UNIVERSITY of HOUSTON

Information Technology

Program Questionnaire for FY 2020 - 2021

1. **Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefits for students.**

       DSAES IT Services optimizes IT support throughout the division, covering 28 departments and 7 University Sponsored and 3 University Affiliated organizations, which includes support for 14 Department Specific Applications & Databases, 25 servers, 51 websites, and 1328 computers.

Mission
The DSAES IT Services department 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 to elevate staff productivity, programs, and services.

       Currently, DSAES IT Services receives a direct allocation from the Student Fees Advisory Committee, is used to provide desktop, website, application support to Division of Student Affairs and Enrollment Services (DSAES) departments, programs, and resources, who work to sustain an environment dedicated to student success. We also support 7 University Sponsored and 3 University Affiliated organizations.
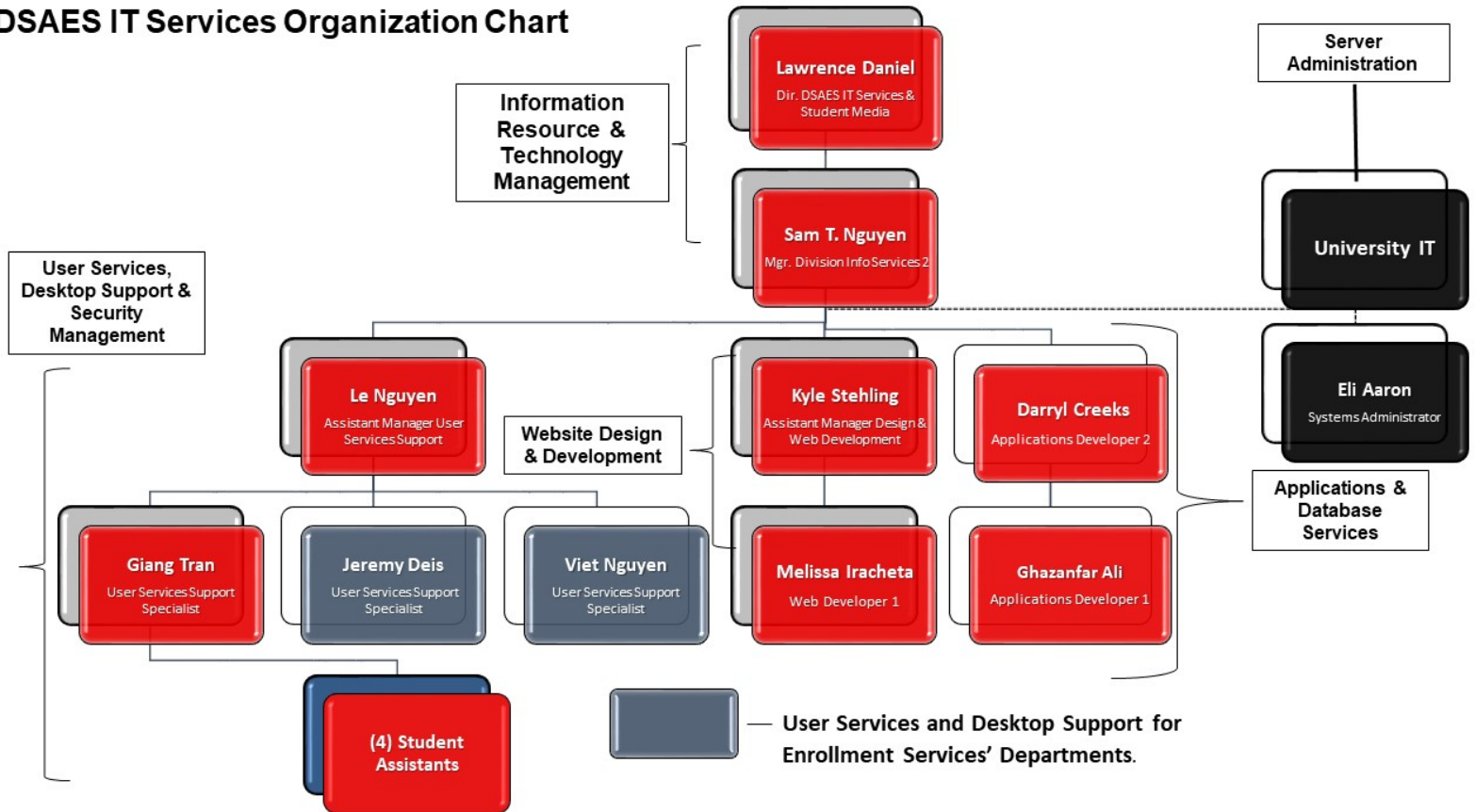
       Additionally, we have student staff positions. This opportunity provides an experiential learning environment that is beneficial in developing future IT professionals and for those looking to learn more about the Information Technology field. Our student staff is involved in application, desktop support projects that include troubleshooting, remote system restarts, new system installs, and rebuilds. DSAES IT Student Employees are generally offered jobs at major companies locally and nationally either before or after they graduate. Shortly, we hope to expand our students, capabilities by providing them with the appropriate certifications, which will take their experience and time spent with us to the next level

