

## Actual Outcomes & Implications

### Technology Resources

Technology Resources is committed to providing South Texas Community College's students, faculty, and staff with innovative technology, effective security measures and unprecedented quality of service.

#### Intended Outcome:

01 TR staff will be better prepared to manage the department

#### Performance Indicator:

01A A detailed training schedule will be developed

#### Performance Standard:

All staff will attend at least one training session that is appropriate for his or her duties, responsibilities and assignments

#### Actual Outcome:

Several staff members attended various training related to their field of work or a specific project they were working on.

#### Implication for Next Year:

Need to make a more defined schedule of actual training needs, and find new training for changing trends.

See 4B, C and D in Technology Resources 2001-02 IE Plan.

TECHNOLOGY RESOURCES, TECHNOLOGY SUPPORT SERVICES, AND INFORMATION SYSTEMS ARE BEING COMBINED INTO ONE UNIT IN 2001-02, WITH A SINGLE IE REPORT UNDER "TECHNOLOGY RESOURCES."

#### Intended Outcome:

02 TR will improve its quality of service

#### Performance Indicator:

02A TR will improve the lines of communication with all other divisions and departments

#### Performance Standard:

TR will be aware of other departments' policies and procedures

#### Actual Outcome:

Not successful in communicating with all departments.

#### Implication for Next Year:

Will reestablish contact with the liaisons.

See 4B in Technology Resources 2001-02 IE Plan.

TECHNOLOGY RESOURCES, TECHNOLOGY SUPPORT SERVICES, AND INFORMATION SYSTEMS ARE BEING COMBINED INTO ONE UNIT IN 2001-02, WITH A SINGLE IE REPORT UNDER "TECHNOLOGY RESOURCES."

## Actual Outcomes & Implications

### Performance Indicator:

02C TR will work closely with Facilities dept in order to improve on response time for service calls involving facilities

#### Performance Standard:

TR will initiate communication with facilities in order to improve on the current procedures for such service calls

#### Actual Outcome:

Held meetings with Facilities to plan for projects involving both departments. Working on procedures for service calls that require participation from both departments.

#### Implication for Next Year:

Continue to meet with Facilities to finalize procedures.

See 1E in Technology Resources 2001-02 IE Plan.

TECHNOLOGY RESOURCES, TECHNOLOGY SUPPORT SERVICES, AND INFORMATION SYSTEMS ARE BEING COMBINED INTO ONE UNIT IN 2001-02, WITH A SINGLE IE REPORT UNDER "TECHNOLOGY RESOURCES."

### Performance Indicator:

02D Reconstruct Tech Resources Web Site in order to provide online customer services

#### Performance Standard:

Website will contain at least two types of customer services

#### Actual Outcome:

Only did minor improvements on website. Standard was not met.

#### Implication for Next Year:

Will omit from next year's plan

### Intended Outcome:

03 TR will improve on standardization of computers throughout the District.

## Actual Outcomes & Implications

### Performance Indicator:

03A TR will improve on the current technology purchasing procedures

#### Performance Standard:

Develop a complete purchasing procedure

#### Actual Outcome:

Standard not fully met. Have begun to standardize on the purchase of computers. Posted standard hardware specifications for computers on the web.

#### Implication for Next Year:

Will work on a complete standardization of technology throughout the district, including computers, peripherals, and phones.

See 1A in Technology Resources 2001-02 IE Plan.

TECHNOLOGY RESOURCES, TECHNOLOGY SUPPORT SERVICES, AND INFORMATION SYSTEMS ARE BEING COMBINED INTO ONE UNIT IN 2001-02, WITH A SINGLE IE REPORT UNDER "TECHNOLOGY RESOURCES."

### Performance Indicator:

03B Develop pc software standards

#### Performance Standard:

There will be predetermined number of pc software configurations

#### Actual Outcome:

Standard not fully met. Began to create images for some of the computers throughout the district.

#### Implication for Next Year:

Need to standardize the type of computers we purchase so that we can have a smaller number of images, and software will be standardized easier.

See 1A and B in Technology Resources 2001-02 IE Plan.

TECHNOLOGY RESOURCES, TECHNOLOGY SUPPORT SERVICES, AND INFORMATION SYSTEMS ARE BEING COMBINED INTO ONE UNIT IN 2001-02, WITH A SINGLE IE REPORT UNDER "TECHNOLOGY RESOURCES."

## Actual Outcomes & Implications

### Performance Indicator:

03C Introduce and implement the concept of a departmental technology contact person

**Performance Standard:**

Every facility will have a designated technology contact person

**Actual Outcome:**

Did not assign a departmental technology contact person.

**Implication for Next Year:**

Need to reestablish contact with the liaisons See 4B in Technology Resources 2001-02 IE Plan.

TECHNOLOGY RESOURCES, TECHNOLOGY SUPPORT SERVICES, AND INFORMATION SYSTEMS ARE BEING COMBINED INTO ONE UNIT IN 2001-02, WITH A SINGLE IE REPORT UNDER "TECHNOLOGY RESOURCES."

### Intended Outcome:

04 TR will implement security policies and procedures

### Performance Indicator:

04A Develop and implement plans for logically securing computers.

**Performance Standard:**

All computers will have controlled access to software

**Actual Outcome:**

Did not implement plans to secure computers. Researched Fortress software to prevent tampering with software installed on computers.

**Implication for Next Year:**

Will purchase Fortress or similar software and will deploy district wide.

See 3A in Technology Resources 2001-02 IE Plan.

TECHNOLOGY RESOURCES, TECHNOLOGY SUPPORT SERVICES, AND INFORMATION SYSTEMS ARE BEING COMBINED INTO ONE UNIT IN 2001-02, WITH A SINGLE IE REPORT UNDER "TECHNOLOGY RESOURCES."

## Actual Outcomes & Implications

### Performance Indicator:

04B Develop and implement plans for physically securing computers and networking hardware

#### Performance Standard:

50% of all computers and 50% of all networking hardware will have controlled access.

#### Actual Outcome:

Did not develop and implement plans for physically securing computers. Have begun process to secure all wiring closets.

#### Implication for Next Year:

Will continue to secure all wiring closets. Will develop plan to secure computers.

See 3B in Technology Resources 2001-02 IE Plan.

TECHNOLOGY RESOURCES, TECHNOLOGY SUPPORT SERVICES, AND INFORMATION SYSTEMS  
ARE BEING COMBINED INTO ONE UNIT IN 2001-02, WITH A SINGLE IE REPORT UNDER  
"TECHNOLOGY RESOURCES."