

2000-2001 Institutional Effectiveness Plan

Department: Information Systems
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Unit Mission Statement

The Department of Information Systems is dedicated to improving the College's administrative processes through the use of technological solutions while providing comprehensive stewardship of information resources and exceptional customer service.

List of Clients:

- Students
- Other Departments
- Faculty
- Staff
- Administration
- Board of Trustees
- Community
- Reporting Agencies
- Software Support Organizations (SCT, UT-Austin Computation Center, Compaq/Digital)
- Fellow IS Employees
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Intended Outcomes

Department: **Information Systems**

Intended Outcome: 1

IS clients will be satisfied with the quality of IS services

Intended Outcome: 2

IS clients will be satisfied with the level of communication from IS

Intended Outcome: 3

Improved utilization of IS resources

Performance Indicators

Department: Information Systems

Outcome: 1 IS clients will be satisfied with the quality of IS services

Performance Indicator:	A	Simplified process for production runs
Performance Standard		75% of new printer/queue setups during registration periods will be planned for in advance
Fall Activity Plan		Collect and compile production calendars from function offices; actively work with the functional offices to identify and resolve conflicts in advance; establish a Master Production Calendar
Resources Required to Support Fall Activities		Production calendars from functional offices; occasional meetings with functional offices; on-going support of Master Production Calendar
Spring Activity Plan		Continue working with functional offices; maintain and publish the Master Production Calendar on the web; formally document the procedures
Resources Required to Support Spring Activities		Production calendars from functional offices; meetings with functional offices; on-going support by all IS staff to develop and publish Master Production Calendar and procedures
Summer Activity Plan		Continue working with functional offices; maintain and publish the Master Production Calendar; develop system to revise documentation as processes are adjusted
Resources Required to Support Summer Activities		Meetings with functional offices; on-going support to produce, document and revise Master Production Calendar;
Data Sources: (Most recent available unless otherwise noted)		Production calendars from user offices; Master Production Calendar; Client Satisfaction Survey
Supporting Units:		Functional user offices; IS Staff; ITS Client Services; IS Web Applications Specialist

Performance Indicator:	B	End-product satisfaction
Performance Standard		75% reduction in the number of requests received without adequate lead time
Fall Activity Plan		Determine what information is needed from the client to more accurately determine what is truly needed; develop process to collect the information needed; introduce and market the procedure
Resources Required to Support Fall Activities		4-6 weeks to develop a system to collect the base line data; 1-2 additional business days per request to develop the spec sheets; time at staff meetings with client offices
Spring Activity Plan		Implement the new procedures; establish process to monitor; develop comparison reports
Resources Required to Support Spring Activities		College-wide adoption and compliance; 3-4 weeks to develop comparison reports
Summer Activity Plan		Develop process to regularly monitor progress; adjust processes as necessary
Resources Required to Support Summer Activities		Client Satisfaction survey from Client Services
Data Sources: (Most recent available unless otherwise noted)		Base line data re: Num requests w/o adequate information up-front; spec sheets; comparison report; client satisfaction survey
Supporting Units:		ITS Client Services; all IS staff, IS Web Applications Specialist

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		

Performance Indicators

Department: Information Systems

Outcome: 1 IS clients will be satisfied with the quality of IS services

Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Information Systems

Outcome: 2 IS clients will be satisfied with the level of communication from IS

Performance Indicator:	A	Improved inter-department communication (department to department)
Performance Standard		75% of those responding to the Client Satisfaction Survey will say that they are satisfied or very satisfied with the level of communication from IS in servicing their request
Fall Activity Plan		Acknowledge requests promptly; personalize communication; provide more information on the web; increase the number of face-to-face meetings with clients
Resources Required to Support Fall Activities		4-6 weeks to develop system to acknowledge requests received; on-going support of the new procedures from all staff involved; on-going support of the IS departmental web site from IS Web Applications Specialist
Spring Activity Plan		complete implementation of new procedures; monitor the processes closely and make adjustments as needed; formally document the procedures
Resources Required to Support Spring Activities		first half of spring to monitor; second to document
Summer Activity Plan		Continue working with functional offices; maintain and publish the Master Production Calendar; develop system to revise documentation as processes are adjusted
Resources Required to Support Summer Activities		On-going support from all IS staff and IS Web Applications Specialist; open lines of communications with clients
Data Sources: (Most recent available unless otherwise noted)		Client Satisfaction Survey; documents to publish on the web
Supporting Units:		ITS Client Services; OIRE; all IS staff; IS Web Applications Specialist

