

## Division of Information Technology Services

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### 2014-2015 Full Assessment Report

Generated: September 2015

**Strategic Planning DIV: Institutional Effectiveness Audit Report**  
**Entity: Information Technology Services**

#### Division Mission Statement

##### ITS Mission and Vision 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, and consulting with UNCG faculty/staff/students on technology. 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 -- Information Technology Services, with partners on and off campus, uses technology to provide the most cost-effective services and solutions to the UNCG community and our UNC System partners. Innovative use of technology in instruction is central to the future of higher education.

**End Date:** 6/30/2016

**Start Date:** 7/1/2014

##### **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 ITS Web Services' software development tracking system for details regarding enhancements.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final **SPF03: 2014-2015 Finding for SPM03****Providing Department:** Information Technology Services**Target**

Timetrack data for each fiscal year 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:** Not Met**Description and Analysis**

ITS Web Design resources spent 93 hours of an estimated 350 on TimeTrack development during FY14-15.

This is only 27% of the hours estimated for the work. The relatively low # of hours expended was due to other higher-priority work requests that resulted in the web development & support project skillset becoming overallocated for project work requests in 14-15. Timetrack development work accomplished during FY 14-15 includes:

- Bug fixes
- Ability to connect a reporting database to WebFOCUS, which will promote better & more efficient reporting in the future, enabling better use of project data for planning & analytics such as ROI
- A business rule change to allow the capture of estimates for skillsets that are not considered "constrained" resources for the purposes of client-facing projects, to assist in overall project cost estimation

Enhancements to the Small Projects Consolidated Work Estimate Spreadsheet to improve project time estimate & expenditure reporting

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**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: 2014-2015 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 nine decisions for process enhancements & related changes for FY 14-15. They are:

1. Microprojects will still appear on divisional priority lists under small projects
2. If an estimated end date is changed due to a lack of ITS resources, the skillset(s) lacking resources will be noted as a comment. This will help with future resource and project timeline planning.
3. All Systems and Networks resources will give project estimates, but only a few skillsets will record time spent on projects in TimeTrack. This will allow for ITS to continue to estimate the personnel costs of projects, but avoid time spent on project hours tracking by those skillsets that have very few hours to offer to client-facing projects.
4. The definition and characteristics of a "Program" was solidified.
5. Projects that have remained in the status sizing/scoping for more than 4 weeks will be flagged for attention on the PRC agenda. This will help ITS and the client division representatives proactively identify projects that are languishing and take corrective action.
6. New projects that appear on divisional priority lists above extant projects will be created in TimeTrack in a held status. This will allow for the accurate contiguous numbering of project priority numbers.
7. Projects that become held, cancelled, or deferred will have a comment explain the reason for the status stored in TimeTrack. This will permit better long-term analysis regarding why projects are moved to one of these statuses, and may assist with better future resource and project timeline planning.
8. The project manager and status for microproject items will be recorded within the overall microproject description. This will promote transparency to clients regarding the status of their work requests, and who to speak with about the work.
9. The PRC meetings will become biweekly in FY 15-16. Since the meetings were generally running less than the scheduled hour, this change is expected to save time and free up participants' calendars.

**Attachment**

No items to display.

**Start Date:** 7/1/2014

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

**Entry Status:** Final

 **SPAP01: 2014-2015 Action Plan for SPO02**

**Providing Department:** Information Technology Services

**Action Plan Description**

To help further streamline project management processes for small work requests, for 14-15 the Project Review Committee has endorsed, and ITS will implement, a new project size classification called a "microproject."

A microproject is a small project estimated to require 16 or fewer hours of work. Within the ITS TimeTrack System, microproject hours will be grouped into a single small project for each "division" (category). As additional microproject requests are brought into TimeTrack, the overall small project description will be updated to reflect the new microproject work request.

The goal of "microprojects" is to reduce the project management overhead for the smallest of the project work requests.

**Action Plan Follow-up**

ITS created a small project for each division of the University, named in the format "Microproject [division] FY14-15". As pieces of work were approved by the Project Review Committee (PRC) as microprojects, the descriptions of the relevant small projects were updated to reflect the addition. ITS added five microprojects during FY14-15, and all but one were completed during the fiscal year. Late in the fiscal year, ITS began also recording the person serving as the "project manager" and the status for each item within the microproject. The PRC decided to continue microprojects in FY 15-16.

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

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

**Entry Status:** Final

 **SPAP01: 2014-2015 Action Plan for ITS Project Prioritization and Tracking Process Improvement**  
**Providing Department:** Information Technology Services

**Action Plan Description**

In FY 14-15, ITS spent substantially fewer hours than allocated on TimeTrack system development (27% of estimated hours) due to other higher-priority work. For FY 15-16, ITS Enterprise Projects management will work with the TimeTrack development team to set a more realistic expectation of hours to be devoted to the project, and will focus efforts on high ROI development items as well as bug fixes. FY 15-16 hours expended are expected to be more in line with project estimates.

**Action Plan Follow-up****Start Date:** 7/1/2014**End Date:** 6/30/2016**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 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)

[Note 1: 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.]

[Note 2: 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:** 7/1/2014**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: 2014-2015 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 FY 14-15 by completing 41 regular-sized, non-infrastructure projects. This also exceeded the FY 13-14 total of 38.

ITS completed seven Institutional projects: Alumni Email Service Design and Implementation, Banner HR Process Improvement, Banner Military Data Move from AdmissionsPro and Apply Yourself, Banner Student Data Mart Phases 1 and 2, Banner Student Process Improvement Phase 1, and Data Cookbook Enterprise Single Sign On.

The three Cross-Divisional projects completed in FY 14-15 were: Banner Financial Aid Upgrades FY14-15, Banner Spring 2015 Upgrades, and ODS Upgrade to 8.4.1.

