

DSAES IT SERVICES



Student Fees Advisory Committee (SFAC) Presentation for FY 2018 - 2019

Mission

DSAES IT Services is **committed to providing reliable support** and innovative technology solutions for department services, programs and resources **that sustain an environment dedicated to student success.**

Vision

Working collaboratively, DSAES IT Services will **maintain an efficient and proactive information technology environment that provides seamless support and tier one customer service that elevates staff productivity, and services.**

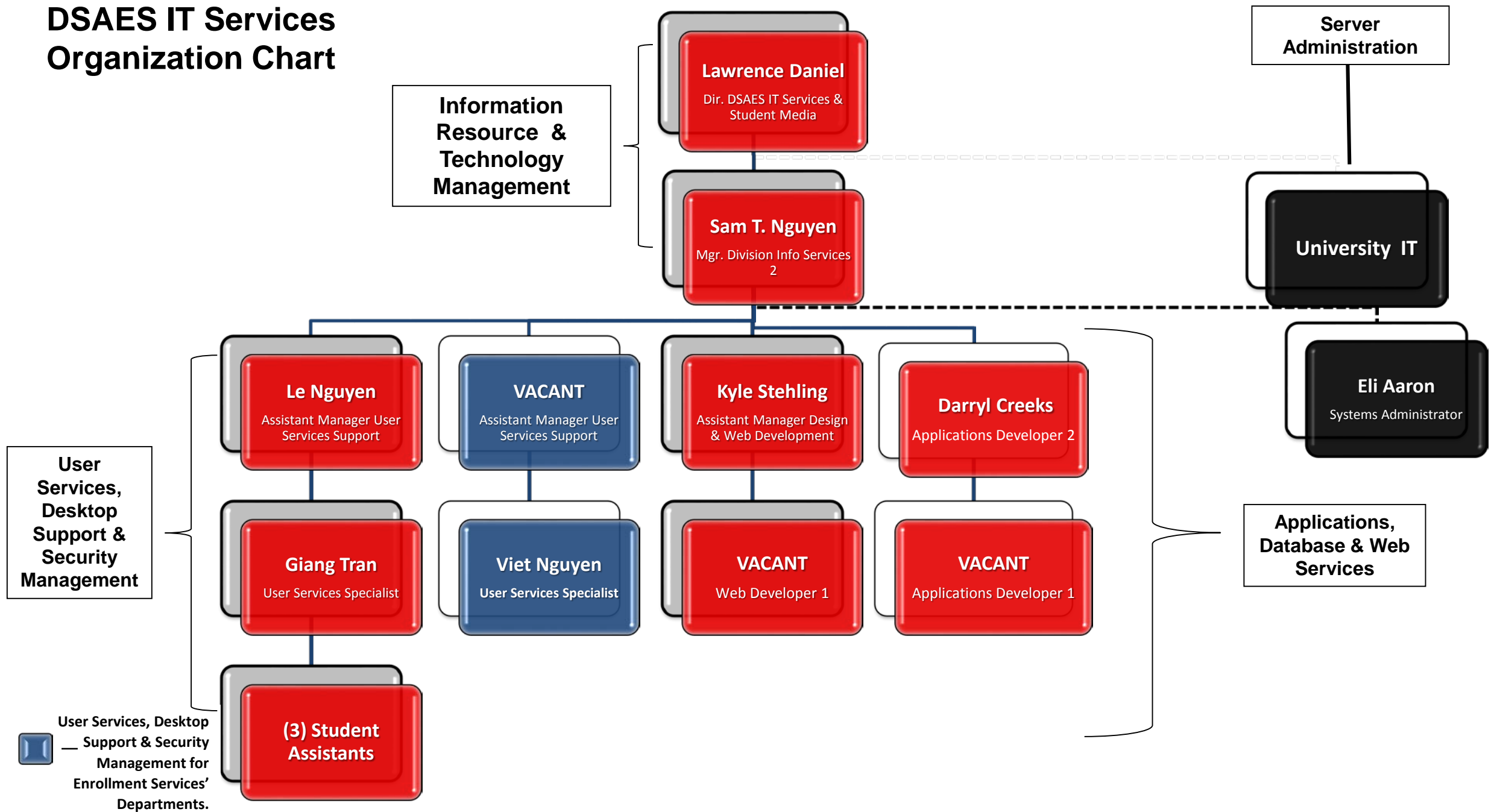
DSAES Strategic Initiatives:

- 2 - Actualize and leverage the fiscal, human, technological, and facility resources that enhance the student experience.
- 4 - Develop a culture of innovation and accountability in the redesign of Division policies, processes and procedures.
- 6 - Create and engage in strategic partnerships.

