

# Enterprise Systems Management

Academic Affairs

Administrative Unit Assessment

FY 18 (July 2017-July 2018)

## Department and Assessment Report Information

Prepared on: 7/25/2018 5:14:49 PM

By:

## Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

### Objective 1

<b>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	The department of Enterprise Systems Management will reduce the number of Windows 2008 servers to 20
<b>Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Count the number of Windows 2008 servers
<b>Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	Target outcome is 20 servers running Windows Server 2008
<b>Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>	Current number of servers running Windows Server 2008 is 22
<b>Objective 1: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Overall, we were close to achieving our objective for this year, but upgrading from Server 2008 had a higher failure rate than expected. We ran into application conflicts and several hardware issues that we did not anticipate. We have since developed a new procedure for upgrading that is less service impacting and risky. We hope to deploy this method on our more complex system upgrades this coming year. We now expect upgrades to take longer so we're increasing the urgency with which we upgrade this year. All servers must be upgraded by January 2020 when Microsoft will end support.

**Objective 2**

<p><b>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b></p>	<p>The department of Enterprise Systems Management will upgrade its virtual infrastructure (VRTX systems) to 10Gbps.</p>
---	--

**Objective 2: How did your department measure this objective?** (Survey, budget numb607.2a()11 (ur)-2 ( b607.2)-1 (a)118(n)-61ras)9ETBT-2 (tm)6 (e)612 ( )c-2 ( 32(r)2

### Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be

#### Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	na
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	na
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	na
Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	na
Objective 4: Did your department meet this objective?	The department met this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	na

## Future Plans

Please identify at least four measurable objectives for the next fiscal year. In listing the objectives,

	<p>Finally, we constantly strive to provide a secure computing environment for all users, including for ourselves, the system administrators in ESM. With new threats being introduced every day, we have to evolve our security profile and find new ways to conduct business safely. This includes how we manage our privileged accounts or accounts that have access to all systems. Applying multi-factor authentication, password management tools, and using different accounts just for server management will be a significant improvement over traditional account management practices. We intend to apply these best practices in late 2018.</p>
--	---

Form run:  
Tuesday, February 12, 2019