The other thirty-one projects completed in FY 14-15 were divisional projects. They include Academic Affairs' Banner DegreeWorks Implementation, Business Affairs' Blackboard Transaction System Online Gateway, Intercollegiate Athletics' Banner Athletics Designation Spending Tracking &amp; Upload Functionality, ITS' Classroom Technology Needs Study, Student Affairs' Symplicity Module Authentication, University Advancement's Banner iModules Implementation, and University Relations' University Website Redesign Phase 3b.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**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: 2014-2015 Finding for SPM06****Providing Department:** Information Technology Services**Target**

Completion of 12 client-prioritized small projects (i.e., projects estimated to require 80 or less effort hours, typically with most hours expended within a single ITS project skillset). This equates to one small project for each of the nine client-prioritized small project request lists, plus an additional small project for the three divisions typically have the most small projects requests (Academic Affairs, Business Affairs, & University Advancement).

[Note: Given the introduction of "microprojects," the target goal was reduced for FY 14-15 from 18 small projects (one per division) to 12 small projects.]

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

ITS completed 17 small projects in FY14-15, which exceeds the goal of 12. This is a reduction in the number of small projects compared to the 32 completed in FY 13-14. ITS only received 27 requests for small projects during FY 14-15 - excluding 6 that were cancelled during the course of the FY. Business Affairs had the highest number of completed small projects in FY14-15 - eight.

The FY 14-15 small project count was affected by the introduction of "microprojects," in which a single small project serves as a container for smaller pieces of project work (each less than 16 effort hours). Microprojects reduce the amount of administrative overhead for minor work requests. In FY 14-15, ITS received 5 work requests that met the "microproject" criteria from four different divisions. Four of these requests were completed. In prior years these would have been managed and counted as individual small projects.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**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: 2014-2015 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 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 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.]

[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:** Met**Description and Analysis**

ITS completed at least one regular-sized project for each of the client priority lists in 14-15:

- Institutional – 7 regular-sized projects completed
- Cross-divisional - 3 regular-sized projects completed
- Academic Affairs – 9 regular-sized projects completed
- Business Affairs – 6 regular-sized projects completed
- Information Technology Services – 11 regular-sized projects completed
- Intercollegiate Athletics – 1 regular-sized project completed
- Student Affairs - 1 regular-sized project completed
- University Advancement – 2 regular-sized projects completed
- University Relations - 1 regular-sized project completed

The number of regular-sized projects completed for ITS more than doubled as compared to prior years due primarily to the broadening of ITS's technology responsibilities, including Learning Management System application administration & support (summer 2013) and classroom technology (fall 2014).

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**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: 2014-2015 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 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 (including microproject 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 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.]

[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 FY14-15.

ELIMINATED: ITS received no Intercollegiate Athletics small project requests for FY14-15.

NOT MET: ITS did not complete a small project request for Student Affairs in FY 14-15. One project was placed on hold upon client request, but a second project (Banner Load for Medicat Changes, requested in March, 2015) was not made active until June, 2015 and was still in progress at the FY end.

ELIMINATED: ITS received no University Relations small project requests for FY14-15.

ITS completed at least one small project as requested from each of the other client priority lists:

- Cross-divisional – 1 small project completed
- Academic Affairs – 3 small projects completed, including a microproject that encompassed 2 work requests
- Business Affairs – 8 small projects completed, including a microproject that encompassed 1 work request
- Information Technology Services – 2 small projects completed
- University Advancement – 3 small projects completed, including a microproject that encompassed 1 work request

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final



 **SPAP02: 2014-2015 Action Plan for SPO03**  
**Providing Department:** Information Technology Services

**Action Plan Description**

In 2014-2015, ITS will devote resources to continue work on the following projects for divisions that did not have at least one requested project completed in the regular and/or small project category in 13-14:

University Advancement regular-sized projects -

- Banner iModules Implementation
- Banner Scholarship Award Tracking End-to-end

University Relations regular-sized projects -

- Google Groups Automation via Banner Feeds for UR and Advancement Phase 1

ITS small projects:

- ePrint Central Administration Transition to ITS
- WebFOCUS Connection to TimeTrack

**Action Plan Follow-up**

ITS completed requested projects in FY 14-15 as shown below. Projects that were not completed were held at the direction of the respective clients.

University Advancement regular-sized projects -

Banner iModules Implementation - COMPLETE

Banner Scholarship Award Tracking End-to-end - COMPLETE

University Relations regular-sized projects -

Google Groups Automation via Banner Feeds for UR and Advancement Phase 1

This project carried over into FY15-16 and is scheduled to be re-evaluated.

ITS small projects:

ePrint Central Administration Transition to ITS

This project carried over into FY15-16 and is scheduled to be re-evaluated.

WebFOCUS Connection to TimeTrack - COMPLETE

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

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

**Entry Status:** Final

 **SPAP02: 2014-2015 Action Plan for Support for Client Technology Priorities****Providing Department:** Information Technology Services**Action Plan Description****Action Plan 1**

In FY 15-16, ITS will devote resources to continue work on the small projects listed below for Student Affairs. That division did not have at least one requested small project completed in 14-15:

Student Affairs small project requests FY 14-15:

- Banner Load for Medicat Changes
- Co-Curricular Transcript Investigation

**Action Plan 2**

In October, 2014, ITS, along with Academic Affairs & Business Affairs leadership, launched a "UNCG Data Initiative" to address UNCG data-related issues and improve data quality. For efforts requiring ITS resources, ITS established a Data Initiatives Program to encapsulate projects related to the initiative. In FY 15-16, ITS will establish a separate annual planning objective with measures to assess ITS's role in this initiative.