UH Strategic Initiative:

- 2 – Student Success

DSAES IT Services Organization Chart



Our Brief History

Fall 2012: University IT, at the request of Division of Student Affairs & Enrollment Services, led a division-wide comprehensive IT assessment

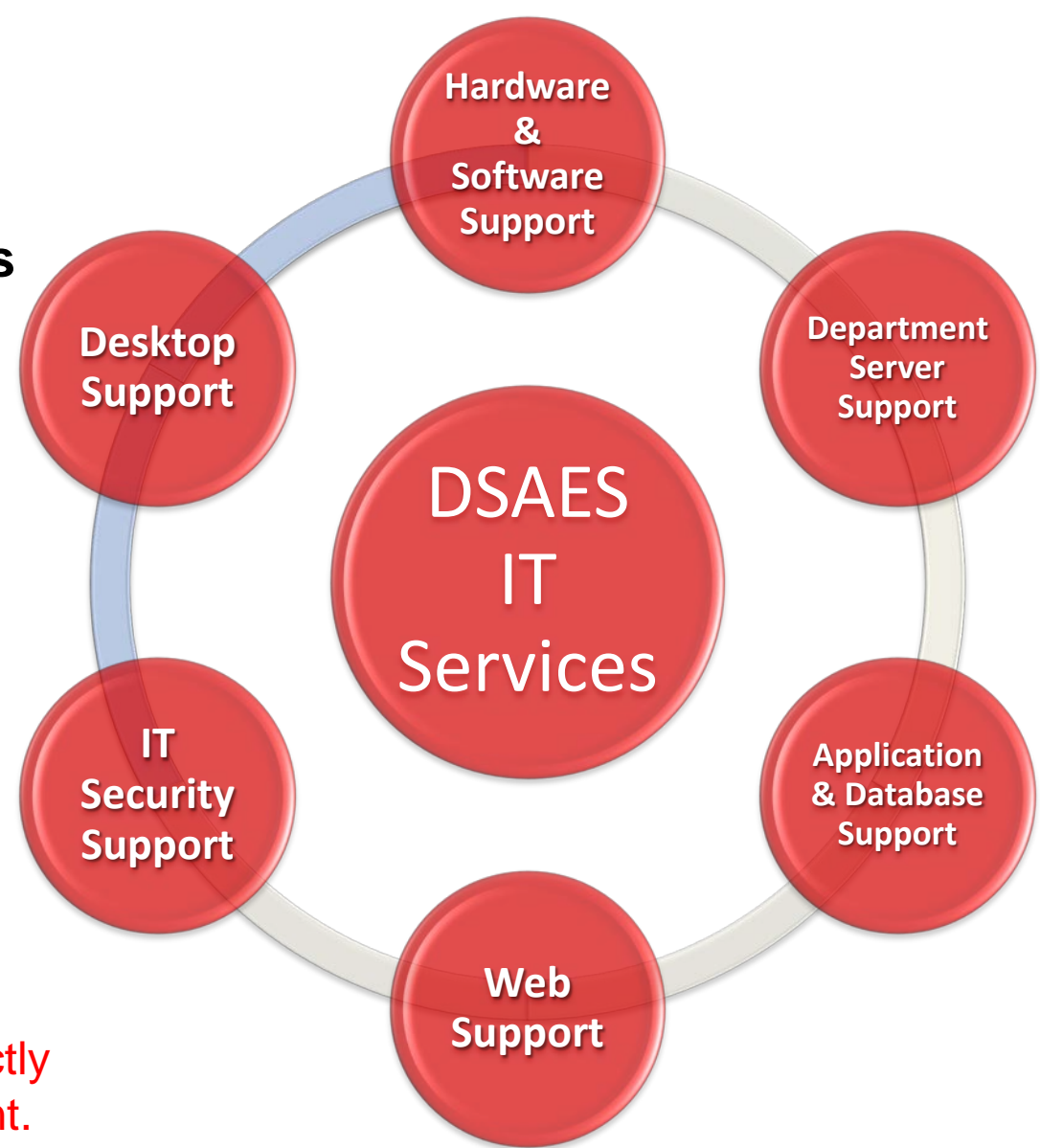
Spring/Summer 2013: University IT assessment recommendations were reviewed by Division of Student Affairs & Enrollment Services Leadership and the decision was made to centralize Information Technology (IT) throughout the division

Fall 2013 : DSAES IT Services was established to efficiently manage IT resources and began providing complete IT support for **21 DSAES departments** & **10 Fee - Funded Student Organizations.**

Spring 2015 : DSAES IT Services began providing desktop support to Enrollment Services departments, **which increased the total of departments supported to 28.**

We provide support...