     DSAES IT Services continues to pride itself on customer service by providing efficient and timely responses to desktop, applications, and web support requests. We have also worked very hard to create transparency with our DSAES department leaders by creating a new Inventory Portal. This tool provides DSEAS department directors, and property custodians access to their latest computer inventory and desktop replacement schedule.

     DSAES IT also participated in an external review, which included three Higher Education IT professionals. This exercise has provided our department with some initiatives to expand upon and develop. Our staff is committed to the success our the student leaders, student employees, and DSAES staff. The best way for our department to contribute to this goal is by ensuring that all technical systems and computers are updated and maintained at a high degree.

2. **Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, advisor, etc.), note this on your chart. Student employees should be cited on the chart and identified as students.**

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

User Services, Desktop Support & Security Management

Le Nguyen
Assistant Manager User Services Support

Website Design & Development

Kyle Stehling
Assistant Manager Design & Web Development

Darryl Creeks
Applications Developer 2

Eli Aaron
Systems Administrator

Applications & Database Services

Giang Tran
User Services Support Specialist

Jeremy Deis
User Services Support Specialist

Viet Nguyen
User Services Support Specialist

Melissa Iracheta
Web Developer 1

Ghazanfar Ali
Applications Developer 1

(4) Student Assistants

— User Services and Desktop Support for Enrollment Services' Departments.

3. **List your unit's strategic initiatives and action steps identified for the 2018-2019 academic year and cite the specific Division of Student Affairs and Enrollment Services (DSAES) Strategic Initiatives and University of Houston Strategic Goals to which they relate (links below). Please comment on your success in achieving these strategic initiatives/action steps. If a strategic initiative/action step changed during the year, please note this and explain. Also, list any new strategic initiatives/action steps, the rationale for the addition, and comment on your success in achieving these items.**

DSAES Plan: (http://www.uh.edu/dsaes/about/strategic_plan.html)
UH Goals: (http://www.uh.edu/about/mission/)

Professional Development

Strategic Initiative: Support DSAES IT Services Staff opportunities for professional development. (DC3) (UH2)

Action Steps: Support the attendance of trainings, conferences, and workshops related to information technology and application support. (Empowerment & Accountability) (UH 2)

- **On-going** – Our staff has traveled to College Station for a tech conference to support third-party software for Campus Recreation. Staff will attend the Texas Technology Summit in May.

Action Steps: In collaboration with University IT, identify staff training opportunities related to university-wide technology changes and enhancements. (DC3,P1)

- **On-going** - Staff attended trainings for Content Management System updates for the University websites. Trainings in the Spring will focus on office 365 integrations.

Review Computer Replacement Budget

Working with DSAES senior leadership, review the current computer replacement budget to ensure that it continues to support replacement needs, and remains sustainable over time for DSAES departments. (R1 and R2)) (UH 2)

Action Steps: Work with DSAES Business Services to review the initial budget transfer from DSAES departments for possible adjustments, based on staff growth and the addition of new DSAES departments.

- This dilemma was mentioned in our external review, but along with this initiative and others will need to be properly appropriately.

Action Steps: Working with DSAES Departments evaluate the four-year Life-Cycle Computer Replacement Plan process and effectiveness.

- DSAES IT Services launched a Desktop Inventory Portal, which allows department directors and designated property custodians access to their department-specific computer inventory list and computer replacement schedule.