**Action Plan Follow-up****Start Date:** 7/1/2014**End Date:** 6/30/2016**Entry Status:** Final **SPO04: Support and Maintenance of Required Technology Infrastructure****Providing Department:** Information Technology Services**Description**

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

**Start Date:** 7/1/2010**End Date:** 6/30/2015**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: 2014-2015 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 20 infrastructure projects in F Y14-15. This is a decrease from the 30 completed in FY 13-14, but more in line with years prior to FY13-14, when the number completed was in the high teens and low twenties. Completed infrastructure projects in FY 14-15 included: several MyCloud (virtual computing) projects, the Virtual Computing Lab Sundown, Mac and PC Lab Upgrades, Banner DR Test, and Information Security Procedures Development. Overall, this project work was completed without signification disruption to the UNCG computing environment, and with planned downtime (when necessary) and appropriate change control. Following wireless upgrade work in April, 2015, a network software bug temporarily disrupted wireless service, but ITS networks staff resolved the issue approximately 2 hours after notification of the disruption.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**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: 2014-2015 Finding for SPF10**  
**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.

**Finding Status:** Exceeded

**Description and Analysis**

The Biennial Report on ITS Contributions to UNCG Sustainability Efforts, 2013-15 is available at [https://its.uncg.edu/About/Biennial\\_Report\\_on\\_ITS\\_Contributions\\_to\\_UNCG\\_Sustainability\\_Efforts\\_2013\\_15\\_.pdf](https://its.uncg.edu/About/Biennial_Report_on_ITS_Contributions_to_UNCG_Sustainability_Efforts_2013_15_.pdf). New or significantly enhanced sustainability practices include further adoption of application hosting by outside vendors to reduce UNCG's local electricity consumption. Examples include adoption of Box as a university-wide cloud-storage solution in Fall 2014, enabling subsequent plans to reduce local UNCG network file storage, and the migration of courses & organizations from the locally hosted Blackboard Learn system to the remotely hosted Canvas solution, to be completed by Spring 2016. ITS also partnered with Business Affairs to launch the Managed Print Services (MPS) program, as announced in March 2014. Environmental sustainability features of this program include having fewer overall devices to reduce energy consumption and electronic waste; use of newer, more energy-efficient printing devices; environmentally-friendly default device settings (e.g., two-sided printing as default), and equipment recycling included in the program. The MPS implementation, which has continued into FY 15-16, is estimated to result in university-wide savings of \$550k/yr.

**Attachment**

No items to display.

**Start Date:** 7/1/2014

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

**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/or reports on collaborative efforts and partnerships with other UNC System institutions.

**Start Date:** 7/1/2014

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

**Entry Status:** Final

 **SPF11: 2014-2015 Finding for SPM11****Providing Department:** Information Technology Services**Target**

The TimeTrack System and/or reports on collaborative efforts and partnerships with other UNC System institutions 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 FY 14-15, ITS transitioned to a new Voice Services (telephony) service model in partnership with NC State University. By leveraging economies of scale, this new model allowed ITS to lower Voice Services rates, without reductions in services (<http://itsnews.uncg.edu/2014/07/28/new-voice-service-rates-an-its-efficiency-initiative/> and [https://its.uncg.edu/Efficiency/BOT-ITS\\_Efficiency\\_Presentation.pdf](https://its.uncg.edu/Efficiency/BOT-ITS_Efficiency_Presentation.pdf)). The annual Voice Services rate reduction for UNCG departments totals approximately \$350k.

ITS also began planning work with other campuses & partners on a unified technology environment for the Union Square Campus (<http://itsnews.uncg.edu/2015/05/12/its-partnerships/>). While the Virtual Computing Lab (VCL) collaboration with NC State was superseded by an alternative technology solution, ITS continued other important collaborations with UNC System partners. These included technology support for the JSNN in collaboration with NC A&T, a disaster recovery partnership with Appalachian State, technology resource & support staff sharing with NC State for high performance computing, and UNCG hosting of Blackboard Learn for 3 UNC system schools (NC A&T, Fayetteville State, & UNC School of the Arts).

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**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 and staff.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final

 **SPF13: 2014-2015 Finding for SPM13****Providing Department:** Information Technology Services**Target**

ITS Staff Senator reports and information from ITS managers and/or staff 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 UNCG-sponsored effort within the greater Piedmont Triad community.

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

ITS employees continued to be involved in a wide range of UNCG-sponsored service and outreach activities, both within the University and in the greater Piedmont Triad community. Examples include:

- An ITS employee continues to serve in a volunteer capacity as the advisor for Native American Student Association, which received UNCG's 2015 student organization award for Excellence in Advocacy. Within the UNC System, this employee has also served as a Planning Committee member for the Native American Leadership Institute, through the UNC-Chapel Hill American Indian Center.
- An ITS employee volunteered to serve on a student conduct hearing panel through the Dean of Student's Office.
- ITS staff continue to participate in Habitat for Humanity build days organized by the UNCG Staff Senate, most recently in June 2015.
- ITS staff have been active in other Staff Senate service activities such as volunteering to offer computing training for Housekeeping/Facilities personnel, supporting the Spartan Open Pantry food assistance program, and providing assistance to the Humane Society and the Guilford County Animal Shelter. An ITS Staff Senator also assisted with promoting awareness of the Janet B. Royster Memorial Staff scholarship to the Staff Senate and campus.
- An ITS staff member served as the president-elect of the Bryan School Alumni Association & as a member of the UNCG Alumni Associate Board of Directors. In this capacity, the employee participated in community service events for Habitat for Humanity, YMCA Bright Beginnings, and the American Heart Association, as well as assisting with Homecoming events and New Student Convocation.
- An ITS staff member served as a mentor for UNCG Guarantee scholarship program participants.
- An ITS Staff Senator has promoted People & Paws 4 Hope as a charity for Staff Senate support, and 2 ITS employees serve on the organization's Board.
- ITS employees participated in an event to collect Get Well & Thank You cards for distribution to members of the Armed Forces and veterans. This event was a combined effort of the UNCG Staff Senate, UNCG Students Veterans Association, and the University's Veterans Resource Center.
- A large number of ITS staff use their Community Involvement Leave benefit and other leave time to devote hours to serving the community through charitable & civic organizations, non-profit agencies, the schools, and other modes of service.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**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:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final