- 10** Fee-Funded Student Organizations
- 16** Department Specific Applications & Databases
- *28** DSAES Departments
- 23** Servers
- 55** Websites
- 968** Computers



*Student Housing & Residential Life receives IT Support directly from University IT through an annual Service Level Agreement.

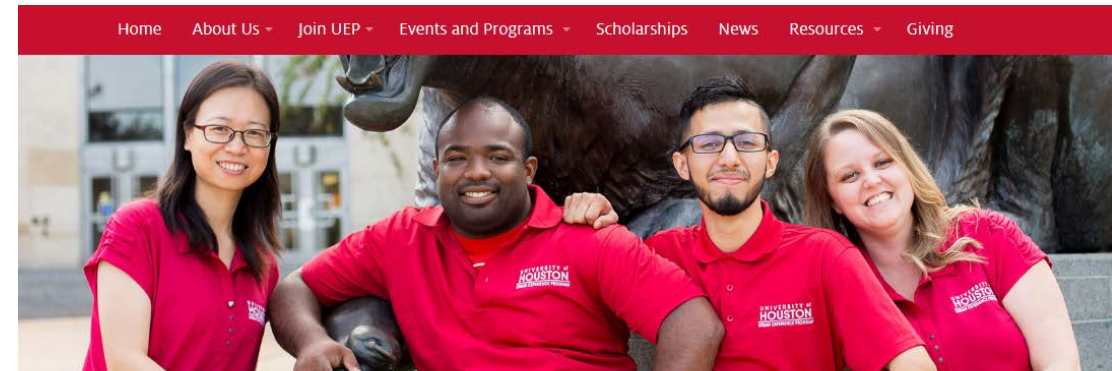
DSAES IT Highlights/Accomplishments

- DSAES IT staff played a major role in *providing continuous support to multiple specialty applications* throughout the division.
 - **Campus Recreation**
 - Updates to Recreation Management Application
 - **Health Center**
 - Upgrades to Pharmacy Prescription System
 - Updates to Electronic Medical Records System
 - **Student Centers**
 - Updates to Event Management Systems (EMS)
 - Updates to content on Student Centers Digital Screens and Marquees
 - Updated forms for the **Payeezy Gateway**, which supports online Credit Card Transactions for DSAES departments as needed.



DSAES IT Highlights/Accomplishments

- **All 55 websites** were successfully transitioned to the new University Website Template, which included many student resources and events pages:
 - UH Career Service
 - Urban Experience Program
 - Counseling and Psychological Services
 - UH Veteran Services
 - UH Weeks of Welcome
 - Scarlet Seals of Excellence
 - Stress Free Finals Week (Fall & Spring)
 - UH Citizenship Month
 - UH Homecoming



URBAN EXPERIENCE PROGRAM

DSAES IT Highlights/Accomplishments



- Successfully launched the Website Support Request Management Ticket System
 - **Accurately tracks utilization of website support services. (1,733 requests in FY17)**
 - Tracks support request history by department.
 - Allows for developers to better prioritize work load.
 - **“Website Monitors”, who request website updates on behalf of the department or Student Organization (98.7% - Satisfaction with overall experience with Web Support Ticket request system).**
 - All requests are funneled through one department representative.

FY 17 Assessments & Findings

Satisfaction and Effectiveness: Web Support Ticket System

- 99.3% - Satisfaction with the promptness of response to Website support ticket requests.
- 98.7% - Agreed that the web team was very helpful in navigating through their requests.
- 98.7% - Agreed that their website projects/update requests were completed quickly and on time as requested.

FY 17 Assessments & Findings

Customer Service and Satisfaction - Desktop Support

- 93.62% - Customers received IT assisted support within 24 hours of request desktop support ticket system.(63.83% on the same day)
- 91.49% - Reported that their questions or issues were resolved the first time they submitted a ticket.(+2.92% from FY16)
- 93.61% - Satisfaction with the overall quality of the service they received from DSAESIT.

FY17 Challenges & Responses

Challenge: **Staff Vacancies**

- Lost 4 staff members in the span of a year
 - Impacted each area of our support portfolio
 - Application and Database Support (1)
 - Desktop Support for Enrollment Services (2)
 - Website Support (1)
- Forced our department to reprioritize/defer some department strategic initiatives.
- At times, impacted staff availability.



