

Information Services Assessment 2018-2019

IS Strategic Objective	Institutional Goal	Outcome	Measure	Target	Findings
Infrastructure and Security: Provide a robust, reliable, and secure infrastructure to enhance the institution's business and academic functions.	Promote Academic Excellence (obj 2) Improve Operational Effectiveness (obj 1,3)	Availability: Improve security monitoring capabilities	Deployment – Deployment of Windows Defender ATP for end-point protection	Complete deployment	ATP deployment complete in all labs and server infrastructure. Employee computers will be completed by September 2019.
			Deployment – Deployment of AlertLogic to improve intrusion detection capabilities	Complete deployment	AlertLogic deployed. 234 incidents logged within first month of operation.
			Deployment – Deployment of Security Onion to improve intrusion detection capabilities	Complete deployment	Security Onion deployed in basic configuration
			Deployment – Deployment of Kemp WAP to improve intrusion detection capabilities	Complete deployment	Kemp deployed. 140,000+ events logged within first month of operation
		Security: Improve emergency response and health/safety capabilities	Technology Expansion – expand security camera footprint on campus	Install 20 new security cameras	35 new cameras installed in 6 buildings bring campus total to 139
			Technology Support - test Emergency Communications Team equipment and provide training	Provide training	Equipment relocated to UP suite and tested. Training provided to all UP staff and new members of ERRG
			Technology Expansion – improve cellular capabilities for emergency responders	Establish new cell phone services	Established relationship with Homeland Security to provide priority Verizon cellular service to

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					our first responders during an emergency
Operational Excellence: Leverage existing, emerging, and innovative technologies to drive operational efficiencies, improve business processes, reduce costs, and support data-driven decisions.	Improve Operational Effectiveness (obj. 1, 2,3,4) Focus on Sustainability (obj. 3)	Fiscal Responsibility: Streamline processes within the OneHop Shop	Automation – Automate the student course change request process	Create automation process	Workflow developed in Banner self-service to eliminate paper process
			Automation – Implement process to eliminate manual verification of federal financial aid eligibility and compliance	Implement process	Implementation of ‘Student Outcome Tracking’ Banner module complete
			Automation – Automate scholarship management and data input	Create automation process	Academic Works integration completed to automatically update scholarship information in Banner FinAid module
Learning-centered Institution: Enhance technology resources in support of classroom and remote teaching / learning, student retention, and student success.	Promote Academic Excellence (obj. 2,4) Create Robust and Active Campus Life (obj. 3)	Access: Expand access to FLEX technology and training	Technology Expansion - Expand fleet of mobile streaming carts and FLEX classrooms	Increase FLEX technology in 3 classrooms or spaces on campus	One additional mobile FLEX cart was purchased Installed FLEX technology in Early Childhood classroom
			Training Opportunities - Provide individual and group training opportunities to faculty	Offer minimum 10 training hours	Learning Space Technician attended 18 class sessions to support faculty teaching in FLEX

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			teaching in FLEX pilot groups		Technician provided 2 hours of open office hours for training each week
Staff Development: Create and foster a culture of collaboration, engagement, assessment, and continuous improvement. Support IS staff professional development, retention, and diversity in hiring.	Enhance Diversity and Welcome (obj. 2,3)	Staffing – Increase staffing levels through diverse process	Expand IS staffing levels	Gain approval and advertise for 1 new IS programmer	Search was conducted, but failed due to no qualified applicants. Search will be reopened in FY19-20
	Create Robust and Active Campus Life (obj. 2,4)	Professional Development – Support professional development opportunities for staff	Support professional development	Encourage each IS staff member to attend one professional development training	All staff attended at least 1 professional development training