

Network Services

Academic Affairs

Administrative Unit Assessment

FY 19 (July 2018-July 2019)

Department and Assessment Report Information

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For which department or area are you reporting?	Network Services
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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 reliable network, authentication, and email services for all Middle Georgia State University faculty, staff, students, and guests.
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What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	<ol style="list-style-type: none">1. Provide continuous and reliable network functionality and modernization.2. Provide continuous and reliable authentication functionality and modernization.3. Provide continuous and reliable email functionality and modernization.
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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 FY19. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY20.

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 Network Services will upgrade the external Domain Naming System (DNS) for use by all faculty, staff, students, and guests.
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The external DNS system was upgraded twice. Each upgrade was tested by the Network office with various in-house and on-line DNS testing tools. The system was then placed into the production network with no loss of service and no end-user complaints.
Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective was to upgrade all four external DNS servers with no loss of services during the transition.
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)	The achievement level for this objective was 100%. All four external DNS servers were successfully upgraded.
Objective 1: Did your department meet this objective?	The department met 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?	Documentation, planning, coordination, and experience are required to successfully implement any network project.

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 Network Services will upgrade the internal Microsoft Active Directory (AD) from AD2012 R2 to AD2016 to provide additional capacity and authentication options for all faculty, staff, and students.
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The internal Microsoft Active was upgraded from AD2012 R2 to AD2016. The system was tested by the Network office with various in-house AD testing tools and is currently under assessment by an external consulting company. The AD was upgraded in the production network with no loss of service and no end-user complaints.
Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective was to upgrade all ten internal AD servers with no loss of services during the transition.
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 achievement level for this objective was 100%. All ten internal AD servers were successfully upgraded.
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?	Documentation, planning, coordination, and experience are required to successfully implement any network project.

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 Network Services will upgrade the internal Microsoft Active Directory Federated Services (ADFS) system from Microsoft Server 2012 R2 to MS Server 2019 for all faculty, staff, and students.
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The internal Microsoft Active Directory Federated Services system has not been upgraded from Microsoft Server 2012 R2 to MS Server 2019. The objective was not met.
Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective was to upgrade all eight internal/external ADFS servers with no loss of services during the transition.
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)	The achievement level for this objective was 0%. All eight internal/external ADFS servers were not upgraded.
Objective 3: Did your department meet this objective?	The department did not meet 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?	Lack of documentation, planning, coordination, and experience will prevent the successful implementation any network project.

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.	The department of Network Services will continue to upgrade, maintain and modernize both the network and email systems for all faculty, staff, and students.
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The department measured this system by upgrading the internal Network Office server backup system to provide increased server backup efficiency and by implementing increased reliability within the Office 365 email system. Standard routine maintenance is also performed to keep all systems up to date and operational.
Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective was to move to a new backup system and reliably backup 100% of all the Network Office's server systems.
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 was 100%. All Network Office servers are reliably backed up.
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?	Documentation, planning, coordination, and experience are required to successfully implement any network project.

Future Plans

<p>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.</p>	<ol style="list-style-type: none">1. Continue to upgrade the internal Microsoft Active Directory Federated Services (ADFS) system from Microsoft Server 2012 R2 to MS Server 2019 for all faculty, staff, and students.2. Implement a new server virtualization system for all faculty, staff, and students.3. Continue to upgrade the network and email system systems for all faculty, staff, and students.4. Continue new employee training.
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	<p>The current status of the Network Office is less than optimal. This is a direct result of the restructuring of the Network Office, the loss of two good technical people and their replacement by two employees with no networking background. The future status of the Network Office cannot be forecast at this time due to the unknown learning curves of the new employees and their commitment to the University.</p>

Form run:

Tuesday, January 14, 2020