FY17 Challenges & Responses



Response: **Staff Vacancies**

- Reevaluated our staff structure to identify possible inefficiencies related to service – **Completed May 2017**
- **Working with HR, made changes to the Organization Chart**
 - Transitioned our Assistant Manager, Information Services position to an Applications Developer 1 Position - **Projected Hire by November 2017**
 - Shifts focus from project management to more hands on support.
 - Promoted our Web Developer 2 position to Assistant Manager, Design and Web Development - **Completed August 2017**
 - Assists with merging department specific branding to align with web presence.
 - Posting and hiring a new Web Developer – **Projected Hire by February 2018**

FY17 Challenges & Responses

Response: **Staff Vacancies**

- **Changes to Enrollment Services' support**
 - Transitioned the Micro Systems Analyst 2 position to an Assistant Manager, User Services - **Projected hire by January 2018**
 - Leads the management of day – to – day requests for Enrollment Services desktop support needs.
 - Hired new User Service Specialist to support desktop support across the division
 - **Completed July 2017**



DSAES IT Services Organization Chart

Information
Resource &
Technology
Management

Lawrence Daniel
Dir. DSAES IT Services &
Student Media

Sam T. Nguyen
Mgr. Division Info Services
2

Server
Administration

University IT

Eli Aaron
Systems Administrator

User
Services,
Desktop
Support &
Security
Management

Le Nguyen
Assistant Manager User
Services Support

VACANT
Assistant Manager User
Services Support

Kyle Stehling
Assistant Manager Design
& Web Development

Darryl Creeks
Applications Developer 2

Giang Tran
User Services Specialist

Viet Nguyen
User Services Specialist

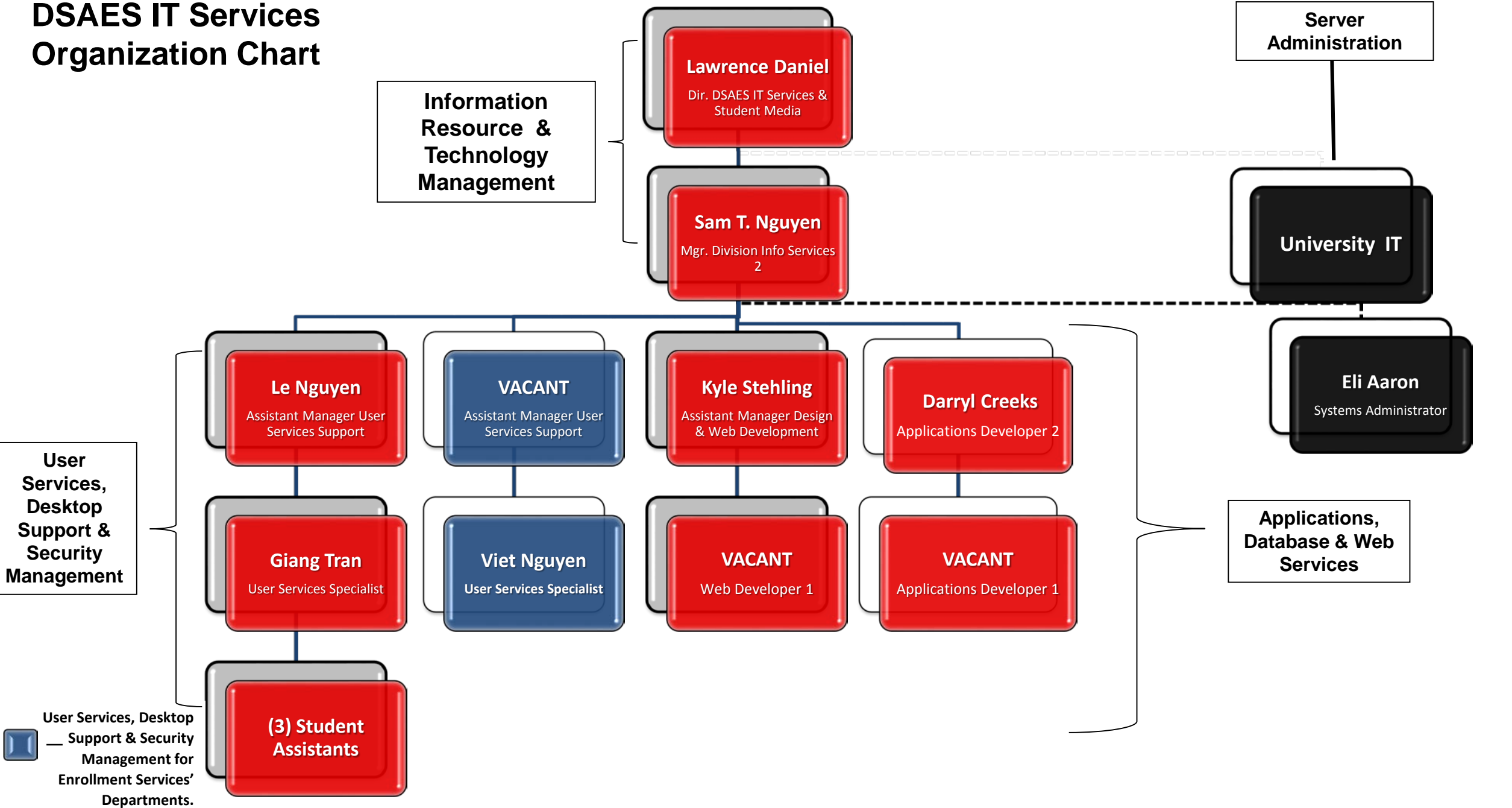
VACANT
Web Developer 1

VACANT
Applications Developer 1

Applications,
Database & Web
Services

**(3) Student
Assistants**

User Services, Desktop
Support & Security
Management for
Enrollment Services'
Departments.



FY17 Challenges & Responses

Challenge: **Awareness of Support Offerings**



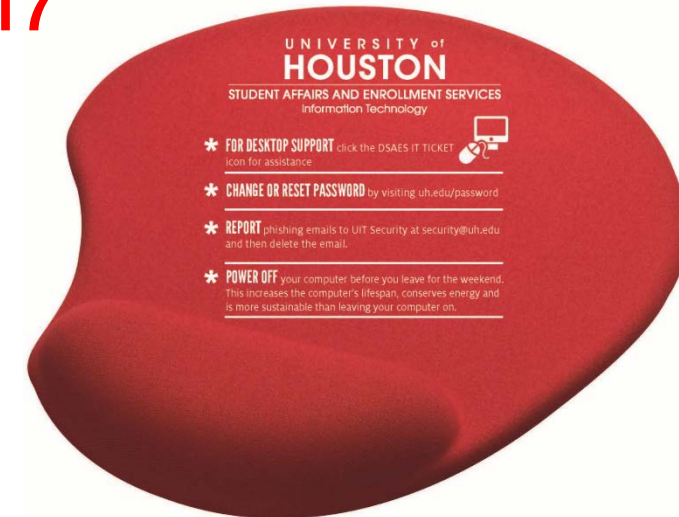
- Often called to support items we don't support
 - 36.17 % of our customers are aware of all of the services we offer
 - 57.45% of our customers are familiar with some of our services
 - 6.38% are not familiar with any of the services DSAES IT provides
- Lack of awareness created some frustration amongst users
