Information Services Assessment 2019-2020

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:** Automate lab management capabilities to reduce staff effort and increase speed deployment	Automation – Implement a solution to deploy and secure unmanaged Linux machines required by some curriculums	Create automation process	Deployed FOG software to automate remote installation and updating Linux images
		Availability: In response to pandemic, expand capabilities for remote employees and students for academic continuity	Infrastructure Expansion – Provide student access to required lab applications	Establish student access	An instance of Microsoft RDS was deployed to provide remote access to a catalog of lab applications necessary for the engineering curriculums.
			Infrastructure Expansion – Provide access to student network storage from off campus	Establish student storage	All student network drive data was mass migrated to MS OneDrive cloud storage allowing students to access their files from anywhere with an internet connection
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:** Automate lab management capabilities to reduce staff effort and increase speed deployment	Automation – Implement a solution to automate management of our fleet of Mac/Apple computers and devices	Create automation management	Deployed Munki to centrally manage all Mac devices Developed process utilizing Mac Deploy Stick to automate configuration of all Mac OSX computers
			Automation – Implement a solution to automate updates	Create automated updates	Deployed LanCache solution to automate updates and software

			of our custom Esports gaming computers		installation in the Esports arena
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	Installed FLEX technology in one additional classroom during Winter break prior to the pandemic
			Training Opportunities - Provide individual and group training opportunities to faculty teaching in FLEX modality	Offer minimum 10 training hours	Technician provided 30 hours of walk-in FLEX modality training

Technician provided training and support for 79 streamed campus events mostly utilizing our mobile carts |
| **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 FY20-21 if approval during COVID |
| | 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 | Some staff attended professional development training, but others were unable to attend due to COVID cancellations |