Performance Indicator:	B	Improved intra-department communication among all sections of IS
Performance Standard		75% of respondents IS Internal Satisfaction Survey will say they are satisfied or very satisfied with the internal communication in our department
Fall Activity Plan		develop system of internal requests; acknowledge requests promptly; personalize communication; determine what information would be helpful for us on the web; increase number of face-to-face meetings
Resources Required to Support Fall Activities		4-6 weeks to assess internal procedures and determine new processes; documents to publish on the web; support of the IS departmental web site from IS Web Applications Specialist
Spring Activity Plan		Implement the new processes; maintain information on web site; formally document the procedures
Resources Required to Support Spring Activities		On-going support by all IS staff and IS Web Applications Specialist
Summer Activity Plan		Develop process to regularly monitor progress; adjust processes as necessary; revise documentation
Resources Required to Support Summer Activities		On-going support by all IS staff and IS Web Applications Specialist
Data Sources: (Most recent available unless otherwise noted)		IS Internal Satisfaction Survey; documents to publish on the web
Supporting Units:		OIRE; all IS staff; IS Web Applications Specialist

Performance Indicators

Department: **Information Systems**

Outcome: 2 IS clients will be satisfied with the level of communication from IS

Performance Indicator:	C
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	D
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Information Systems

Outcome: 3 Improved utilization of IS resources

Performance Indicator:	A	Improved Systems & Operations staff productivity
Performance Standard		75% of new printer/queue setups during registration periods will be planned for in advance
Fall Activity Plan		Increase communication with TSS; Systems Programmer attend the Registration meetings; reassess the entire process of setting up new printers during registration and determine possible solutions for improvement; identify solutions achievable for spring registration and pursue those.
Resources Required to Support Fall Activities		first half of fall to assess the process and determine solutions; second half to implement 'eligible' solutions
Spring Activity Plan		Continue communication with TSS; assess other potential solutions; formally document the procedures
Resources Required to Support Spring Activities		On-going support by all IS Systems & Operations staff
Summer Activity Plan		continually refine communication with TSS; develop process to regularly monitor progress; adjust processes as necessary; revise documentation
Resources Required to Support Summer Activities		On-going support by all IS Systems & Operations staff; open lines of communication with TSS
Data Sources: (Most recent available unless otherwise noted)		list of planned printer/queue setups for each registration period; list of printers/queues actually set up each registration period
Supporting Units:		ITS Technology Support Services; IS Systems & Operations staff; System Programmer

Performance Indicator:	B	Increased programmer productivity
Performance Standard		75% reduction in the number of requests received without adequate lead time
Fall Activity Plan		establish base line data for first six months; determine lead times needed for the different types of requests; develop the procedures; introduce the procedures
Resources Required to Support Fall Activities		4-6 weeks to develop a system to collect the base line data, establish lead times, and develop the procedure; time at staff meetings with client offices
Spring Activity Plan		Implement the new procedures; enforce the lead time guidelines; determine process to monitor compliance and effectiveness; determine the type of comparison reports needed
Resources Required to Support Spring Activities		College-wide adoption and compliance; 4-6 weeks to determine comparison reports
Summer Activity Plan		Establish process to regularly monitor progress; adjust processes as necessary; formally document the procedures
Resources Required to Support Summer Activities		On-going support by all IS programming staff; on-going compliance of guidelines from client offices
Data Sources: (Most recent available unless otherwise noted)		Documented IS Lead Time Requirements; comparison reports
Supporting Units:		IS Applications Programming staff; Applications Manager; IS Internal Applications Programmer (same person as Web Applications Specialist)

Performance Indicator:	C	
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Performance Indicators

Department: **Information Systems**

Outcome: **3** Improved utilization of IS resources

Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	D
Performance Standard	
Fall Activity Plan	
Resources Required to Support Fall Activities	
Spring Activity Plan	
Resources Required to Support Spring Activities	
Summer Activity Plan	
Resources Required to Support Summer Activities	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	