



## Intended Outcomes

Department: **Technology Support Services**

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**Intended Outcome: 1**

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

**Intended Outcome: 2**

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

**Intended Outcome: 3**

TSS will have effective security methods in place for controlling access to information systems and tech equipment

**Intended Outcome: 4**

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

**Intended Outcome: 5**

TSS will maintain appropriate procedures for departmental processes

**Intended Outcome: 6**

**Intended Outcome: 7**

**Intended Outcome: 8**

**Intended Outcome: 9**

**Intended Outcome: 10**

## Performance Indicators

Department: Technology Support Services

Outcome: 1 TSS staff will have the necessary resources to effectively perform their job functions

<b>Performance Indicator:</b> A	Professional Development Plan
<b>Performance Standard</b>	All TSS technicians will receive regular training (CBT, videos) and attend technology seminars
<b>Fall Activity Plan</b>	Develop a professional development plan and implement the plan
<b>Spring Activity Plan</b>	Follow up on Fall activity plan and make adjustments as needed to accommodate training
<b>Summer Activity Plan</b>	Dept. meets and discusses results of training log sheet and looks for areas needing improvement
<b>Data Sources: (Most recent available unless otherwise noted)</b>	Training log sheets and Staff development plan
<b>Supporting Units:</b>	Client Services, Project Manager, DL, Cont Ed., Prof Dev Comm, Partnership

<b>Performance Indicator:</b> B	Technicians will have appropriate tools, software, and on-line technical support to perform their duties
<b>Performance Standard</b>	Every technician will agree they have the adequate tools to perform their duties and HR will agree that proper safety gear is being used.
<b>Fall Activity Plan</b>	Meet and discuss what tools and services are needed to increase job performance
<b>Spring Activity Plan</b>	Follow up on Fall activity plan and make adjustments as needed, develop budget and cost estimates
<b>Summer Activity Plan</b>	Inventory all items assigned to staff and ensure that they are fully equipped
<b>Data Sources: (Most recent available unless otherwise noted)</b>	Safety equipment checklist and assigned resources per technician checklist
<b>Supporting Units:</b>	Human Resources ( to ensure proper safety equipment is being used)

<b>Performance Indicator:</b> C	TSS staff will have adequate accessibility to STCC building and technology rooms
<b>Performance Standard</b>	Technicians do not loose time waiting for doors and locks to be opened
<b>Fall Activity Plan</b>	Purchase and install combination key locks in TSS and sample. Look at other options and find out what others are doing.
<b>Spring Activity Plan</b>	#REF!
<b>Summer Activity Plan</b>	Meet with facilities and identify security and accessibility incidents
<b>Data Sources: (Most recent available unless otherwise noted)</b>	Minutes on meetings with facilities, memos, invoices, procedures, combination change logs, invoices
<b>Supporting Units:</b>	Facilities, STCCD, Campus Site Coordinators

<b>Performance Indicator:</b> D	Increase communication within the organization
<b>Performance Standard</b>	TSS and CS will meet regularly to discuss technical and non-technical issues
<b>Fall Activity Plan</b>	Instead of having weekly staff meetings all month long, dedicate some weeks to training sessions
<b>Spring Activity Plan</b>	Adjust calendar to increase or decrease training session types
<b>Summer Activity Plan</b>	Continue with calendar sessions

## Performance Indicators

Department: **Technology Support Services**

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**Outcome: 1** TSS staff will have the necessary resources to effectively perform their job functions

<b>Data Sources: (Most recent available unless otherwise noted)</b>	Staff meetings, email list, training sessions on communication.
<b>Supporting Units:</b>	TSS, CS

## Performance Indicators

Department: Technology Support Services

Outcome: 2 TSS will exercise proactive planning in response to new and changing requests from clients

<b>Performance Indicator:</b>	<b>A</b> Increased Communication between TSS and its clients
<b>Performance Standard</b>	TSS will attend Coordinated Operations Council committee and Planning and Developmental Council Committee meetings
<b>Fall Activity Plan</b>	Get TSS staff on the list of committee meeting attendees, assign staff to attend meetings and discuss new ideas during TSS weekly meetings
<b>Spring Activity Plan</b>	Perform evaluation on process and adjust as needed
<b>Summer Activity Plan</b>	Project all new projects and tasks for 2000 - 2001 year
<b>Data Sources: (Most recent available unless otherwise noted)</b>	TSS meeting attendance log
<b>Supporting Units:</b>	TSS, STCCD

<b>Performance Indicator:</b>	<b>B</b> Increase in work requests completed by date needing completion
<b>Performance Standard</b>	80% of work requests will be completed by date needed
<b>Fall Activity Plan</b>	Follow up on work request with a QAS and find out if clients agree
<b>Spring Activity Plan</b>	Discuss other options that can we do to meet our goal? Talk to clients and get some input. Plan budget in response to client feedback and technology plan
<b>Summer Activity Plan</b>	Hire temporary help for end of summer and beginning of Fall.
<b>Data Sources: (Most recent available unless otherwise noted)</b>	Work requests, QAS from clients
<b>Supporting Units:</b>	OIRE, Client Services

