Enterprise Systems Management

Office or Department of Academic Affairs

Administrative Unit Assessment Report Information

Year Reporting: FY21 (July 2020 – June 2021)

Prepared on: 7/29/2021 11:13:45 AM

Prepared by: kris.rickerson@mga.edu

Email address of person responsible for this report: Kris Rickerson, kris.rickerson@mga.edu

Department 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.

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 highly available, enterprise-wide, services and support for the academic and administrative communities of Middle Georgia State University.

7. 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 FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

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.	ESM will upgrade 30% of its Windows Server 2012R2 servers to Windows 2016 or better.
9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Count the number of upgraded 2012 R2 servers from system documentation.
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Upgrade 30% of Windows 2012 R2 servers
11. 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)	We upgraded 35% of our 2012 R2 servers.
12. Objective 1: Did your department meet this objective?	The department exceeded this objective.
13. Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We learned that Windows 2019 is very successful in upgrading 2012 R2 servers. We will carry this goal over to next year with a 75% goal.

Objective 2

14. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	All ESM critical servers will have at least 99.9% annual uptime.
15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	We produced a server uptime report from our monitoring software.
16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Critical servers will have at least 99.9% annual uptime.
17. 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)	100% of critical servers had 99.9% uptime.
18. Objective 2: Did your department meet this objective?	The department met this objective.
19. Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Our VRTX systems are in excellent shape and provide us with this uptime. We are going to discontinue this goal next year because further reductions in downtime are unnecessary.

Objective 3

20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	ESM will validate backups for 50% of its critical systems annually.
21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	We will use the Veeam backup software to restore servers in a sandbox environment.
22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Validate backups for 50% of our critical systems annually.
23. 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)	We validated 0% of our critical systems.
24. Objective 3: Did your department meet this objective?	The department did not meet this objective.
25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	A combination of the COVID shutdown and other higher priority projects completely scuttled this goal. We will carry this over into next year with the same goal.

Objective 4

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	ESM will improve webpage load times by 10% for the poorest performing web pages.
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Web page analytics.
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Improve webpage load times by 10% for the poorest performing web pages.
29. 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)	We improved webpage load times by 90%.
30. Objective 4: Did your department meet this objective?	The department exceeded this objective.
31. Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We discovered our SQL processes needed updating. Doing this resulted in a dramatic increase in load speed. ESM will continue to identify poorly loading web pages and processes and improve MGA's overall web site experience.

Future Plans

32. 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.	ESM will upgrade 75% of its remaining 2012 R2 servers to Windows 2016 or better. ESM will improve web page load times by at least 10%. ESM will validate backups for 50% of its critical systems annually.

Open Box for Assessment Comments

33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:	ESM is currently well-positioned to meet its mission. We made significant improvements to our web page load times, keeping our servers running with minimal downtime, and upgrading to the latest OS for security and stability reasons. We did not meet our backup validation goal, but this should be attainable in the coming fiscal year.
37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	COVID definitely impacted our critical systems validation goal. Equipment we were going to use in these tests wasn't installed during the shutdown.

MGA's Strategic Plan

34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)	Grow Enrollment with Purpose 1. Expand and enrich the face to face student experience
35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)	Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc. Operational Processes, Customer Service Changes: Communication, Services, etc., Making Improvements to Teaching Approach, Course Design, Curriculum, Scheduling, other

Other

36. 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)	NA
38. Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the AY20/21 as well as outcomes associated with your appraisal of your schools activities.	NA