6. 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, authentication, and Microsoft 365 services for all Middle Georgia State University faculty, staff, students, and guests.

7. 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 authentication functionality and modernization. 3. Provide continuous and reliable Microsoft 365 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 FY22. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY23.

Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Assist with the deployment of a new private contractor dorm wireless network system for all dorm residents.

14. Objective 1: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What

Objective 2

15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Continue to implement new disaster recovery plan for all network office servers.
16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	This objective was measured by the total number of servers that needed to be backed up in accordance with the new disaster recovery plan, and whether the servers were physical or virtual. The are currently a total of 32 servers; 16 of these servers are physical and 16 are virtual.

Objective 3

22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Assist with the deployment of a new private contractor VoIP system for all faculty, and staff.
23. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The network office has been involved with 2 specific components (jobs) of the new private contractor VoIP system. These 2 components are the network configuration and the Microsoft Teams configuration.
24. 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 complete 100% of the network configuration, 100% of the Microsoft Teams configuration for the new VoIP system.
25. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	The target performance level for this objective was to upgrade the existing Plain Old Telephone System (POTS) to a private contractor VoIP system. This new VoIP system is integrated with Microsoft Teams and utilizes Teams compatible phones.
26. Objective 2: 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 network office has configured approximately 50% of the network and 50% of the Microsoft Teams configuration for the new VoIP system implementation.
27. Objective 2: Did your department meet this objective?	The department did not meet this objective.
28. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Documentation, planning, coordination, and testing are essential to successfully implement a new private contractor VoIP system. We will continue with this approach next year in order to complete this objective.

Objective 4

29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Continue employee cross training.
30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	This objective is measured by the successful cross training of all employees in network equipment administration, server administration, and Microsoft 365 administration.
31. Objective 4: 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 is to have 3 persons trained in network administration, 3 persons trained in server administration, and 3 employees trained in Microsoft 365 administration.
32. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	The target performance level for this objective was to continuously train and cross train all employees in the network office on our current responsibilities, and also any future responsibilities that arise from the deployment of new systems.
33. 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)	The achievement level for this objective is 67%. 2 employees are trained in network administration, 2 employees are trained in server administration, and 2 employees are trained in Microsoft 365.
34. Objective 4: Did your department meet this objective?	The department did not meet this objective.
35. Objective 4: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Documentation, planning, coordination, patience, and working together as a team are essential to successfully cross training employees in the network office.

Future Plans

36. 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.

1. Continue to assist with the deployment of a

	enhance employee development and recognition, Build Shared Culture 6. Sustain financial health through resourceful fiscal management