- Affects the Customer Service experience for all involved

FY17 Challenges & Responses



Response: **Awareness of Support Offerings**

- Included questions that measured the awareness of support offerings by DSAES staff in our customer service assessment – **Completed Summer 2017**
- Purchased customize mouse pads that feature “IT support tips” imprinted on them – **Completed Summer 2017**
- Working on a DSAES IT Services website relaunch - **Projected Completion Spring 2018**
 - FAQs
 - Help Desk Information
 - Links to password reset and other common IT Support request needs



FY17 Challenges & Responses

Challenge: All DSAES Staff Training on Upgraded Technology

- **UIT Service Assurance Report:** Identified Lync/Skype for Business adoption rates were at **32%** as a Division (**above University Rate 28%**)
 - Awareness of features and functionality
- **UIT introduced a series of upgrades related to Office 365**
 - These upgrades will provide new and enhanced resources for communication, email, file storage, etc., which will involve:
 - Briefing/Training for all DSAES staff on changes and updated features
 - Providing spot updates to computers as needed
 - Upgrading 968 computers to Office 365, while working around multiple department schedules

FY17 Challenges & Responses

Response: **DSAES Staff Training on Upgraded Technology**

- Sent Assessment to all DSAES Staff to gauge software training needs. – **Completed July 2017**
- In collaboration with University IT, planning an Office 365 training on new features. – **Projected Completion December 2017**
- Working with the DSAES Professional Development Committee to establish series of IT Software trainings (Including Lync/Skype for Business) – **Spring 2018**

Budget Review/Updates – No New Requests

SFAC Funding Impacts on Efficiencies

- Eliminates the need for any DSAES department to request funding for computer replacement.
- Secures all DSAES department servers and allows for continued support in the University IT's virtual environment.
- Creates unique opportunities for students to work with experienced IT professionals
- Provides base funding for a consistent budget allocation to manage a 4 -year Desktop Lifecycle Replacement Plan
 - **776 (252 funded by Enrollment Services in FY16 and FY17)** computers have been replaced division-wide since FY 2014

**THANK YOU FOR YOUR
CONTINUED SUPPORT!**



Questions & Answers

