

# Information Technology Services

Office or Department of Academic Affairs

Administrative Unit Assessment

Year Reporting: FY 20 (July 2019-3.239 0 Td ( )TF A

## Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with department 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 coming fiscal year, FY21.

### 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.	80% of helpdesk requests are 90% satisfied monthly helpdesk logs/IT survey.
Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	We discovered that our helpdesk software has limited reporting capability for specific satisfaction queries; therefore we took the overall rating of 90% satisfaction from averaging the ratings of our current technicians.
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	80% of helpdesk requestors being 90% satisfied with their request resolution.
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)	90%
Objective 1: Did your department meet this objective?	The department met this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We discovered that our department was able to meet this quality benchmark while dealing with an increased number of requests due to the need for a shift to work from home instruction and support. We have seen an increase in requests since March ranging from a 25% increase to over a 300% increase (March). Our team has done an

Objective 2

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.	Upgrade all computers to Windows 10 by Feb 2020. 100% completion.
Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	We have a management tool that allows us to scan our network and generate reports based on the OS in use.
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100%

Objective 3: At what level did the department/area achieve on.31(93c 0.006 Tw 11.04 -0 0 11.04 l)-8-7.7 (e)-1 (a)00.9 (wb(iv)-1.2.4 (nk04 77.64.

#### 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.	N/A
Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	N/A
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) Objective 4: At what level did the	N/A

## 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 X will provide training in ABC for at least 73 MGA faculty and staff.

