



## Intended Outcomes

Department: **Technology Resources**

---

**Intended Outcome: 1**

TR staff will be better prepared to manage the department

**Intended Outcome: 2**

TR will improve its quality of service

**Intended Outcome: 3**

TR will improve on standardization of computers throughout the District.

**Intended Outcome: 4**

TR will implement security policies and procedures

## Performance Indicators

**Department:** Technology Resources

**Outcome: 1** TR staff will be better prepared to manage the department

<b>Performance Indicator:</b>	<b>A</b>	A detailed training schedule will be developed
<b>Performance Standard</b>		All staff will attend at least one training session that is appropriate for his or her duties, responsibilities and assignments
<b>Fall Activity Plan</b>		Training needs will be determined and training will be scheduled.
<b>Resources Required to Support Fall Activities</b>		Staff time
<b>Spring Activity Plan</b>		discuss training results and re-evaluate needs and make adjustments
<b>Resources Required to Support Spring Activities</b>		Staff time
<b>Summer Activity Plan</b>		Look for areas that need improvement
<b>Resources Required to Support Summer Activities</b>		Staff time
<b>Data Sources: (Most recent available unless otherwise noted)</b>		Training schedules , sign in sheets, and certificates of completion
<b>Supporting Units:</b>		Director of Technology Resources

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

<b>Performance Indicator:</b>	<b>C</b>	
<b>Performance Standard</b>		
<b>Fall Activity Plan</b>		
<b>Resources Required to Support Fall Activities</b>		
<b>Spring Activity Plan</b>		
<b>Resources Required to Support Spring Activities</b>		
<b>Summer Activity Plan</b>		

## Performance Indicators

**Department:** Technology Resources

**Outcome: 1** TR staff will be better prepared to manage the department

<b>Resources Required to Support Summer Activities</b>	
<b>Data Sources: (Most recent available unless otherwise noted)</b>	
<b>Supporting Units:</b>	

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

## Performance Indicators

**Department:** Technology Resources

---

**Outcome: 2** TR will improve its quality of service

<b>Performance Indicator:</b>	<b>A</b>	TR will improve the lines of communication with all other divisions and departments
<b>Performance Standard</b>		TR will be aware of other departments' policies and procedures
<b>Fall Activity Plan</b>		TR will gather copies of all other departments procedures handbook
<b>Resources Required to Support Fall Activities</b>		Procedures handbook, staff time
<b>Spring Activity Plan</b>		TR will review all procedures and identify those items that involve TR and try to improve on and work with those procedures
<b>Resources Required to Support Spring Activities</b>		all department directors and managers.
<b>Summer Activity Plan</b>		Look for areas that need improvement
<b>Resources Required to Support Summer Activities</b>		all department directors and managers
<b>Data Sources: (Most recent available unless otherwise noted)</b>		policy and procedures handbooks, meeting sign in logs
<b>Supporting Units:</b>		all departments

<b>Performance Indicator:</b>	<b>B</b>	TR will work closely with CS department to monitor client requests
<b>Performance Standard</b>		TR will schedule at least once every two weeks
<b>Fall Activity Plan</b>		
<b>Resources Required to Support Fall Activities</b>		
<b>Spring Activity Plan</b>		
<b>Resources Required to Support Spring Activities</b>		
<b>Summer Activity Plan</b>		
<b>Resources Required to Support Summer Activities</b>		
<b>Data Sources: (Most recent available unless otherwise noted)</b>		
<b>Supporting Units:</b>		

<b>Performance Indicator:</b>	<b>C</b>	TR will work closely with Facilities dept in order to improve on response time for service calls involving facilities
<b>Performance Standard</b>		TR will initiate communication with facilities in order to improve on the current procedures for such service calls
<b>Fall Activity Plan</b>		Determine current procedures and identify areas that can use improvement so that service calls can be responded to in a more timely manner
<b>Resources Required to Support Fall Activities</b>		Director of Facilities and TR departments
<b>Spring Activity Plan</b>		Implement new procedures for closing service calls that involve facilities
<b>Resources Required to Support Spring Activities</b>		Director of Facilities and TR

## Performance Indicators

Department: **Technology Resources**

Outcome: 2 TR will improve its quality of service

<b>Summer Activity Plan</b>	evaluate new procedures and identify those areas that need improvement
<b>Resources Required to Support Summer Activities</b>	Technicians, Dir. Of TR and Facilities and coordinator of CS.
<b>Data Sources: (Most recent available unless otherwise noted)</b>	new procedures manual
<b>Supporting Units:</b>	CS, TR, and Facilities

<b>Performance Indicator:</b>	<b>D</b> Reconstruct Tech Resources Web Site in order to provide online customer services
<b>Performance Standard</b>	Website will contain at least two types of customer services
<b>Fall Activity Plan</b>	Determine which services can be best improved by having them accessible on line and develop pilot web pages
<b>Resources Required to Support Fall Activities</b>	Project Manager, CS, Tech Resources
<b>Spring Activity Plan</b>	Introduce new web services to production web site.
<b>Resources Required to Support Spring Activities</b>	Project Manager, Web Master, CS, Tech Resources
<b>Summer Activity Plan</b>	evaluate website and measure its use
<b>Resources Required to Support Summer Activities</b>	Webmaster, CS, Tech Resources
<b>Data Sources: (Most recent available unless otherwise noted)</b>	Website, Reports on Website Use
<b>Supporting Units:</b>	VP for Information and Technology, CS, Tech Resources

