2005-2006 :: TCS

1. Mission Statement: Technology Customer Services mission is managing computer
related problems; computer related training; media services;
network drives; exchange e-mail services and campus active
directory domain for students, faculty and staff in reaching
excellent education and research program within UTD.

2. Objectives:

2.1 Provide effective LAN & AD services:
Provide easy, reliable access to LAN services within the context of Active Domain management. This includes email
and shared drives.

2.1.1 Related Strategic Plan Item(s): I-1 Research Enterprise Initiative; II-1 The Education of Leaders

2.1.2 Related Institutional Priority Item(s):
SP-8 Reduce Costs; COM-1 Reallocate Existing Resources to Preserve Quality in Teaching and Research
Programs; COM-3 Sustain Progress toward Tier One Status in terms of programs, research and faculty quality

2.2 Enhance Quality Computer Lab Services: Enhance the quality of computer lab services by replacing 1/3 lab
computers, provide new students NetID and lab usage.

2.2.1 Related Strategic Plan Item(s):
II-1 The Education of Leaders; II-2 Living-Learning Communities; II-3 Investment in People; III-2 Innovative
Centers and Institutions

2.2.2 Related Institutional Priority Item(s):
SP-7 Enhance Graduation Rates; COM-1 Reallocate Existing Resources to Preserve Quality in Teaching and
Research Programs; COM-2 Protect Enrollment Gains, Access and Student Quality as part of moving toward Tier
One Status; COM-4 Enhance research, graduate education and technology-driven economic development

2.3 Provide Excellent Instructional Technology Service: Support the faculty and staff and promote development by
offering excellent Training and Instructional Technoloy services.

2.3.1 Related Strategic Plan Item(s):
II-3 Investment in People; III-2 Innovative Centers and Institutions; II-1 The Education of Leaders; II-2
Living-Learning Communities

2.3.2 Related Institutional Priority Item(s):
SP-7 Enhance Graduation Rates; COM-2 Protect Enrollment Gains, Access and Student Quality as part of moving
toward Tier One Status; COM-3 Sustain Progress toward Tier One Status in terms of programs, research and
faculty quality; COM-1 Reallocate Existing Resources to Preserve Quality in Teaching and Research Programs

2.4 Provide accurate and effective Helpdesk Services: Increased service demand also means increased need for the
most effective services possible

2.4.1 Related Strategic Plan Item(s):
I-1 Research Enterprise Initiative; II-1 The Education of Leaders; II-2 Living-Learning Communities; II-3
Investment in People; II-4 Enhancement of Diversity and Inclusion; III-1 Dynamic Change Management; III-2
Innovative Centers and Institutions

2.4.2 Related Institutional Priority Item(s):
SP-7 Enhance Graduation Rates; COM-1 Reallocate Existing Resources to Preserve Quality in Teaching and
Research Programs; COM-2 Protect Enrollment Gains, Access and Student Quality as part of moving toward Tier
One Status; COM-3 Sustain Progress toward Tier One Status in terms of programs, research and faculty quality;
COM-4 Enhance research, graduate education and technology-driven economic development

3. Measures & Findings:

3.1 Log G: drive availability: Monitor uptime via system logs for the shared G drive. Timeframe: Monthly

3.1.1 Success Criteria: 98% uptime

3.1.2 Related Objective(s): Provide effective LAN & AD services

3.1.3 Results Related To Success Criteria: goal successfuly met; over 99%

3.1.4 Achievement Level: Met

3.1.5 Further Action: Yes

3.2 Log Exchange availability:
monitor system logs to determine the availability of the Exchange services. Timeframe: Monthly

3.2.1 Success Criteria: 98% uptime

3.2.2 Related Objective(s): Provide effective LAN & AD services

3.2.3 Results Related To Success Criteria: successfully met goal

3.2.4 Achievement Level: Met

3.2.5 Further Action: Yes

3.3 Log backup reliability: Monitor backup reliability. Timeframe: Monthly

3.3.1 Success Criteria: Provide effective and reliable backup service for all servers supported.

3.3.2 Related Objective(s): Provide effective LAN & AD services

3.3.3 Results Related To Success Criteria: awaiting backup strategy
NOTE: FY07 this responsibility removed from this unit.

3.3.4 Achievement Level: Not Met

3.3.5 Further Action: Yes

3.4 Computer Equipment Report: Provide 1/3 annual replacement of lab computers. Timeframe: semester

3.4.1 Success Criteria: Replace 85 computers in labs

3.4.2 Related Objective(s): Enhance Quality Computer Lab Services

3.4.3 Results Related To Success Criteria: Replaced 50 computers

3.4.4 Achievement Level: Partially Met

3.4.5 Further Action: Yes

3.5 Monitor Lab Usage via Software:
Monitor usage of computer labs by students to determine the percentage of use compared to the campus student population. Timeframe: semester

