Enterprise Systems Management

Academic Affairs
Administrative Unit Assessment
FY 18 (July 2017-July 2018)

Department and Assessment Report Information

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For which department or area are you reporting?	**Enterprise Systems Management**
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Departmental Mission and Goals

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.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	To provide highly available, enterprise-wide, services and support for the academic and administrative communities of Middle Georgia State University.

What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	To provide reliable and secure systems for the University To provide an accurate, functional website for the University

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 FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

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.	The department of Enterprise Systems Management will reduce the number of Windows 2008 servers to 20
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Count the number of Windows 2008 servers
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Target outcome is 20 servers running Windows Server 2008
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)	Current number of servers running Windows Server 2008 is 22
Objective 1: Did your department meet this objective?	The department did not meet 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?	Overall, we were close to achieving our objective for this year, but upgrading from Server 2008 had a higher failure rate than expected. We ran into application conflicts and several hardware issues that we did not anticipate. We have since developed a new procedure for upgrading that is less service impacting and risky. We hope to deploy this method on our more complex system upgrades this coming year. We now expect upgrades to take longer so we're increasing the urgency with which we upgrade this year. All servers must be upgraded by January 2020 when Microsoft will end support.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The department of Enterprise Systems Management will upgrade its virtual infrastructure (VRTX systems) to 10Gbps.
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Count the number of VRTX systems that have 10Gbps capability
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Target outcome is all VRTX systems (3 total) have 10Gbps capability
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)	All VRTX systems have 10Gbps capability
Objective 2: Did your department meet this objective?	The department met this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We were able to complete this final upgrade in early 2018 when we purchased a new VRTX. We migrated all servers from the oldest VRTX to the newest, minimizing downtime, and then upgraded the old VRTX's network module from 1Gbps to 10Gbps. Upgrading our virtualized infrastructure was the final step in a multiyear initiative to upgrade all network paths between ESM servers from 1Gbps to 10Gbps. The end result is a faster backup system and faster server migration between our VRTX systems (virtual infrastructure).

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.	The department of Enterprise Systems Management (ESM) will train 40 faculty and staff to manage their own website content using a content management system (CMS).
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Count the number of content managers using Cascade CMS. (Only trained users can access Cascade CMS)
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Target outcome is 40 trained faculty and staff
Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	Enterprise Systems Management trained 45 content managers this past year.
Objective 3: Did your department meet this objective?	The department exceeded this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Initial training requests were sparse. In response, we implemented a standard requiring training in order to access Cascade CMS and University administration made content management a priority for each department. Following this, we were able to quickly meet our goal. We provided one-on-one training for each content manager and trained them on their department's content only. This training was very effective and well received. As we expect the number of active content managers to remain between 40 and 50 we do not see a need to continue this objective into next year. Individualized training will continue, of course, for all new faculty and staff or anyone needing a refresh training.

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.	na
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	na
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	na
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)	na
Objective 4: Did your department meet this objective?	The department met this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	na

Future Plans

Please identify at least 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 to X will provide training in ABC for at least 73 MGA faculty and staff.	Enterprise Systems Management will reduce the number of Windows 2008 servers from 22 to 10. Enterprise Systems Management will implement an industry standard backup application. Enterprise Systems Management will implement and test a new backup and recovery plan (based upon new software). Enterprise Systems Management will improve webpage load times by at least 10%. Enterprise Systems Management will implement administrator account security improvements
Based on this assessment, please share your thoughts on the current status and future direction of this department or area.	Enterprise System Management's biggest challenge for the coming year will be upgrading servers from Windows 2008. Some of the more complex and heavily used systems are scheduled for upgrades this year. We will utilize new techniques learned from the previous year to minimize down time and reduce impact upon the end user. However, we do expect upgrades to take longer then expected so we will make upgrades our top priority. We must have all upgrades completed no later than January 2020 when Microsoft ends support for this product. ESM's multiyear initiative to improve our backup and recovery systems is making steady progress. Following this past year's upgrades, ESM will focus on implementing industry-standard software specifically designed for virtual environments. This software will improve backup speed, backup and recovery reliability, and annual costs. This software will require us to develop new backup and recovery procedures and test them thoroughly prior to implementation. It's our goal to provide a functional website for everyone and while our website certainly looks nice and works well, there's always room for improvement. One issue we'd like to address this year is web page load time. Our new website is very graphics-intensive, particularly our homepage. There are opportunities to improve load times by optimizing graphics, particularly those used throughout the entire site, as well as some of the larger banner graphics we use on our main pages. In addition, we will tweak the underlying code to find efficiencies that should improve the overall user experience.

	Finally, we constantly strive to provide a secure computing environment for all users, including for ourselves, the system administrators in ESM. With new threats being introduced every day, we have to evolve our security profile and find new ways to conduct business safely. This includes how we manage our privileged accounts or accounts that have access to all systems. Applying multi-factor authentication, password management tools, and using different accounts just for server management will be a significant improvement over traditional account management practices. We intend to apply these best practices in late 2018.

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