



## 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>Actual Outcome</b>	All TSS technicians received training and attended seminars. Three network technicians obtain Windows NT 4.0 training; One network technician and a computer operator attended Dell training and obtained certification; All TSS technicians worked on the CBT training.
<b>Implications for Next Year's Plan</b>	TSS technicians now have the ability to maintain NT workstations and servers. Being Dell certified allows the TSS technicians to troubleshoot Dell computers without instructions from Dell technicians. This reduces the turn around time because all Dell has to do is send the parts needed for the job. We will continue to monitor TSS technicians professional development activities.

<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>Actual Outcome</b>	Each technician was asked to prepared a list of tools need to perform their duties. Those items listed and additional items were purchased by TSS. All TSS technicians attended HR Safety training.
<b>Implications for Next Year's Plan</b>	This indicator and standard will be monitored outside of the IE Plan. Obtaining new tools for the technicians allows them to more effectively perform their duties. The new tools allow technicians to more clearly troubleshoot problems. As a result of the safety training, technicians are more aware of the environment. They have become more conscientious about where they place their ladders and tools.

<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>Actual Outcome</b>	TSS technicians are still trying to meet this goal. TSS is hoping to buy combination door pads to install them in the IDF rooms.
<b>Implications for Next Year's Plan</b>	TSS will continue to monitor this indicator. Accessibility to buildings and technology rooms continues to be a problem for TSS. TSS technicians loose a lot of time waiting for someone to open doors and locks for them. Jobs could be completed much faster if technicians did not have to wait for doors to be opened by someone else. TSS will work closely with Facilities to determine the best approach to complete this initiative.

<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>Actual Outcome</b>	TSS and CS staff meets twice a week to discuss issues.

## 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

**Implications for Next  
Year's Plan**

TSS will continue to monitor this in the IE Plan because of the organizational changes. Meeting regularly with CS staff allows TSS to identify 911 calls and establish procedures for faster response time. TSS and CS have established shared responsibility for cross department functions. This allows the client to receive service or product quicker.

## 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> A	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>Actual Outcome</b>	TSS participates in many campus meetings. TSS continues to meet with Facilities and other departments responsible for moving faculty and staff into new locations. An ITS representative participates in the Coordinated Operations Council and Planning and Development Council.
<b>Implications for Next Year's Plan</b>	TSS will reassess alternative measures for determining communication levels with clients. TSS will continue to strive to increase communication with all of its clients. TSS contacts clients when a minor move or project is involved to make arrangements to ensure that staff and facilities are available.

<b>Performance Indicator:</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>Actual Outcome</b>	TSS requested Client Services to generate a report on workorders that contain specific due dates on the workorder due date field. The report could not come up with an accurate reading due to placing due dates on work descriptions and not on the actual due date field.
<b>Implications for Next Year's Plan</b>	TSS will continue to monitor this indicator. TSS will work closely with Client Services to determine the best approach into recording the data.

<b>Performance Indicator:</b> C	Technology Planning
<b>Performance Standard</b>	TSS will be consistently involved in TP for its clients
<b>Actual Outcome</b>	TSS assistance is requested by clients for determining current and future technology needs.
<b>Implications for Next Year's Plan</b>	By participating in the planning, TSS technicians are familiar with the equipment and software being purchased and can provide better service. This also allows technicians to provide better maintenance support to clients.

<b>Performance Indicator:</b> D	Staffing and Budget Planning
<b>Performance Standard</b>	TSS will complete the staffing and budget planning process for 2000 - 2001
<b>Actual Outcome</b>	The staffing plan and budget for 2000-2001 were completed.
<b>Implications for Next Year's Plan</b>	This indicator will be reassess for the new IE Plan.

## Performance Indicators

Department: **Technology Support Services**

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

<b>Performance Indicator:</b> A	Secure physical access to all systems equipment
<b>Performance Standard</b>	100% of all telecom rooms can only be accessible by authorized personnel
<b>Actual Outcome</b>	TSS is still trying to meet this goal. Custodial and maintenance staff currently have access to the telecom rooms.
<b>Implications for Next Year's Plan</b>	TSS will continue to monitor this goal. TSS will continue to work with Facilities to determine the feasibility of restricting access to only TSS staff. The telecom rooms contain expensive equipment that can be damaged by items placed in the rooms.

<b>Performance Indicator:</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>Actual Outcome</b>	TSS is still trying to meet this goal. Passwords are currently used on the phone system and on the NT servers. These passwords are changed periodically.
<b>Implications for Next Year's Plan</b>	This indicator will be reassessed for the new IE Plan.

<b>Performance Indicator:</b> C	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>Actual Outcome</b>	TSS configured all NT Servers and installed the latest backup software for schedule backups throughout our the network.
<b>Implications for Next Year's Plan</b>	This indicator will be reassess for the new IE Plan.

<b>Performance Indicator:</b> D	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

## Performance Indicators

**Department:** Technology Support Services

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**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>Actual Outcome</b>	TSS completed an estimated 655 workorders for the fiscal year. During the fiscal year TSS received an estimate of 39 complaints. The percentage of complaints for the 99-00 fiscal year is an estimate of 5.7%.
<b>Implications for Next Year's Plan</b>	TSS will continue to work into reducing the number of complaints and will compare this years IE Plan outcome with next years IE Plan. TSS will continue to work with several departments in order to reduce client dissatisfaction.

<b>Performance Indicator:</b> B	Increase in positive feedback
<b>Performance Standard</b>	positive feedback received from clients increases
<b>Actual Outcome</b>	TSS completed an estimated 655 workorders for the fiscal year. During the fiscal year TSS received an estimate of 616 positive feedback. The percentage of positive feedback for the 99-00 fiscal year is an estimate of 94%.
<b>Implications for Next Year's Plan</b>	TSS will continue working into increasing positive feedback from all departments of the college and will compare this years IE Plan outcome with next years IE Plan.

<b>Performance Indicator:</b> C	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

<b>Performance Indicator:</b> D	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

## Performance Indicators

**Department:** Technology Support Services

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

<b>Performance Indicator:</b> A	Completion of handbook of office procedures
<b>Performance Standard</b>	All TSS members will have a copy of the Handbook of Office Procedures
<b>Actual Outcome</b>	The TSS handbook for office procedures was completed. TSS will provide a copy of the handbook to all members.
<b>Implications for Next Year's Plan</b>	This indicator will be reassessed for the new IE Plan.

<b>Performance Indicator:</b> B	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

<b>Performance Indicator:</b> C	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	

<b>Performance Indicator:</b> D	
<b>Performance Standard</b>	
<b>Actual Outcome</b>	
<b>Implications for Next Year's Plan</b>	