3.5.1 Success Criteria: 50% of student population using labs

3.5.2 Related Objective(s): Enhance Quality Computer Lab Services

3.5.3 Results Related To Success Criteria: 49% usage

3.5.4 Achievement Level: Partially Met

3.5.5 Further Action: Yes

3.6 Prob tickets for access failure from HEAT reports: Monitor the number of problem tickets related to access failures. Timeframe: semester

3.6.1 Success Criteria: 95% of accounts able to access properly

3.6.2 Related Objective(s): Enhance Quality Computer Lab Services

3.6.3 Results Related To Success Criteria: successful; 98%

3.6.4 Achievement Level: Met

3.6.5 Further Action: Yes

3.7 Reports & Logs of CMS products:
Monitor CMS logs to determine percentage of use by faculty. Timeframe: semester

3.7.1 Success Criteria: 35% of fcaulty using CMS

3.7.2 Related Objective(s): Provide Excellent Instructional Technology Service

3.7.3 Results Related To Success Criteria: over 40% usage by faculty

3.7.4 Achievement Level: Met

3.7.5 Further Action: Yes

3.8 Log of training activities and attendance: Monitor number of attendees to training activities. Timeframe: semester

3.8.1 Success Criteria: 65 attendees

3.8.2 Related Objective(s): Provide Excellent Instructional Technology Service

3.8.3 Results Related To Success Criteria:
criteria not met due to available facility not being available. courses cancelled.

3.8.4 Achievement Level: Not Met

3.8.5 Further Action: Yes

3.9 Classroom Media activity database: Monitor total number of classroom media requests for service

3.9.1 Success Criteria: 3000 total reservations

3.9.2 Related Objective(s): Provide Excellent Instructional Technology Service

3.9.3 Results Related To Success Criteria: more than 3000 reservations made

3.9.4 Achievement Level: Met

3.9.5 Further Action: Yes

3.10 Evaluate reports for service requests handled: Monitor number of service requests handled at initial point of contact. Timeframe: monthly

3.10.1 Success Criteria: 40% of tickets handled at initial contact

3.10.2 Related Objective(s): Provide accurate and effective Helpdesk Services

3.10.3 Results Related To Success Criteria: 78% resolved at contact

3.10.4 Achievement Level: Met

3.10.5 Further Action: Yes

3.11 Webhelp survey monitoring:
Evaluate monthly webhelp surveys to ensure community satisfaction with services. Timeframe: semester

3.11.1 Success Criteria: service level feedback at 90% or above satisfactory.

3.11.2 Related Objective(s): Provide accurate and effective Helpdesk Services

3.11.3 Results Related To Success Criteria: 95% positive evaluations

3.11.4 Achievement Level: Met

3.11.5 Further Action: Yes

3.12 monitor ticket closures:
Keep to a minimum the number of closed tickets being reported as containing inconsistent information. Timeframe: semester

3.12.1 Success Criteria: less than 5% reporting inconsistent ticket closure information

3.12.2 Related Objective(s): Provide accurate and effective Helpdesk Services

3.12.3 Results Related To Success Criteria: 0% reporting of inconcsistent ticket information on closures

3.12.4 Achievement Level: Met

3.12.5 Further Action: Yes

3.13 Monitor workflows & descriptions via HEAT: Re-evaluate job descriptions and workflows within the helpdesk. Timeframe: semester

3.13.1 Success Criteria:
66% or more of tickets processed and assigned to responsible group within 4 hours of initial contact

3.13.2 Related Objective(s): Provide accurate and effective Helpdesk Services

3.13.3 Results Related To Success Criteria: 97% processed and assigned within 4 hours of contact

3.13.4 Achievement Level: Met

3.13.5 Further Action: Yes

5. Closing the Loop:

5.1 continue to maintain this level of service: continue to maintain this level of service

5.1.1 Related Objective(s): Provide effective LAN & AD services

5.1.2 Related Measure(s): Log G: drive availability

5.1.3 Responsible Person: TCS Backoffice

5.1.4 Target Date: monthly

5.1.5 Priority: High Priority

5.2 acquire hardware improving availability:
Acquire additional hardware to improve connectivity and availability to Exchange services.

5.2.1 Related Objective(s): Provide effective LAN & AD services

5.2.2 Related Measure(s): Log Exchange availability

5.2.3 Responsible Person: TCS Backoffice

5.2.4 Target Date: FY07

5.2.5 Priority: Medium Priority

5.3 Backup Reliability: Awaiting formation of group to proceed.

5.3.1 Related Objective(s): Provide effective LAN & AD services

5.3.2 Related Measure(s): Log backup reliability

5.3.3 Responsible Person: transferred to IR due to reorganization

5.3.4 Priority: Medium Priority

5.4 Continue with 1/3 replacement: Annual replacement of lab computers.

5.4.1 Related Objective(s): Enhance Quality Computer Lab Services

5.4.2 Related Measure(s): Computer Equipment Report

5.4.3 Responsible Person: Don Davis

5.4.4 Target Date: end of spring semester07

5.4.5 Priority: Medium Priority

5.5 Monitor student use of labs:
Monitor student usage of general computer labs and determine the best way to increase the number.