**SPF12: 2014-2015 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 technology services required for access to education and promotion of student success. In FY 14-15, ITS completed the following in direct support of the University Strategic Area #1:

- Following the University's FY 13-14 decision to transition from Blackboard Learn to Canvas as UNCG's learning management system (LMS), ITS launched the "Canvas Implementation" project. This project has run consistently ahead of scheduled targets for the number of courses migrated to the new system. In preparation for the Fall 2015 semester, 97.24% of UNCG courses were being fed to Canvas (5965 courses), well ahead of the 75% goal. The project team's efforts have been praised by faculty required to migrate courses. To facilitate access to Canvas, a Canvas mobile link was added to the ITS-managed UNCGMobile app.
- In October of 2014, ITS assumed responsibility for the management and support of University classroom technology. ITS conducted a "Classroom Technology Study" project to identify opportunities for improvement of classroom technology, while operating with University budget constraints. Following completion of the study, ITS launched the "Classroom Technology Tiered Model Implementation and Digital Pilot" to carry out high-priority improvements and to upgrade 14 of the most highly utilized classrooms to newer digital equipment during summer 2015. The Academic Learning Spaces Council was formed, with co-leadership by University Libraries & ITS, to provide faculty and instructional technologists with a forum for input on technology and other issues impacting University learning spaces. Enhancements were made to daily operational procedures for classroom support, such as expanding the locations at which classroom support calls are received to better enable constant coverage during service hours.
- ITS launched additional product studies in FY 14-15, to engage the University community, especially faculty & students, in selecting the best products to support instruction & learning. This included a Synchronous Learning Management System (SLMS) study in conjunction with the Division of Continual Learning to determine if UNCG should stay with Blackboard Collaborate or switch to an alternative product. ITS also completed a Lecture Capture Product Study involving interested faculty and instructional technologists. This study concluded with a recommendation for a Mediasite pilot to begin in Fall 2015.
- ITS also announced enhancements to several online services to support learning and promote faculty-student and student-to-student collaboration. These included the September, 2015, announcements of Box online file storage as a university-wide service, and availability of Microsoft's Office 365 "Office Online" web applications. By Fall 2015, Box and the iSpartan Google Drive services were enhanced to offer unlimited storage, while Office 365 included 1 terabyte of Microsoft "OneDrive" storage space. In June, 2015, ITS completed work to make free Microsoft Office desktop downloads available to students. Availability was expanded to all faculty & staff on July 1, 2015.
- In January, 2015, ITS announced that Service Desk phone support (6-TECH) hours would expand to 24x7 coverage effective July 1. This change was made to enhance support for student learning, especially in light of UNCG's continued growth in online learning.
- ITS worked with Facilities, Design and Construction (FDC) to complete construction of the Bryan 114 TeleLearning Lab. Opening for classes in Fall 2015, the lab provides an enriched technology environment for collaboration within the classroom and for online learning. Special features include interactive white boards, a camera auto-tracking system for online & blended instruction, a wireless portable document camera, and a Mediasite recorder for lecture capture.
- ITS continued efforts to upgrade the campus wireless network to meet growing demands. FY 14-15 upgrades included major academic buildings such as Bryan, Education, Sullivan Science, Petty, Stone, Coleman, Graham, and Eberhart (complete schedule at [https://its.uncg.edu/Network\\_Services/Wireless/Upgrade\\_Project/Wireless\\_Upgrade\\_Schedule\\_by\\_Date.pdf](https://its.uncg.edu/Network_Services/Wireless/Upgrade_Project/Wireless_Upgrade_Schedule_by_Date.pdf)). ITS also identified funds to move UNCG to the "unlimited" tier of internet service (bandwidth) on the North Carolina Research & Education Network (NCREN).
- In partnership with University Libraries, ITS worked with FDC to construct a new 40-seat instructional space (177 A) within the Superlab in Jackson Library. Opening for Fall 2015, this space will allow Library instructors to teach workshops to students in close proximity to Library resources, and will free up reservation slots in other ITS labs, such as Curry 304, for greater use by academic programs. The open use area of the Superlab was also renovated, with benefits to students including table-top outlets for charging personal devices.
- ITS has continued efforts to improve the technology environment for the Math Emporium lab located in Graham 313. In FY 14-15, this included the installation of new "solid state" drives in the existing computers to significantly speed up computer boot/login times, and the installation of a new document camera to better meet instructors' needs.
- ITS made other lab improvements, including new computers in 8 open access/instructional labs and 2 training labs. ITS also worked with the Office of Space Management and Facilities to complete physical improvements in Eberhart 160.
- In response to student interest, ITS completed infrastructure work to enable wireless/web-based printing to ITS lab computers & print kiosks from mobile devices (e.g., iOS, Android) in addition to laptop & desktop computers. The service is expected to be made available for client use in Sept, 2015, and will be available in some departmentally-managed computing labs.
- The ITS Telelearning Center continued to be used for online & blended classes, as well as other events

involving students. Classes using the facility represented a diverse mix of academic programs including German & French language classes (College of Arts & Sciences), Library & Information Studies (School of Education), and Conflict & Peace Studies (School of Health & Human Performance). Using a mix of technologies, the Center facilitated two-way video delivery of 254 hours of classes in FY 14-15, and 211 hours of non-class events, which included student-learning activities such as thesis/dissertation committee meetings. Non-network events facilitated by the Center included recording of student mock interviews for a Social Work class, non-video class meetings, and department colloquia.

- ITS also completed a project to move file storage for the Instructional Linux Environment (ILE) from the legacy Andrew File System (AFS) to Microsoft Active Directory (AD) storage. This change provides faculty and students who use ILE with the convenience of accessing UNCG network files from a unified location for Windows and Linux computers.
- ITS continued to support student-centric events, such as streaming the HDFS graduation ceremony.
- ITS staff helped with student experiential learning and career readiness by having a Middle College student "shadow" an ITS employee in the Technology Support Center (TSC). ITS later hired this student to work in the TSC. ITS employees numerous other students in areas across ITS (e.g., Service Desk, Labs, TSC).
- ITS also worked with client areas to complete several department-requested projects to promote student access to education and success. These included a Banner DegreeWorks implementation to improve advising and degree-requirement audits, enhancements to both the UNCGenie student class confirmation and course withdrawal processes, and refinements to Banner's calculation of aid eligibility for Summer School.

