

1999-2000 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

Clients will be satisfied with quality of services

Intended Outcome: 2

Use of most current and effective technologies

Intended Outcome: 3

Improved utilization of IS resources

Intended Outcome: 4

Intended Outcome: 5

Intended Outcome: 6

Intended Outcome: 7

Intended Outcome: 8

Intended Outcome: 9

Intended Outcome: 10

Performance Indicators

Department: **Information Systems**

Outcome: 1 Clients will be satisfied with quality of services

Performance Indicator:	A	Dependable timelines
Performance Standard		75% requests will be completed on or before the scheduled date of completion
Fall Activity Plan		Redesign IS request/documentation process utilizing the ITS Help Desk; Introduce and market new process to IS Clients; establish turn-around standards; Develop and publish horizon calendars
Spring Activity Plan		Implement new processes; design/develop reports; monitor progress; adjust processes as necessary
Summer Activity Plan		establish process to regularly monitor progress
Data Sources: (Most recent available unless otherwise noted)		Turn-around report from Track-It! Database
Supporting Units:		Client Services; Information Systems: Applications Manager, Programmers, Administrative Assistant

Performance Indicator:	B	End-product satisfaction
Performance Standard		75% respondents will be satisfied with quality of IS services
Fall Activity Plan		Redesign IS request to include a specifications sheet and a formal evaluation process; Introduce and market new processes to IS Clients;
Spring Activity Plan		Implement new processes; develop process to monitor progress; adjust processes as necessary
Summer Activity Plan		establish process to regularly monitor progress
Data Sources: (Most recent available unless otherwise noted)		Client Satisfaction report
Supporting Units:		Client Services; Information Systems: Applications Manager, Programmers, Administrative Assistant

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

Performance Indicator:	D	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		

Performance Indicators

Department: **Information Systems**

Outcome: 1 Clients will be satisfied with quality of services

Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Information Systems

Outcome: 2 Use of most current and effective technologies

Performance Indicator:	A	Timely implementation of TOSes
Performance Standard		No more than one month lag on TOSes released by Texas Connection (SCT)
Fall Activity Plan		Develop process to keep current with TOSes
Spring Activity Plan		Implement new processes; develop process to monitor progress; adjust processes as necessary establish process to regularly monitor progress
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		TOS List; Implementation log
Supporting Units:		Information Systems: Programmers, Applications Manager

Performance Indicator:	B	Hardware migration
Performance Standard		New hardware will be installed and implemented within six months of arrival
Fall Activity Plan		Migrate from Alpha 2100 (RALPHA) to Alpha 4100 (APOLLO); Upgrade Alpha 2100 to be Y2k-Compliant; Determine Alpha-Cluster configuration; Develop equipment specifications and place the order
Spring Activity Plan		Develop the cluster implementation plan and begin implementation
Summer Activity Plan		Complete Alpha-Cluster implementation and closely monitor cluster performance
Data Sources: (Most recent available unless otherwise noted)		System Logs
Supporting Units:		Information Systems: Systems Programmer, Programmers; Applications Manager

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

Performance Indicator:	D	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
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 Increased programmer productivity
Performance Standard	50% reduction in requests from the Business Office to restore reports from backup cartridges
Fall Activity Plan	
Spring Activity Plan	Implement new method in all three applications (FRS, HRS, SIS); test and evaluate; adjust process as necessary
Summer Activity Plan	Establish process to regularly monitor number of requests for restores from the Business Office
Data Sources: (Most recent available unless otherwise noted)	Request type report from Track-It! Database
Supporting Units:	Information Systems: Programmers, Staff Operator, Administrative Assistant; Applications Manager

Performance Indicator:	B Increased Operator productivity
Performance Standard	Produce a system-generated list for distribution of reports
Fall Activity Plan	Evaluate current method of developing the distribution log; design new method; develop code to produce a system-generated distribution log
Spring Activity Plan	Implement new system for generating distribution log; Evaluate the results
Summer Activity Plan	Establish process to regularly monitor time of delivery
Data Sources: (Most recent available unless otherwise noted)	Distribution log
Supporting Units:	Information Systems: Programmers, Staff Operator, Administrative Assistant; Applications Manager

Performance Indicator:	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	D
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	

Performance Indicators

Department: **Information Systems**

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

Supporting Units:
