

Actual Outcomes & Implications

Technology Support Services

TSS is committed to quality in implementing and supporting technology, providing effective technical consulting services, and enhancing instruction for student development, administration, and general operations throughout the STCC community.

Intended Outcome:

01 TSS staff will have the necessary resources to effectively perform their job functions

Performance Indicator:

01A Skills Development Plan

Performance Standard:

Eighty percent of TSS staff will receive the appropriate training and become certified by March

Actual Outcome:

Only two out of seven technicians have received their N+ Certification. Standard not met.

Implication for Next Year:

Continue preparing for certification exams in September

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

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Performance Indicator:

01B TSS staff will have appropriate equipment, software, and on-line technical support to perform their duties

Performance Standard:

TSS staff will develop a standard equipment list

Actual Outcome:

Have created a list of tools staff needs to have to perform their job function. Supplied each technician with the tools they needed.

Implication for Next Year:

Develop a list of appropriate software and hardware that staff needs to perform their job function.

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

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Performance Indicator:

01C TSS staff will have adequate accessibility to STCC buildings and technology rooms

Performance Standard:

Technicians do not lose time waiting for doors and locks to be opened

Actual Outcome:

Standard partially met. Have acquired keys to 90% of the technology rooms, however still have to wait for offices, and labs to be opened when clients are not there.

Implication for Next Year:

Will change locks on wiring closets to combination locks. Will work with Facilities to get access to buildings and offices after hours if needed.

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

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Performance Indicator:

01D Increase communication with Client Services

Performance Standard:

TSS and CS will agree on issues to improve on and meet seventy percent of the concerns

Actual Outcome:

TSS and CS met on a regular basis for a while but meetings stopped after a couple of months. Standard not met.

Implication for Next Year:

Will open communications with CS once again.

See 2A-D, 4A-C in Technology Resources 2001-02 IE Plan.

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Intended Outcome:

02 TSS will exercise proactive planning in response to new and changing requests from clients

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Performance Indicator:

02A Increased communication between TSS and its clients

Performance Standard:

TSS will attend Coordinated Operations Council committee and Planning and Developmental Council Committee meetings or Eighty percent of clients will agree that TSS kept them informed of work order status

Actual Outcome:

Standard partially met. Attended some PDC meetings, however don't have documentation on whether or not clients were informed on work order status.

Implication for Next Year:

TSS will provide status on work orders before a client calls in.

See 2B-D in Technology Resources 2001-02 IE Plan.

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Performance Indicator:

02B Increase in work requests completed by date needing completion

Performance Standard:

Eighty percent of work requests will be completed within ten working days

Actual Outcome:

Standard not met. 55% of work requests were completed within ten working days.

Implication for Next Year:

80% of work requests will be completed within ten working days.

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

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Performance Indicator:

02C NONE

Performance Standard:

NONE

Actual Outcome:

Implication for Next Year:

Performance Indicator:

02D NONE

Performance Standard:

NONE

Actual Outcome:

Implication for Next Year:

Intended Outcome:

03 TSS will have effective security methods in place for controlling access to information

Performance Indicator:

03A Systematic change of passwords to telecommunications and information systems

Performance Standard:

TSS will develop a password changing procedure and initiate an awareness campaign

Actual Outcome:

Began development of password changing procedure.

Implication for Next Year:

Password changing procedures will be implemented.

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

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Performance Indicator:

03B Systematic approach to system wide data backup and contingency plan

Performance Standard:

TSS will maintain routine backups of NT servers for system and data recovery

Actual Outcome:

Backups of all servers were performed weekly.

Implication for Next Year:

Continue with backup procedures. Will need to purchase resources for backups.

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

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Performance Indicator:

03C NONE

Performance Standard:

NONE

Actual Outcome:

Implication for Next Year:

Performance Indicator:

03D NONE

Performance Standard:

NONE

Actual Outcome:

Implication for Next Year:

Intended Outcome:

04 TSS clients will be satisfied with the quality of service provided by technical and clerical staff

Actual Outcomes & Implications

Performance Indicator:

04A Decrease in the total number of complaints

Performance Standard:

Decrease the total number of complaints by forty percent

Actual Outcome:

Standard not met. There was a decrease in the number of complaints this year by 38%.

Implication for Next Year:

Continue to improve on the quality of service provided by TSS.
See 2A-D, 4A, 4B, and 4C in Technology Resources 2001-02 IE Plan.

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Performance Indicator:

04B Increase in positive feedback

Performance Standard:

Positive feedback received from clients increased by forty percent

Actual Outcome:

Standard not met. Positive feedback increased this past year by 16%.

Implication for Next Year:

Continue to improve the quality of service provided by TSS.

See 2A-D, 4A, 4B and 4C in Technology Resources 2001-02 IE Plan.

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Performance Indicator:

04C Improve the physical aspect of our network

Performance Standard:

Reduce down time and increase performance of the network

Actual Outcome:

Improved network performance with installation of new servers and reduced downtime.

Implication for Next Year:

Upgrade network at various locations throughout the District.

See 1G and 2A in Technology Resources 2001-02 IE Plan.

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Performance Indicator:

04D NONE

Performance Standard:

NONE

Actual Outcome:

Implication for Next Year:

Intended Outcome:

05 TSS will maintain appropriate procedures for departmental processes

Actual Outcomes & Implications

Performance Indicator:

05A Review and modify handbook of office procedures

Performance Standard:

All TSS members will have input on the revision of the handbook of office procedures

Actual Outcome:

Did not revise handbook completely. TSS staff members gave input and revised plan by 30%.

Implication for Next Year:

Finish revising handbook.

Implement and train employees in procedures.

Monitor exceptions and address.

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

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