#### Attachment

No items to display.

**Start Date:** 7/1/2014

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

**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 Self-Service Web Application (UNCGenie)**

**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: 2014-2015 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

Banner exceeded the 99.900% uptime goal for FY14-15 with an uptime of 99.973%.

#### Attachment

No items to display.

**Start Date:** 7/1/2014

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

**Entry Status:** Final

 **SPM36: Client Satisfaction - Banner****Providing Department:** Information Technology Services**Source of Evidence**

Source of Evidence TechQual+ Technology Services Survey - "satisfaction rating"\* results

\*Beginning with the Fall 2014 TechQual+ survey, ITS modified UNCG "custom" items to use a 5-point scale (Very Dissatisfied to Very Satisfied) for respondents to indicate their level of satisfaction with a service. Respondents are considered to be dissatisfied if they rate their satisfaction level as "Very Dissatisfied" or "Dissatisfied". Results of the TechQual+ survey are published on the ITS Metrics website at <http://its.uncg.edu/metrics>.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final **SPF36: 2014-2015 Finding for SPM36****Providing Department:** Information Technology Services**Target**

TechQual+ Fall 2014 results for students, faculty and staff will indicate that 10% or fewer respondents are dissatisfied with Banner-related services (Custom Item #4).

**Finding Status:** Partially Met**Description and Analysis**

Overall only 9% of students, faculty, and staff who responded to the item regarding Banner-related services indicated dissatisfaction with these services. This overall result is within the goal of a 10% maximum of dissatisfied respondents. Faculty dissatisfaction levels did, however, exceed the 10% threshold, with a total dissatisfaction rate of 17%. Using survey results, ITS has developed an action plan to improve Banner-related services.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final **SPAP03: 2014-2015 Action Plan for Reliable and Effective Core Technology Services – Banner****Providing Department:** Information Technology Services**Action Plan Description**


In FY 15-16, ITS managers responsible for the University Information Systems (Banner & Genie) TechQual action plan will coordinate resources and guide efforts to improve Banner-related services. ITS will measure progress against the plan at 6-month intervals.

**Action Plan Follow-up****Start Date:** 7/1/2014**End Date:** 6/30/2016**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: 2014-2015 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**  
During FY 14-15, Blackboard Learn had a 99.975% uptime, which is slightly lower than FY13-14's 99.980%, but still exceeds the goal of 99.900% uptime.

**Attachment**  
No items to display.

**Start Date:** 7/1/2014  
**End Date:** 6/30/2015  
**Entry Status:** Final

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 **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 (GAFE)]


**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 Email**  
**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: 2014-2015 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**  
During FY 14-15, iSpartan Email had 99.956% uptime, which is slightly lower than FY13-14's 99.978%, but still exceeds the goal of 99.900% uptime.

**Attachment**  
No items to display.

**Start Date:** 7/1/2014  
**End Date:** 6/30/2015  
**Entry Status:** Final

 **SPM28: % Uptime for Academic Year - Google Drive**  
**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:** 7/1/2014  
**End Date:** 6/30/2015  
**Entry Status:** Final

 **SPF28: 2014-2015 Finding for SPM28****Providing Department:** Information Technology Services**Target**

99.900% uptime (&lt; 8.76 hours of unplanned downtime/year)

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

The Google Drive uptime measure is a new one for FY 14-15. It exceeded its goal of 99.900% uptime, with 99.997% uptime.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final **SPM29: % Uptime for Academic Year - Google Sites****Providing Department:** Information Technology Services**Source of Evidence**

99.900% uptime (&lt; 8.76 hours of unplanned downtime/year)

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final **SPF29: 2014-2015 Finding for SPM29****Providing Department:** Information Technology Services**Target**

99.900% uptime (&lt; 8.76 hours of unplanned downtime/year)

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

The Google Sites uptime measure is a new one for FY 14-15. It exceeded its goal of 99.900% uptime, with 99.997% uptime.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final **SPM30: % Uptime for Academic Year - Google Hangouts****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:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final **SPF30: 2014-2015 Finding for SPM30****Providing Department:** Information Technology Services**Target**

99.900% uptime (&lt; 8.76 hours of unplanned downtime/year)


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

The Google Hangouts uptime measure is a new one for FY 14-15. It exceeded its goal of 99.900% uptime, with 99.997% uptime.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final

 **SPM37: Client Satisfaction - iSpartan Email**  
**Providing Department:** Information Technology Services

**Source of Evidence**


Source of Evidence TechQual+ Technology Services Survey - "satisfaction rating"\* results

\*Beginning with the Fall 2014 TechQual+ survey, ITS modified UNCG "custom" items to use a 5-point scale (Very Dissatisfied to Very Satisfied) for respondents to indicate their level of satisfaction with a service. Respondents are considered to be dissatisfied if they rate their satisfaction level as "Very Dissatisfied" or "Dissatisfied". Results of the TechQual+ survey are published on the ITS Metrics website at <http://its.uncg.edu/metrics>.

**Start Date:** 7/1/2014

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

**Entry Status:** Final

 **SPF37: 2014-2015 Finding for SPM37**  
**Providing Department:** Information Technology Services

**Target**

TechQual+ Fall 2014 results for students, faculty and staff will indicate that 10% or fewer respondents are dissatisfied with iSpartan email services (Custom Item #1).

