

**INFORMATION TECHNOLOGY SERVICES DEPARTMENT  
2005-2006 SACS GOALS**

**MISSION STATEMENT**

Support the academic and business activities of the University by providing customer focused, effective, and innovative information technology services to the campus community. The mission will be carried out within the framework of the University's overall commitment to excellence, focus, relevance, and accountability.

**Goal #1:** Improve internal and external communication.

**Action #1:** Improve communication to customers on changes and issues and internally to ITS staff on projects.

Outcomes: Major departmental projects require a communication plan.

Evaluation: Conducted web surveys querying users if they were informed of a particular change and its impact on them. Performed informal survey of staff members to assess whether they were kept informed on the progress of projects affecting their work.

Continuous Improvement:

Continue to expand communication avenues and explore the use of new tools or better application of existing tools.

**Action #2:** Maintain the ITS web page so that it is up to date and populated with functional information

Outcomes: Users are more informed and empowered.

Evaluation: Conducted web survey querying users on their use of the ITS web page.

Continuous Improvement:

Departmental staff members continue to report broken links and out of date material. Projects that impact users include a web page development component.

**Action #3:** Post service interruption notices on the Network and System Status section of the ITS web page.

Outcomes: Users have a location to check for service interruptions

Evaluation: Conducted web survey querying users if they read these notices and if so, if the information is helpful.

Continuous Improvement:

Evaluate the process and timeliness of the postings each quarter.

**Goal #2:** Simplify and improve customer's ability to communicate and request support from ITS

**Action #1:** Eliminate ITSR and RFS forms and services

Outcomes: BMC Remedy and Frontrange Solutions were evaluated. BMC Remedy was purchased and installed on two Dell 2850s (rack mounted servers in NOC). On June 29<sup>th</sup> the ITSR and RFS systems were replaced with an online [ITS-R](#); announced in Campus Update and referenced on the ITS web page.

Evaluation: Developed proof of concept system within Remedy and consulted with campus constituents ensuring that needs were met.

Continuous Improvement:

Maintain current level of released patches and software versions.

**Action #2:** Create an internal request tracking system to be used by ITS

Outcomes: ITS began using the internal tracking features of Remedy in August of 2005.

Evaluation: Developed state-of-the-art helpdesk request tracking system based on ITIL standards, best practices acquired through BMC Remedy training, and ITS subject matter expertise.

Continuous Improvement:

Based upon ITS staff recommendations, improve on design and functionality as demand grows.

**Action #3:** Open and modify previously designed system to all ITS staff

Outcomes: Various systems are replaced by Remedy so that all technical staff uses this system for all communication of requests and changes within the department.

Evaluation: Maintain statistics and data on incoming requests and communications.

Continuous Improvement:

Based upon continued use and recommendations we evaluate and implement design and functionality changes to improve processes and thus better serve our customers.

**Action #4:** Open system to end user requests

Outcomes: All campus technology users now have one method of requesting action from ITS. In June we began providing a single method for requests that allow more efficient use of time and resources by customer and ITS staff.

Evaluation: A beta release was made available to a limited pilot group whose recommendations and feedback were used to modify and enhance the system.

Continuous Improvement:

Based on campus community requests and feedback, we continue to modify and update the system to enhance the end user experience.

**Action #5:** Provide custom systems for other departments' internal needs

Outcomes: Developed a prototype using preliminary business requirements for OneStop.

Evaluation: An early assessment determined that OneStop (and similar units) could use Remedy to facilitate their customer service processes.

Continuous Improvement:

Develop prototype into a working production system for OneStop and other customers by the Administrative Systems Team.

**Goal #3: Enhance wireless coverage across campus**

**Action #1:** Locate, install and test wireless connectivity to maximize in- and out-of-building 802.11g coverage and speeds in residence areas.

Outcomes: Installed 802.11g-compliant access ports with externally-mounted omnidirectional antennas to boost coverage for fixed seating areas and picnic tables in Villages, Coves, Hall, and Landing.

Evaluation: Calibrated and graphically displayed wireless coverage, range and speed heat-maps.

Continuous Improvement:

Based upon user input, supplement coverage with additional access ports to meet increasing bandwidth needs.

**Action #2:** Locate, install and test wireless connectivity to maximize out-of-building 802.11g coverage and speeds inside ring-road commons areas.

Outcomes: Installed 802.11g-compliant access ports inside and directly adjacent to externally-facing windows in buildings: 1, 2, 3, 7, 8, 9, 10, 12, 14d, 42, and 45 to increase outdoor coverage on the perimeter of these buildings.

Evaluation: Calibrated and graphically displayed wireless coverage, range and speed heat-maps.

Continuous Improvement:

Based upon user input, supplement coverage with additional access ports to meet increasing bandwidth needs.

**Action #3:** Establish in-building wireless connectivity to supplement wired network connectivity inside buildings within the ring road.

Outcomes: Installed 802.11g-compliant access ports in a vertically-staggered pattern, by floor, in buildings 45, 42, 15, 14, 12, 10, 9, 8, 7, 3, 2, and 1 to increase inside-building coverage.

Evaluation: Calibrated and graphically displayed wireless coverage, range and speed heat-maps.

Continuous Improvement:

Based upon user input, supplement coverage with additional access ports to meet increasing bandwidth needs.

**Goal #4:** Implement and test disaster recovery plan for ERP (Banner).

**Action #1:** Establish warm site for use in emergencies at Northwest Regional Data Center (NWRDC), located in Tallahassee, Florida.

Outcomes: Duplicate equipment used for data storage (EMC CX-500) has been installed and tested at NWRDC. Related servers necessary to support Banner operations are to be installed.

Evaluation: Test effectiveness (accuracy) and timing of data snapshots sent to NWRDC from the current hosted site at Central Florida Regional Data Center (CFRDC). Test that servers present at NWRDC are functional and installed correctly by accessing each business function and conducting light workloads.

Continuous Improvement:

Maintain current level of released patches and software versions on warm site equipment.

**Action #2:** Conduct live test of warm site by processing with live data from Banner.

Outcomes: Will produce live output in the form of a processed payroll using the warm site facilities.

Evaluation: Check payroll output using normal auditing methods to ensure it is correct. Measure the effectiveness of the warm site under a functional load. Test the transmission of the processed data back to the primary hosted site at CFRDC.

Continuous Improvement:

Identify any weaknesses in the warm site equipment or processes (CFRDC, NWRDC and UNF) and enhance those capabilities necessary to allow UNF to conduct critical business functions during an extended emergency.