Network Services

Academic Affairs
Administrative Unit Assessment
FY 18 (July 2017 July 2018)

Department and Assessment Report Information

Prepared on:7/31/2018 9:13:54 AM	By:tommy.davis@mga.edu
For which department or area are you reporting?	Network Services
What is the name and MGA email address of the person responsible for this report?	Tommy Davis tommy.davis@mga.edu

Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	To provide reliable network and email services for all Middle Georgia State University faculty, staff, students, and guests.

What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	1. Provide continuous and reliable network functionality and modernization. 2. Provide continuous and reliable email functionality and modernization.

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

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Increase the Macon campus to Eastman campus MetroE leased circuit from 100Mbps to 250Mbps.
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The department measured this objective by simply completing the change over to the new circuit and using networking monitoring tools to track utilization levels for the circuit.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Install a new traffic shaping device to increase functionality and usability for the entire network.

Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The department measured this

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Install Active Directory Federated Services (ADFS) for single sign on capability for various applications.
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The department measured this objective by simply implementing ADFS and configuring the system to provide successful single sign on capability for multiple applications.
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective was to provide single sign on capability for at least 3 applications.
Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	The implementation of ADFS has allowed the network office to provide single sign on capabilities for 12 various applications including Microsoft Office 365 Identity Platform, Human Capital Management DEV, Human Capital Management PROD, Device Registration Services, Alma ExLibris, Primo Galileo, cm.maxient.com, KDEV, XTEST, D2L, Ethos Identity, and Ethos Test Identity.
Objective 3: Did your department meet this objective?	The department exceeded this objective. Management DEV, **department**

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	To provide routine upgrades and maintenance for all network and email systems.