

<p>6. What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</p>	<p>To provide information technology leadership and support that enables Middle Georgia State University to fulfill its instructional and administrative functions in an efficient, effective, and timely fashion.</p>
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<p>7. What are the goals for this department? They should be the "big things" the department/area intends to accomplish within 5 years.</p>	<p>Provide a secure and reliable technology environment for all Middle Georgia State University faculty, staff, students, and guests. Provide guidance and stewardship to ensure effective and efficient technology implementation and use throughout MGA.</p>
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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 FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

### Objective 1

8. Objective 1: What was this department's first

Objective 2

14. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	OTR will replace the current document imaging system (Noj) with a new imaging system (OnBase).
15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	OnBase software will be 100% functional and i

Objective 3

<p>20. Objective 3: What was this department's top objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>OTR will implement a VOIP system to replace MGA's legacy telecommunication system.</p>
<p>21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>(b) (5) - DPP, (b) (5) - ACP, (b) (5) - AWP, (b) (5) - ACP, (b) (5) - AWP, (b) (5) - ACP, (b) (5) - AWP</p>

#### Objective 4

<p>26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>OTR will formalize and implement the IT business continuity plan(BCP).</p>
<p>27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort(BC).</p>	

Open Box for Assessment Comments

<p>33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:</p>	<p>OTR has several major projects near completion and several about to begin in the next year that will greatly impact and improve IT services for the University. Once fully implemented, these projects will improve backoffice processes and services, improve residential and University internet access, improve MGA's overall security posture, and provide increased telecommunications agility while realizing overall telecommunications cost savings. While this has been a challenging year with staffing and budget issues, we've seen great improvements recently. With staffing near 100% now, OTR is well positioned to fully achieve its goals for FY22.</p>
<p>37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	<p>COVID-19 continued to impact OTR's ability to complete two objectives. One objective, Pyramed implementation, remains stalled due to staffing related issues. Covid was a contributing factor that led to staffing issues that slowed OnBase implementation.</p>

MGA's Strategic Plan

<p>34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (<a href="https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf">https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf</a>) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all that apply)</p>	<p>Grow Enrollment with Purpose          1. Expand and enrich the face-to-face student experience,          Build Shared Culture          6. Sustain financial health through resourceful fiscal management</p>
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35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle  
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Other

<p>36. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc)</p>	
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