

Chief Information Officer

Division of the University: Strategic Plan/Cabinet

Administrative Unit Assessment Year Reporting: FY22 (July 2021 – June 2022)

Department and Assessment Report Information Prepared on: 7/19/2022 4:48:11 PM

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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.

<p>22. Objective 3: What was this department's third 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>23. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>When all VOIP phones have been deployed and the system is in production, then the project will be considered 100% implemented.</p>
<p>24. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>VOIP will be fully implemented (100%) by June 30, 2022</p>
<p>25. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>VOIP needs to be fully implemented in order to realize significant cost savings and utilize enhanced communications that come with Teams and VOIP features.</p>

<p>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.</p>	<ol style="list-style-type: none"> 1. OTR will upgrade network infrastructure for 5 campuses and one residential location. (100% implementation of 5 core switches and fully replace fiber at University pointe) 2. OTR will upgrade its 80% private cloud infrastructure 3. OTR will fully implement VOIP across the enterprise 4. OTR will fully implement USG endpoint and MFA audit recommendations
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<p>37. In this field, please document the overall use of assessment results for continuous improvement of this department area (consider the past, present, and future and specifically address these in your narrative).</p>	<p>OTR completed several major projects this year that had a huge impact upon on IT services, primarily freeing up resources for repurposing and laying the groundwork for future infrastructure renewal, service enhancements, and security improvements. USG security audits and addressing aging technology infrastructure are guiding our planning for the next several years, as represented in our goals for FY23.</p>
<p>38. Optional Open Text Box for Assessment Comments:</p>	
<p>42. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	

39. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan

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	Operational Processes, Customer Service Changes: Communication, Services, etc
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41. 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.)

USG Cybersecurity Initiatives and Audits
HEERF funding provided funding to upgrade networking, computing, and academic spaces.

