

Chief Information Officer

Division of the University: Strategic Plan/Cabinet

Administrative Unit Assessment Year Reporting: FY22 (July 2021 – June 2022)

Department and Assessment Report Information Prepared on: 7/19/2022 4:48:11 PM

Prepared by: geoffrey.dyer@mga.edu

Email address of person responsible for this report: Geoffrey Dyer geoffrey.dyer@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 information technology leadership and support that enables Middle Georgia State University to fulfill its instructional and administrative functions in an efficient, effective, and timely manner.
7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	Provide a secure and reliable technology environment for all Middle Georgia State University faculty, staff, students, and guests. Provide guidance and stewardship to ensure effective and efficient technology implementation and use throughout MGA.

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 FY22. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY23.

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.	OTR will fully implement Microsoft A5 by December 31, 2021.
9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Microsoft A5 will be 100% deployed to all faculty and staff by December 31, 2021.
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% deployment of Microsoft A5 to faculty and staff by December 31, 2021.
11. Objective 1: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	100% of MGA faculty and staff required an A5 licenses to order to implement VOIP and security enhancements.
12. 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)	Microsoft A5 was 100% deployed to faculty and staff as of August 2021.
13. Objective 1: Did your department meet this objective?	The department met this objective.
14. Objective 1: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	The application of Microsoft's A5 licenses was much easier than expected. Full deployment of the licenses was completed in August 2021. Successful deployment. No issues. No changes required.

Objective 2

<p>15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>OTR will replace the current document imaging system (Nolij) with a new imaging system (OnBase).</p>
<p>16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>OnBase software will be 100% in production with Admissions when documents are no longer being scanned into the legacy system and all work is being done in OnBase.</p>
<p>17. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>100% implementation of the OnBase system before June 30, 2022.</p>
<p>18. Objective 2: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>OnBase needed to be in full production with Admissions before OTR could retire the old document imaging system.</p>
<p>19. 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)</p>	<p>OnBase software was 100% implemented as of June 30, 2022.</p>
<p>20. Objective 2: Did your department meet this objective?</p>	<p>The department met this objective.</p>
<p>21. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>This project has seen several delays due to changing scope and challenges associated with working with two vendors. Coordinating schedules and priorities between the two vendors and the University was difficult and caused significant delays. All data has now been migrated from Nolij to Onbase. Data validation took place in June 2022. Objective met. No changes.</p>

Objective 3

22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	OTR will implement a VOIP system to replace MGA's legacy telecommunication system.
23. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	When all VOIP phones have been deployed and the system is in production, then the project will be considered 100% implemented.
24. Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	VOIP will be fully implemented (100%) by June 30, 2022
25. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	VOIP needs to be fully implemented in order to realize significant cost savings and utilize enhanced communications that come with Teams and VOIP features.
26. 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)	VOIP is 70% implemented.
27. Objective 2: Did your department meet this objective?	The department did not meet this objective.
28. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	As of June 30, 2022, the VOIP contract has been signed, MS A5 Voice licenses obtained and assigned, phones have been ordered, and we are in the process of deploying phones, setting up E911, and finalizing configuration with Verizon Voice with Teams. The current delay is due to difficulties related to porting phone numbers from the current carrier to the new carrier.

Objective 4

<p>29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>OTR will fully implement third-party Wi-Fi in all residential halls by December 31, 2021</p>
<p>30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>This project is 100% complete when all dorms are online with Apogee and MGA's residential Wi-Fi network is shut down completely.</p>
<p>31. Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>100% deployment by December, 31, 2021.</p>
<p>32. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>The project needed to be 100% completed on or before the end of the calendar year so OTR could move forward with other projects, namely VOIP.</p>
<p>33. 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)</p>	<p>Third-party WIFI was deployed to all (100%) residence halls as of August 17, 2021.</p>
<p>34. Objective 4: Did your department meet this objective?</p>	<p>The department exceeded this objective.</p>
<p>35. Objective 4: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>Implementation began in July and finished in August. All residence halls now have WIFI provided by Apogee. This has greatly reduced support tickets and increased bandwidth for our students. In addition, campus cable contracts were terminated, saving money. Students now stream programming because they have access to faster download speeds and increased bandwidth. Finally, moving residential bandwidth off MGA's production network and onto Apogee's network freed up bandwidth for the institution. Previously, the production network operated at capacity causing dissatisfaction for students, faculty, and staff. Freeing bandwidth was a prerequisite for VOIP and Teams usage.</p>

Future Plans

<p>36. 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.</p>	<p>1. OTR will upgrade network infrastructure for 5 campuses and one residential location. (100% implementation of 5 core switches and fully replace fiber at University pointe) 2. OTR will upgrade its 80% private cloud infrastructure 3. OTR will fully implement VOIP across the enterprise 4. OTR will fully implement USG endpoint and MFA audit recommendations</p>
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Open Box for Assessment Comments

<p>37. In this field, please document the overall use of assessment results for continuous improvement of this department area (consider the past, present, and future and specifically address these in your narrative).</p>	<p>OTR completed several major projects this year that had a huge impact upon on IT services, primarily freeing up resources for repurposing and laying the groundwork for future infrastructure renewal, service enhancements, and security improvements. USG security audits and addressing aging technology infrastructure are guiding our planning for the next several years, as represented in our goals for FY23.</p>
<p>38. Optional Open Text Box for Assessment Comments:</p>	
<p>42. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	

MGA’s Strategic Plan

<p>39. 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)</p>	<p>Grow Enrollment with Purpose 2. Expand and enrich online instruction into new markets, Build Shared Culture 6. Sustain financial health through resourceful fiscal management</p>
<p>40. Please indicate which of the following actions you have taken because of the 2021/2022 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)</p>	<p>Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc</p>

	Operational Processes, Customer Service Changes: Communication, Services, etc
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Other

41. 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.)	USG Cybersecurity Initiatives and Audits HEERF funding provided funding to upgrade networking, computing, and academic spaces.
43. Mindset Update (Academic Deans ONLY)	