**Finding Status:** Met

**Description and Analysis**

Only 4% of students, faculty, and staff who rated iSpartan email in the 2014 TechQual+ survey indicated dissatisfaction with the service. This is within the goal of less than 10% of respondents indicating dissatisfaction. iSpartan email received highest overall satisfaction score of the 11 UNCG custom items rated (89% satisfied or very satisfied).

**Attachment**

No items to display.

**Start Date:** 7/1/2014

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

**Entry Status:** Final

 **SPM40 : Client Satisfaction - iSpartan Calendar and Collaboration**  
**Providing Department:** Information Technology Services

**Source of Evidence**


Source of Evidence TechQual+ Technology Services Survey - "satisfaction rating"\* results

\*Beginning with the Fall 2014 TechQual+ survey, ITS modified UNCG "custom" items to use a 5-point scale (Very Dissatisfied to Very Satisfied) for respondents to indicate their level of satisfaction with a service. Respondents are considered to be dissatisfied if they rate their satisfaction level as "Very Dissatisfied" or "Dissatisfied". Results of the TechQual+ survey are published on the ITS Metrics website at <http://its.uncg.edu/metrics>.

**Start Date:** 7/1/2014

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

**Entry Status:** Final

 **SPF40: 2014-2015 Finding for SPM40**  
**Providing Department:** Information Technology Services

**Target**

TechQual+ Fall 2014 results for students, faculty and staff will indicate that 10% or fewer respondents are dissatisfied with iSpartan calendar and collaboration services (Custom Item #2).

**Finding Status:** Met

**Description and Analysis**

Only 4.2% of students, faculty, and staff who rated iSpartan calendar and collaboration services in the 2014 TechQual+ survey indicated that they are dissatisfied with these services. This is within the goal of less than 10% of respondents indicating dissatisfaction with the services.


**Attachment**

No items to display.

**Start Date:** 7/1/2014

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

**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:** 6/30/2015  
**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: 2014-2015 Finding for SPM20**  
**Providing Department:** Information Technology Services

**Target**

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

**Finding Status:** Exceeded

**Description and Analysis**

Network uptime during FY14-15 exceeded the 99.900% uptime goal with an uptime of 99.935%. This is a bit lower than FY13-14's 99.976% uptime.

Though achieving high levels of uptime can be costly, ITS has maintained 99.900%+ uptime while employing significant cost avoidance strategies for UNCG's network services. Major cost avoidance strategies have included using network spares rather than paying maintenance, with an estimated cost avoidance of \$400k/yr in 2007-2015 and \$100k/yr for future years. ITS also initiated a "port reduction" effort, with bi-annual deactivation of unused network ports, on 9/1/14. Cost avoidance for this effort is estimated to be \$2 million over 10 years.

**Attachment**

No items to display.

**Start Date:** 7/1/2014  
**End Date:** 6/30/2015  
**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: 2014-2015 Finding for SPM21****Providing Department:** Information Technology Services**Target**

TechQual+ results for students, faculty and staff should have no adequacy gaps  $\leq -0.15$  for TechQual Core item 1 (reliable and consistent campus Internet service), Core item 2 (fast campus Internet service), and Core item 3 (campus wireless network coverage).

**Finding Status:** Partially Met**Description and Analysis**

Core Item #1 on the TechQual+ 2014 survey assessed clients' satisfaction with "a campus internet service that is reliable and operates consistently across campus." Faculty, staff and student ratings resulted in adequacy gaps of less than  $-0.15$ , indicating that ITS failed to meet overall service expectations of survey respondents.

Core Item #2 measured client satisfaction with "a campus Internet service that is fast and provides speedy access to Web sites and rapid downloads." While staff ratings indicated that the overall service meet staff respondents' expectations, faculty and student ratings resulted in adequacy gaps of less than  $-0.15$ , indicating a that ITS failed to meet overall service expectations for those groups.

Core Item #3 asked about "wireless Internet coverage in all of the places that are important to me on campus." Faculty, staff and student ratings resulted in adequacy gaps of less than  $-0.15$ , indicating that ITS failed to meet overall service expectations of survey respondents.

Using survey results, ITS has developed an action plan to improve campus network services.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**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: 2014-2015 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 14-15, 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:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final **SPAP04: 2014-2015 Action Plan for Reliable and Effective Core Technology Services - Network****Providing Department:** Information Technology Services**Action Plan Description**

In FY 15-16, ITS managers responsible for the TechQual action plans for reliable & fast internet service, and wireless internet coverage will coordinate resources and guide efforts to improve UNCG network services. ITS will measure progress against the plan at 6-month intervals.

**Action Plan Follow-up****Start Date:** 7/1/2014**End Date:** 6/30/2016**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: 2014-2015 Finding for SPM23****Providing Department:** Information Technology Services**Target**

99.900% uptime (&lt;8.76 hrs of unplanned downtime/year)

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

During FY14-15, the Voice over IP system experienced 99.919% uptime, which exceeds the 99.900% goal.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**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: 2014-2015 Finding for SPM24****Providing Department:** Information Technology Services**Target**

TechQual+ results for students, faculty and staff should have no adequacy gaps  $\leq -0.15$  for TechQual items related to Voice/Telephone Services.

**Finding Status:** N/A**Description and Analysis**

This goal has been eliminated for FY 14-15. For the Fall 2014 TechQual+ survey, ITS decided to exclude the custom item regarding "reliable and convenient university-provided telephone and voice services that meet my needs." This was because ITS had administered a topic-specific "Communication Services Survey" in Spring 2014, which included questions regarding telephony and voice services.