<b>Performance Indicator:</b>	<b>C</b> Technology Planning
<b>Performance Standard</b>	TSS will be consistently involved in TP for its clients
<b>Fall Activity Plan</b>	Initiate Technology Planning Process
<b>Spring Activity Plan</b>	Participate in Technology Planning Processes
<b>Summer Activity Plan</b>	Participate in Technology Planning Processes
<b>Data Sources: (Most recent available unless otherwise noted)</b>	Minutes to technology planning committee and technology roundtable
<b>Supporting Units:</b>	Project Manager, VP-ITS

<b>Performance Indicator:</b>	<b>D</b> Staffing and Budget Planning
<b>Performance Standard</b>	TSS will complete the staffing and budget planning process for 2000 - 2001
<b>Fall Activity Plan</b>	Create a staff and budget plan
<b>Spring Activity Plan</b>	Submit a staff and budget plan
<b>Summer Activity Plan</b>	evaluate staff and budget approved plan
<b>Data Sources: (Most recent available unless otherwise noted)</b>	Memos, minutes to meetings, outsourcing staffing and budget plan
<b>Supporting Units:</b>	Project Manager, VP-ITS

## Performance Indicators

Department: Technology Support Services

Outcome: 3 TSS will have effective security methods in place for controlling access to information systems and tech equipment

<b>Performance Indicator:</b>	<b>A</b>	Secure physical access to all systems equipment
<b>Performance Standard</b>		100% of all telecom rooms can only be accessible by authorized personnel
<b>Fall Activity Plan</b>		
<b>Spring Activity Plan</b>		Identify where locks will be needed. Purchase and install locks throughout district.
<b>Summer Activity Plan</b>		Apply procedure to change security codes and inform appropriate parties
<b>Data Sources: (Most recent available unless otherwise noted)</b>		Change of access codes log
<b>Supporting Units:</b>		TSS, IS, DL, Facilities, Custodial Services, Security Services Company, campus coordinators

<b>Performance Indicator:</b>	<b>B</b>	systematic change of passwords to telecommunications and information systems
<b>Performance Standard</b>		TSS will develop a password changing procedure and initiate an awareness campaign
<b>Fall Activity Plan</b>		All server passwords must be changed every 3 months or every time staff with security access leave the Dept.
<b>Spring Activity Plan</b>		Implement process and train Network Specialists on procedures to change all passwords
<b>Summer Activity Plan</b>		Exercise process again and update list with new passwords and processes
<b>Data Sources: (Most recent available unless otherwise noted)</b>		Password change log
<b>Supporting Units:</b>		Project Manager, DL, IS, VP ITS, Site Coordinators

<b>Performance Indicator:</b>	<b>C</b>	Systematic approach to system wide data backup and contingency plan
<b>Performance Standard</b>		TSS will maintain routine backups of NT servers for system and data recovery
<b>Fall Activity Plan</b>		Develop Plan
<b>Spring Activity Plan</b>		Implement Plan
<b>Summer Activity Plan</b>		Evaluate Plan
<b>Data Sources: (Most recent available unless otherwise noted)</b>		Procedures Manual, contingency plan, memos to meetings, conference attendance, training
<b>Supporting Units:</b>		Project Manager, VP ITS, TSS, CS, Accountability

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

## Performance Indicators

**Department:** Technology Support Services

**Outcome: 4** TSS clients will be satisfied with the quality of service provided by technical and clerical staff

<b>Performance Indicator:</b> A	Decrease in the total number of complaints
<b>Performance Standard</b>	Decrease the total number of requests by 40%
<b>Fall Activity Plan</b>	Log complaints and document actions
<b>Spring Activity Plan</b>	Analyze complaint log and conduct focus group with clients
<b>Summer Activity Plan</b>	Analyze follow up letters and conduct focus group with clients
<b>Data Sources: (Most recent available unless otherwise noted)</b>	Complaint log, follow-up letters
<b>Supporting Units:</b>	CS

<b>Performance Indicator:</b> B	Increase in positive feedback
<b>Performance Standard</b>	positive feedback received from clients increases
<b>Fall Activity Plan</b>	Review feedback received from clients and identify areas where positive feedback needs to increased
<b>Spring Activity Plan</b>	Meet with TSS and CS and identify ways to address clients' concerns and increase positive feedback
<b>Summer Activity Plan</b>	Send out a Quality Assurance Survey
<b>Data Sources: (Most recent available unless otherwise noted)</b>	Follow up letters
<b>Supporting Units:</b>	CS, OIRE

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

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

## Performance Indicators

**Department:** Technology Support Services

**Outcome: 5** TSS will maintain appropriate procedures for departmental processes

<b>Performance Indicator:</b>	<b>A</b>	Completion of handbook of office procedures
<b>Performance Standard</b>		All TSS members will have a copy of the Handbook of Office Procedures
<b>Fall Activity Plan</b>		Plan the process to complete a HOOPS
<b>Spring Activity Plan</b>		Develop and Implement HOOPS
<b>Summer Activity Plan</b>		Evaluate HOOPS
<b>Data Sources: (Most recent available unless otherwise noted)</b>		Hand Book of Operating Procedures, meeting minutes
<b>Supporting Units:</b>		Office of Accountability, CS, Project Manager

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