5.5.1 Related Objective(s): Enhance Quality Computer Lab Services

5.5.2 Related Measure(s): Monitor Lab Usage via Software

5.5.3 Responsible Person: Don Davis

5.5.4 Target Date: Fall 06

5.5.5 Priority: Medium Priority

5.6 Analyze problem tickets for access failure:
Analyze problem tickets for access failures to determine the best way to increase successful accesses.

5.6.1 Related Objective(s): Enhance Quality Computer Lab Services

5.6.2 Related Measure(s): Prob tickets for access failure from HEAT reports

5.6.3 Responsible Person: Don davis

5.6.4 Target Date: Fall 06

5.6.5 Priority: High Priority

5.7 Increase CMS utilization:
Define ways to increase CMS utilization across campus. FY06 was 35%, goal is over 40%.

5.7.1 Related Objective(s): Provide Excellent Instructional Technology Service

5.7.2 Related Measure(s): Reports & Logs of CMS products

5.7.3 Responsible Person: Daniel Calhoun

5.7.4 Target Date: Fall 06

5.7.5 Priority: High Priority

5.8 Monitor Training Attendance:
Monitor training and find appropriate facilities to host sessions. New facilities are being prepared for the Fall 06.

5.8.1 Related Objective(s): Provide Excellent Instructional Technology Service

5.8.2 Related Measure(s): Log of training activities and attendance

5.8.3 Responsible Person: Daniel calhoun

5.8.4 Target Date: Fall 06

5.8.5 Priority: High Priority

5.9 Address growing media needs:
Classroom media needs across campus continue to grow. The demand for built-in equipment is exceeding expectations. 6 more classrooms are having media technologies in them.

5.9.1 Related Objective(s): Provide Excellent Instructional Technology Service

5.9.2 Related Measure(s): Classroom Media activity database

5.9.3 Responsible Person: Daniel Calhoun

5.9.4 Target Date: Fall 06

5.9.5 Priority: High Priority

5.10 Increase problem resolution at initial contact: Increase resolution of problem tickets at initial point of contact to over 50%.

5.10.1 Related Objective(s): Provide accurate and effective Helpdesk Services

5.10.2 Related Measure(s): Evaluate reports for service requests handled

5.10.3 Responsible Person: Jennifer houchin

5.10.4 Target Date: Fall 06

5.10.5 Priority: High Priority

5.11 Evaluate webhelp surveys :
Evaluate surveys to maintain a high level of customer service with positive evaluations above 50%. Continue to promote webhelp survey participation.

5.11.1 Related Objective(s): Provide accurate and effective Helpdesk Services

5.11.2 Related Measure(s): Webhelp survey monitoring

5.11.3 Responsible Person: Jennifer Houchin

5.11.4 Target Date: Fall 06

5.11.5 Priority: Medium Priority

5.12 Monitor ticket closures: Monitor HEAT ticket closures to reduce/eliminate inconsistent information in tickets.

5.12.1 Related Objective(s): Provide accurate and effective Helpdesk Services

5.12.2 Related Measure(s): monitor ticket closures

5.12.3 Responsible Person: Jennifer Houchin

5.12.4 Target Date: Fall 06

5.12.5 Priority: High Priority

5.13 Re-evaluate descriptions & workflows:
re-evaluate job descriptions and workflows in order to reorganize helpdesk staff for effectiveness and put into place mentoring process for newer staff.

5.13.1 Related Objective(s): Provide accurate and effective Helpdesk Services

5.13.2 Related Measure(s): Monitor workflows & descriptions via HEAT

5.13.3 Responsible Person: Jennifer Houchin

5.13.4 Target Date: Fall 06

5.13.5 Priority: High Priority

6. Analysis:

> **6.1 Program/Unit Strengths:**
>
> > **6.1.1 Objectives/Outcomes Exceeded or Met:** Lab usage by students exceeded 50%. Classroom media installed in over 12 classrooms. Positive evaluations of helpdesk services were at 95% for all respondents.
>
> **6.2 Program / Unit Weakneses:**
>
> > **6.2.1 Objectives / Outcomes Partially or Not Met:** Training will require substantial effort due to lack of available space and subsequent cancellation of classes. More effort is needed to improve problem solution at helpdek initial point of contact.

7. Report:

> **7.1 Executive Summary:** TCS had greater involvement in customer service activities related to technology in general.
>
> **7.2 Top 3 Program/Unit Accomplishments:**
> Improved service levels, campus image, and response times for major services.
>
> **7.3 Research Activities or Publications:** N/A
>
> **7.4 Instructional/Training Activities (presented or received):** Provided support and teaching for WebCT use across campus.
>
> **7.5 Public Service:** N/A
>
> **7.6 Other External Activities:** N/A
>
> **7.7 Contributions to UTD:**
> Increased satisfaction with helpdesk and computer labs, leading to greater use of these resources.
>
> **7.8 Top 3 Program / Unit Challenges:**
> TCS was managed by four different individuals within a span of four months. TCS was removed from the division of IR and placed in the Academic Affairs division. This created numerous challenges.