TechQual+ 2014 did include a "core" item regarding cellular coverage on campus. Adequacy gap scores were less than  $-0.15$  for faculty, staff, and students, indicating that cellular coverage did not meet overall service expectations of the survey respondents. Cellular coverage is not a primary responsibility of ITS, but rather of commercial service providers. ITS did, however, develop an action plan that includes opportunities to study cellular coverage issues through a newly established Communications Technologies and Infrastructure Steering Committee, comprised of multiple campus stakeholders.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**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: 2014-2015 Finding for SPM25****Providing Department:** Information Technology Services**Target**

99.900% uptime (&lt; 8.76 hours of unplanned downtime/year)

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

The iSpartan ID identity management service had a 99.962% uptime in FY 14-15, which exceeds the 99.900% goal for uptime. This is a slight decline from FY 13-14's 100% uptime.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final**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: 2014-2015 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**

ITS completed several project related to the support of scholarly research and creative activity in FY 14-15, exceeding the goal of at least 1 new or significantly enhanced service:

- Most significantly, the Box cloud file storage service was launched in Fall 2014. Because this service is approved for University 2-lock data storage, it gives UNCG researchers with 2-lock data a new option for unlimited file storage. Box also simplifies sharing data with collaborators at other institutions as compared to UNCG local network file storage.
- At the request of Academic Affairs, ITS completed the "fMRI Installation at JSNN Phase 2" project, which provided an enhanced storage and retrieval solution for fMRI images.
- Also at the request of Academic Affairs, ITS completed the Epigeum RCR Training Module Hosting Pilot, which provided access to multi-media vendor-hosted responsible conduct of research courseware via a UNCG login to Blackboard Learn.
- The previously mentioned projects to move file storage for the Instructional Linux Environment (ILE) from the legacy Andrew File System (AFS) to Microsoft Active Directory (AD) storage, benefitted faculty and students using ILE for research purposes as well as instructional purposes.
- ITS worked with faculty and other campus researchers to complete the Qualitative Data Analysis Software Solutions Study to help determine which qualitative data analysis software should be supported by ITS. Preliminary results were presented to the Research Advisory Council in April, 2015. ITS will continue work to improve QDA support in FY 15-16.
- During FY 14-15, ITS also worked with the JSNN and NC State to install additional software on the Henry2 high performance computing (HPC) research "cluster." Use of Henry 2 by UNCG faculty and students reached its highest level since UNCG obtained access to the service. The largest volume of utilization was by a faculty member from the Department of Mathematics & Statistic who ran 29,685 clock hours of jobs, indicating that many jobs were run at the same time. The second highest volume of use was by a graduate student in Educational Research Methodology who ran over 16,000 clock hours of jobs.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final**SPO17: Provide Technology Services That Meet Client Expectations****Providing Department:** Information Technology Services**Description**

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

**Start Date:** 7/1/2011**End Date:** 6/30/2015**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. The survey was administered again in Fall 2014.

**Start Date:** 7/1/2011**End Date:** 6/30/2015**Entry Status:** Final

 **SPF27: 2014-2015 Finding for SPM27****Providing Department:** Information Technology Services**Target**

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

**Finding Status:** Met**Description and Analysis**

ITS conducted the TechQual+ survey in Fall 2014. As of June, 2015, ITS management had developed plans for each area identified as an area of concern. The 2014 version of TechQual+ included thirteen Core Questions that were a required part of the survey for all campuses who choose to administer it, and ITS added eleven custom questions. Eight of the thirteen Core Question topics were identified as needing attention based on respondents' expression of dissatisfaction with those services. Of the eleven custom questions, three were identified as needing action plans.

Based on the survey results, ITS developed action plans to address areas where survey respondents expressed dissatisfaction:

- Internet services that are reliable and fast (Core Items #1 & #2)
- Wireless internetcoverage (Core Item #3)
- Cellular coverage on campus (Core Item #4)
- Easy-to-use campus web sites and online services (Core Item #5) Technology in
- classrooms and other meeting areas (Core Item #8) Knowledgeable help and
- timely resolution of problems (Core Items #10 & #11) University information
- systems such as Banner and UNCGenie (Custom Item #4) File storage other than
- Box (Custom Item #6)
- Computer labs (Custom Item #8)

In FY 15-16, ITS managers responsible for these action plans will provide updates to these plans in approximately six months intervals. For more information regarding the TechQual Survey and ITS's response, visit the ITS metrics site at <http://its.uncg.edu/metrics>.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final **SPAP05: 2014-2015 Action Plan to Provide Technology Services that Meet Client Expectations****Providing Department:** Information Technology Services**Action Plan Description**

In FY 15-16, ITS managers will coordinate resources and guide efforts to improve services in the following areas, as identified by TechQual action plans:

- Internet services that are reliable and fast (Core Items #1 & #2)
- Wireless internetcoverage (Core Item #3)
- Cellular coverage on campus (Core Item #4)
- Easy-to-use campus web sites and online services (Core Item #5) Technology in
- classrooms and other meeting areas (Core Item #8) Knowledgeable help and
- timely resolution of problems (Core Items #10 & #11) University information
- systems such as Banner and UNCGenie (Custom Item #4) File storage other than
- Box (Custom Item #6)
- Computer labs (Custom Item #8)

ITS will measure progress against these plans at 6-month intervals.


**Action Plan Follow-up****Start Date:** 7/1/2014**End Date:** 6/30/2016**Entry Status:** Final**SPO18: Reliable and Effective Core Technology Services - Website Hosting****Providing Department:** Information Technology Services**Description**

Provide a stable web environment to share information with a variety of audiences in support of the University's mission.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Objective Status:** In Progress

**Entry Status:** Final

**Related Items**

 **SPM31: % Uptime for Academic Year - LAMP Web Environment**  
**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:** 7/1/2014

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

**Entry Status:** Final

  **SPF31: 2014-2015 Finding for SPM31**

**Providing Department:** Information Technology Services

**Target**

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

**Finding Status:** Exceeded

**Description and Analysis**

FY 14-15 is the first year that ITS has measured uptime for its LAMP web hosting environment. It had an uptime of 99.948%, which exceeds the goal of 99.900%.


**Attachment**

No items to display.

