions with additional costs, reducing the overhead of research data collection.
- Implementation of the eduroam option for access to the UNCG wireless network. By allowing visitors from other eduroam institutions to connect to UNCG's wireless network using their home institution credentials, ITS has helped to simplify resource access for visiting scholars and research collaborators
- Completion of two pilots (by ITS & clients) of the Box cloud file storage solution, resulting in the decision to launch Box as an official ITS service in Fall 2014. Researchers have frequently requested means for simplified file sharing with collaborators at other institutions. UNCG's implementation of Box file storage will fulfill this need for many researchers, while providing features to keep restricted research data appropriately protected. ITS also initiated work with UNCG's Office of Research & Economic Development to better define the range of research file storage needs, to guide future improvements in file storage services for researchers.
- Continued enhancement of UNCG's LOLA node for low-latency, high-quality audio & video collaboration. ITS

continued to work with the School of Music, Theatre, & Dance's Instructional Technology Consultant to enhance UNCG's LOLA node. Based on results of an Undergraduate Research & Creative Activity award received in 2013, a UNCG student's abstract was accepted for presentation at the April 2014 National Conference on Undergraduate Research (NCUR). This study covered the use of LOLA for distance learning in musical instruction, finding that LOLA was more effective than 2 other technologies used for remote music instruction.

#### **Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**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:** 6/30/2015

**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:** 6/30/2015

**Entry Status:** Final

### **SPF27: 2013-2014 Finding for SPM27**

**Providing Department:** Information Technology Services

**Target**

In December, 2013, ITS decided to defer the ITS TechQual 2014 survey from Spring 2014 to Fall 2014. This decision was made due to multiple priorities competing for the attention of the University community in Spring 2014. Because of the deferral, TechQual-related targets have been eliminated from the ITS assessment for 13-14, and will be moved to 14-15.

**Finding Status:** N/A

**Description and Analysis**

No results - survey deferred to Fall 2014.

**Attachment**

No items to display.

**Start Date:** 7/1/2013

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

**Entry Status:** Final