

Department: Information Systems
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98-99 IE Plan Responses to Performance Standards

Outcome	Performance Indicator	Actual Results and Responses to Performance Standard
1	A	The ITS Help Desk does not currently support Information Systems. The integration of Information Systems into the Help Desk operations is planned for this fiscal year.
	B	To achieve accuracy, programmers maintain close contact with clients, provide sample reports and test runs for user review before implementing in the live production environment. To help assess client satisfaction, we implemented a process where reports from the daily runs were randomly selected and their recipients contacted to assure they received the desired report. This didn't work too well because roughly 90% of what we do is for 10% of the client base.... we were contacting the same folks over and over, and it was not being effective. The process has been suspended and is currently being reevaluated.
	C	
	D	
2	A	Voice Registration has not been fully implemented. The Voice Response Unit and the software were installed in Fall 1998. Originally, the unit was purchased with the additional feature to convert text-to-speech. We configured the system for text-to-speech, and worked with the Admissions Office to set the pronunciation, pitch, rate, and speed. A pilot test was done during the spring 1999 registration, and it was later decided that voice recordings should be used instead of the text-to-speech. This changed the implementation plan. Shortly thereafter, key team members, from both Admissions and Information Systems, resigned their positions. To continue this project, it was decided to hire a consultant. Arrangements were made to bring the consultant on board over the summer, however, the enrollment audit, registration, and other pressing needs kept it from becoming a reality. The plan still is to bring the consultant on board and pursue this project.
	B	Electronic Data Interchange (EDI) has not been fully implemented. The hardware and the software were installed in Spring 1999. Outside consultants were hired to assist in the implementation. The next step is to complete the data mapping. Because of the enrollment audit, registration and other pressing needs, Admissions was unable to complete the data mapping. Once the data mapping is complete, the next phase is testing, followed by implementation.
	C	Y2k compliance in Information Systems involves two areas, systems and applications. Systems is concerned with the hardware and operating system. Applications is concerned with the IA applications, FRS, HRS and SIS. For systems, we purchased and installed a new, y2k-compliant computer system (Alpha 4100, named APOLLO) Additional patches to the operating system have been released and implemented. We are currently in the process of migrating from the current system, RALPHA, to the new, y2k-compliant, APOLLO. We continue to monitor and apply any additional patches as they are released. For applications, we acquired the y2k enhancements for all IA applications. SIS was implemented over Spring Break, 1999. FRS was implemented in July, and HRS in August. The software developers, SCT, conducted thorough testing of the applications before releasing them. They deposited key dates into the date fields and tested all of the programs and cycles. To ensure compliance, we continue to monitor and apply corrections as they are released. We will also perform a y2k simulation in all applications later this month and perform mock processing.
	D	
3	A	The Information Resource Management training for Data Owners has not been held. This outcome is no longer being pursued.
	B	The Information Resource Management training for Data Owners has not been held. This outcome is no longer being pursued.
	C	
	D	