Network Services

Office or Department of Academic Affairs

Administrative Unit Assessment Report Information

Year Reporting: FY21 (July 2020 – June 2021)

Prepared on: 7/20/2021 12:53:50 PM

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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 reliable network, authentication, and Office 365 services for all Middle Georgia State University faculty, staff, students, and guests.

7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	1. Provide continuous and reliable network functionality and modernization. 2. Provide continuous and reliable authentication functionality and modernization. 3. Provide continuous and reliable Office 365 functionality and modernization.

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.	Complete new Hyper-V virtualization system for all faculty, staff, and student use.
9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The network office implemented a 3 node Microsoft Server 2019 Hyper-V High Availability cluster. The system was thoroughly tested by both the network office and Presidio consulting. The network office then migrated 14 physical servers into virtual servers with no loss of service and no end user complaints.
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective was to migrate 14 physical servers to 14 virtual machine servers with no loss of service during the transition.
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)	The achievement level for this objective is at 100%. All 14 servers were successfully migrated.
12. Objective 1: Did your department meet this objective?	The department met 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?	Documentation, planning, coordination, and testing are essential to successfully implement a virtual server system.

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.	Continue to upgrade the network for faculty, staff, and student use.
15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The measure of this objective was to install new building networks on the Macon campus and upgrade existing networks at both the Macon and Cochran campuses with no loss of service during normal production hours.
16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The Target outcome for this objective was for the Network office to install new networks in 2 buildings on the Macon campus (Enrollment Center, and Lakeview Point), upgrade networks in 2 renovated buildings on the Cochran campus (Dillard, and Roberts Library), and upgrade networks in 4 buildings on the Macon campus (Jones, Student Life Center, HSS/ART, and Library).
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)	The achievement level for this objective was 100%.
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?	Documentation, planning, coordination , and testing are essential to successfully implement new building networks and upgraded existing building network with no loss of service.

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.	Document long-term disaster recovery plan for all network office server systems.
21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	This objective is measured by successfully upgrading our VEEAM server backup system in the CSS building on the Macon campus, deploying a VEEAM replication server in Memorial Hall on the Cochran campus, producing written documentation detailing the recovery of all network office server systems, and testing the recovery of various server systems at both the Macon and Cochran campuses.
22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective is the implementation of the four components of the system, a VEEAM backup system, a VEEAM replication server, written documentation, and recovery testing.
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)	The achievement level for this objective is at 50%. Both the VEEAM backup and replication servers have been configured, but the written plan is still unfinished, and no testing has been accomplished.
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?	Documentation, planning, coordination , and testing are essential to successfully implement a long-term disaster recovery plan.

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.	Continue employee training and development.
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	This objective is measured by the successful cross training of all employees in network equipment administration, network server administration, and Office 365 administration.
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective is to have 2 employees trained in network equipment administration, 2 employees trained in network server administration, and 2 employees trained in Office 365 administration.
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)	he achievement level for this objective is 66%. 2 employees are trained in network administration, 1 employee is trained in network server administration, and 1 employee is trained in Office 365 administration.
30. Objective 4: Did your department meet this objective?	The department did not meet 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?	Documentation, planning, coordination, patience, and working together as a team are essential to successfully cross training all employees in the network office.

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.	1. Assist with the deployment of a new private contractor dorm wireless network system for all dorm residents. 2. Continue to Implement new disaster recovery plan for all network office servers. 3. Assist with the deployment of a new private contractor VoIP system for all faculty, and staff. 4. Continue employee cross training.

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:	The current status of the network office is good. We have recently added a new member to the network office for a total of three employees. Both newer members are currently learning their long-term support roles and functions. The network office now has the personnel and skillset to properly manage all the network office IT systems in productive manor.
37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	The COVID-19 pandemic did impact this assessment cycle by necessitating an urgent need for a universal collaboration tool for remote employees. The university chose to use Microsoft Teams as its collaboration tool which is supported and managed by the network office. This increased the workload in the network office and slowed the deployment of other stated objectives.

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, Own Student Success 4. Expand student engagement and experiential learning, Build Shared Culture 6. Sustain financial health through resourceful fiscal management
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)	Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance, Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc. Operational Processes, Request for Additional Financial or Human Resources

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