## Performance Indicators

**Department:** Technology Resources

**Outcome: 3** TR will improve on standardization of computers throughout the District.

<b>Performance Indicator:</b>	<b>A</b>	TR will improve on the current technology purchasing procedures
<b>Performance Standard</b>		Develop a complete purchasing procedure
<b>Fall Activity Plan</b>		Will meet with Purchasing department in order to evaluate what is needed to improve procedures
<b>Resources Required to Support Fall Activities</b>		Current purchasing procedures handbook
<b>Spring Activity Plan</b>		meet with all department directors and introduce new technology purchasing procedures
<b>Resources Required to Support Spring Activities</b>		all department directors and managers
<b>Summer Activity Plan</b>		implement new technology purchasing procedures
<b>Resources Required to Support Summer Activities</b>		
<b>Data Sources: (Most recent available unless otherwise noted)</b>		new technology purchasing procedures manual
<b>Supporting Units:</b>		VP for Information and Technology

<b>Performance Indicator:</b>	<b>B</b>	Develop pc software standards
<b>Performance Standard</b>		There will be predetermined number of pc software configurations
<b>Fall Activity Plan</b>		Do a software needs assessment of all departments
<b>Resources Required to Support Fall Activities</b>		all department directors and managers.
<b>Spring Activity Plan</b>		develop workstation images and store on local servers for quick downloads
<b>Resources Required to Support Spring Activities</b>		TSS, Tech. Resources
<b>Summer Activity Plan</b>		Test the downloading of images to workstations and fix any problems.
<b>Resources Required to Support Summer Activities</b>		TSS, CS, Tech Resources
<b>Data Sources: (Most recent available unless otherwise noted)</b>		Procedures manual for storing and downloading of images to workstations
<b>Supporting Units:</b>		All Departments

<b>Performance Indicator:</b>	<b>C</b>	Introduce and implement the concept of a departmental technology contact person
<b>Performance Standard</b>		Every facility will have a designated technology contact person
<b>Fall Activity Plan</b>		Meet with all departments in order to determine who will be the designated contact person
<b>Resources Required to Support Fall Activities</b>		CS, TSS,
<b>Spring Activity Plan</b>		Work closely with CS and implement new service call procedure in accordance with policies regarding the contact person
<b>Resources Required to Support Spring Activities</b>		CS, All departments' contact person

## Performance Indicators

**Department:** Technology Resources

---

**Outcome: 3** TR will improve on standardization of computers throughout the District.

<b>Summer Activity Plan</b>	evaluate current status of the concept of a contact person and identify areas that require improvement
<b>Resources Required to Support Summer Activities</b>	CS, TSS, Tech Resources
<b>Data Sources: (Most recent available unless otherwise noted)</b>	Contact persons procedures manual
<b>Supporting Units:</b>	All Departments

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

## Performance Indicators

**Department:** Technology Resources

**Outcome: 4** TR will implement security policies and procedures

<b>Performance Indicator:</b>	<b>A</b>	Develop and implement plans for logically securing computers.
<b>Performance Standard</b>		All computers will have controlled access to software
<b>Fall Activity Plan</b>		Determine to what security level different users require at specific locations and plan accordingly
<b>Resources Required to Support Fall Activities</b>		CS, Tech Resources
<b>Spring Activity Plan</b>		Configure workstations with appropriate user level security in order to protect configuration
<b>Resources Required to Support Spring Activities</b>		CS, Tech Resources, Project Management
<b>Summer Activity Plan</b>		Interview lab managers for feedback on the impact of new security measures
<b>Resources Required to Support Summer Activities</b>		Lab managers, CS, Tech Resources
<b>Data Sources: (Most recent available unless otherwise noted)</b>		Policies manual for Workstation Security
<b>Supporting Units:</b>		VP for Information and Technology

<b>Performance Indicator:</b>	<b>B</b>	Develop and implement plans for physically securing computers and networking hardware
<b>Performance Standard</b>		50% of all computers and 50% of all networking hardware will have controlled access.
<b>Fall Activity Plan</b>		Make assessment of all locations and determine those with greater security needs
<b>Resources Required to Support Fall Activities</b>		TSS, CS, Tech Resources
<b>Spring Activity Plan</b>		Determine level of security needed and find solutions accordingly
<b>Resources Required to Support Spring Activities</b>		TSS,CS
<b>Summer Activity Plan</b>		Implement new solution in areas that have been designated as needing security measures
<b>Resources Required to Support Summer Activities</b>		TSS, CS, Tech Resources
<b>Data Sources: (Most recent available unless otherwise noted)</b>		Invoices of new security tools
<b>Supporting Units:</b>		VP for Information and Technology

<b>Performance Indicator:</b>	<b>C</b>	
<b>Performance Standard</b>		
<b>Fall Activity Plan</b>		
<b>Resources Required to Support Fall Activities</b>		
<b>Spring Activity Plan</b>		
<b>Resources Required to Support Spring Activities</b>		

## Performance Indicators

**Department:** Technology Resources

---

**Outcome: 4** TR will implement security policies and procedures

<b>Summer Activity Plan</b>	
<b>Resources Required to Support Summer Activities</b>	
<b>Data Sources: (Most recent available unless otherwise noted)</b>	
<b>Supporting Units:</b>	

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