**Start Date:** 7/1/2014

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

**Entry Status:** Final

 **SPM32: % Uptime for Academic Year - UNIX Web Environment**  
**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:** 7/1/2014

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

**Entry Status:** Final

  **SPF32: 2014-2015 Finding for SPM32**

**Providing Department:** Information Technology Services

**Target**

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

**Finding Status:** Exceeded

**Description and Analysis**

FY 14-15 is the first year that ITS has measured uptime for its UNIX web hosting environment. It had an uptime of 99.995%, which exceeds the goal of 99.900%.

**Attachment**

No items to display.

**Start Date:** 7/1/2014

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

**Entry Status:** Final

 **SPM33: % Uptime for Academic Year - Windows Web Hosting**  
**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:** 7/1/2014

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

**Entry Status:** Final

 **SPF33: 2014-2015 Finding for SPM33****Providing Department:** Information Technology Services**Target**

99.900% uptime (&lt; 8.76 hours of unplanned downtime/year)

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

FY 14-15 is the first year that ITS has measured uptime for its Windows web hosting environment. It had an uptime of 100%, which exceeds the goal of 99.900%.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final **SPM34: % Uptime for Academic Year - WordPress MultiSite Web Environment****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:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final **SPF34: 2014-2015 Finding for SPM34****Providing Department:** Information Technology Services**Target**

99.900% uptime (&lt; 8.76 hours of unplanned downtime/year)

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

FY 14-15 is the first year that ITS has measured uptime for its WordPress Multi-Site web hosting environment. It had an uptime of 99.998%, which exceeds the goal of 99.900%.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final **SPO19: Reliable and Effective Core Technology Services - Canvas****Providing Department:** Information Technology Services**Description**

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

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Objective Status:** In Progress**Entry Status:** Final**Related Items** **SPM35 : % Uptime for Academic Year - Canvas****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:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final

 **SPF35: 2014-2015 Finding for SPM35****Providing Department:** Information Technology Services**Target**

99.900% uptime (&lt; 8.76 hours of unplanned downtime/year)

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

ITS began measuring uptime for the Canvas Learning Management System during FY 14-15, but a full year's worth of data is not available. Thus, this goal has been eliminated for FY 14-15. Reporting of Canvas uptime will begin in FY 15-16.

**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final **SPM38 : Client Satisfaction - Canvas****Providing Department:** Information Technology Services**Source of Evidence**

Source of Evidence TechQual+ Technology Services Survey - "satisfaction rating"\* results

\*Beginning with the Fall 2014 TechQual+ survey, ITS modified UNCG "custom" items to use a 5-point scale (Very Dissatisfied to Very Satisfied) for respondents to indicate their level of satisfaction with a service. Respondents are considered to be dissatisfied if they rate their satisfaction level as "Very Dissatisfied" or "Dissatisfied". Results of the TechQual+ survey are published on the ITS Metrics website at <http://its.uncg.edu/metrics>.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final **SPF38: 2014-2015 Finding for SPM38****Providing Department:** Information Technology Services**Target**

The response rate for this item about Canvas (Custom Item #3) was less than half of the response rate for other items on the 2014 TechQual+ survey because the service was so new at the time. The data is considered to be unreliable, and no satisfaction level target was set for FY14-15.

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

Due to the newness of the service and disproportionately low response rate for the Canvas TechQual+ 2014 item, the client satisfaction goal was eliminated for FY 14-15, but will be used in future years.


**Attachment**

No items to display.

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Entry Status:** Final**SPO20: Reliable and Effective Core Technology Services - File Storage****Providing Department:** Information Technology Services**Description**

Provide file storage solutions that meet the needs of faculty, staff, and students, while adhering to information protection standards as required by the [University's DataClassification Policy](#).

**Start Date:** 7/1/2014**End Date:** 6/30/2015**Objective Status:** In Progress**Entry Status:** Final**Related Items**

 **SPM39: Client Satisfaction - Box**  
**Providing Department:** Information Technology Services

**Source of Evidence**

Source of Evidence TechQual+ Technology Services Survey - "satisfaction rating"\* results

\*Beginning with the Fall 2014 TechQual+ survey, ITS modified UNCG "custom" items to use a 5-point scale (Very Dissatisfied to Very Satisfied) for respondents to indicate their level of satisfaction with a service. Respondents are considered to be dissatisfied if they rate their satisfaction level as "Very Dissatisfied" or "Dissatisfied". Results of the TechQual+ survey are published on the ITS Metrics website at <http://its.uncg.edu/metrics>.

**Start Date:** 7/1/2014

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

**Entry Status:** Final

  **SPF39 : 2014-2015 Finding for SPM39**  
**Providing Department:** Information Technology Services

**Target**

The response rate for this item about Box (Custom Item #5) was less than half of the response rate for other items on the 2014 TechQual+ survey because the service was so new at the time. The data is considered to be unreliable, and no satisfaction level target was set for FY14-15.

**Finding Status:**

**Description and Analysis**

Due to the newness of the service and disproportionately low response rate for the Box TechQual+ 2014 item, the client satisfaction goal was eliminated for FY 14-15, but will be used in future years.

**Attachment**

No items to display.

**Start Date:** 7/1/2014

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

**Entry Status:** Final

 **SPM41: % Uptime for Academic Year - Box**  
**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:** 7/1/2014

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

**Entry Status:** Final

  **SPF41: 2014-2015 Finding for SPM41**  
**Providing Department:** Information Technology Services

**Target**

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

**Finding Status:** Exceeded

**Description and Analysis**

ITS began measuring uptime for Box file storage in September of 2014, so a full year's worth of data is not available for FY 14-15. From September 2014 to June 2015, overall uptime for Box exceeded the 99.900% target with an uptime of 99.994%.

**Attachment**

No items to display.

**Start Date:** 7/1/2014

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

**Entry Status:** Final

**Filter Criteria**

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Prepared by: William Jones

Start and End Dates Filter:

Start Date: 7/1/2014

End Date: 6/30/2015

Common Field Filters:N/A

Custom Field Filters:

**Division Mission Statement** *No custom fields for this data type.*

**Division Objective** *No custom fields for this data type.*