

# Enterprise Systems Management

Office or Department of Academic Affairs

Administrative Unit Assessment

Year Reporting: FY 20 (July 2019-July 2020)

## Department and Assessment Report Information

|   |                                      |
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| Prepared on: 7/28/2020 3:56:29 PM   | Prepared by: geoffrey.dyer@mga.edu   |
| For which department or area are you reporting?                                   | Enterprise Systems Management        |
| What is the name and MGA email address of the person responsible for this report? | Geoffrey Dyer, geoffrey.dyer@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.

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| What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves. | To provide highly available, enterprise-wide, services and support for the academic and administrative communities of Middle Georgia State University. |
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| What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years. | To provide reliable and secure systems for the University<br>To provide an accurate, functional website for the University |
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## **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 FY20. Later in the document you will report on objectives you hope to accomplish in the

## Objective 2

Objective 2: What was 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.**

**Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)**

ESM will achieve a server patch management level of 100% each month.



## Future Plans

Please identify and detail three to four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples. 1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department of