Awareness of IT Activity

Strategic Initiative: On behalf of DSAES departments, proactively establish an IT environment that is more aware of upcoming IT changes, updates, and upgrades. (DC1) (UH 2)

Action Steps: Work with University IT to establish an annual project schedule that can be shared with DSAES Senior management and cover upcoming University-wide IT updates, upgrades, and changes.

- Completed. DSAES IT has updated its department website to include more information about policies.

Actions Steps: Work with University IT to finalize all division-wide product purchases related to Office 365 and Lync/Skype for business needs and upgrades.

- As part of DSAES IT department website updates, information about upcoming training will be added before the end of 2019.

Training

Action Steps: In collaboration with the Professional Development Committee, create quarterly training sessions that will highlight and inform student and staff employees of all new technology offerings and enhance their knowledge of current office software. (i.e. Office 365, Skype for Business, OneDrive, Excel, and SharePoint) (DC3) (UH2)

- **Changed.** These trainings are currently offered by UIT online. An assessment will be sent out to evaluate additional training needs for DSAES staff.

4. **Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned strategic initiatives and/or action steps and their importance as compared to others that you might pursue. Where data exist, discuss the number of persons and/or unique students served by each of your programs and any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting these data. If available, please provide program benchmarking data from comparable institutions.**

Assessment Highlights 2017 -2018:
DSAES IT Services initiated an online assessments this past year, which focused on overall satisfaction with IT Support. As we continue to learn more about the departments and students we serve, our focus remains on maintaining excellent customer service.

   a. An assessment was completed that provided feedback and measured DSAES ITS' level of service, response time to specific IT needs, and suggests opportunities for growth. The results are below.
      o 97.36%- Customers received IT assisted support within 24 hours of request (66.67% on the same day) desktop support ticket system.
         • +14 % from 2017-2018
      o 89.47 % - Reported that their questions or issues were resolved the first time they submitted a ticket.(+9.4% from previous year)
      o 96.67% - Satisfaction with the overall quality of the service they received from DSAESIT
   • **Planned actions based on assessment results/findings**
      o DSAES IT will increase Resolve Rates by lowering the number of times our techs have to address the same issues on a computer, we will schedule follow-up appointments for our techs to re-check the issue to ensure that the issue is resolved.
      o DSAES IT will continue to send staff to training and workshops to ensure that they are aware of new trends, software updates, and best practices.
      o DSAES IT will continue to focus on training users on troubleshooting and quick fixes. Additionally, the DSAES IT website is being updated to provide access to University-wide IT information.

Utilizations Numbers

- **Support Stats**
  - 11 University Sponsored and Affiliated Student Organizations
  - 14 Department Specific Applications & Databases
  - 28 DSAES Departments
  - 25 Servers
  - 51 Websites
  - 1,328 DSAES Computers (Desktop & Laptops

- **Computer Replacement**
  - 133- September 2018 – August 2019
  - 85– September 2017 – August 2018
  - 124 – September 2016 – August 2017
  - 233– September 2015 - August 2016
  - 86 – September 2014 - August 2015
  - 333– September 2013 - August 2014

- **Desktop Support Requests**
  - 1,853 Support Requests from Sept. 2018 -Aug. 2019
  - 1,628 Support Requests from Sept. 2017 – Aug. 2018
  - 1,657 Support Requests from Sept. 2016 – Aug. 2017
  - *1,731 Support Requests from Sept. 2015 – Aug. 2016
  - 1,345 Support Requests from Sept. 2014 – Aug. 2015
  - 1,217 Support Requests from Sept. 2013 – Aug. 2014
    *- First year using online ticket system data

- **Website Support Requests**
  - 1,383 Requests from Sept. 2018 -Aug. 2019
  - 1,565 Requests from Sept. 2017 – Aug. 2018
  - *1733Requests from Sept. 2016 – Aug. 2017
    *- First semester tracking website support requests through
    Website Support Request ticket System.

Department Major Accomplishment:

- DSAES IT launched the Computer Inventory Tracking Portal, which
  will assist department directors and designated property custodians
  with managing computer inventory while giving access to information
  related to the annual replacement schedule.

5. **Please discuss any budget or organizational changes experienced since your last (FY2020) SFAC request, their impact on your programs, and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead of or behind their self-generated income projections.**

   o **Staff Departures**
     ▪ Hunter Jones, Web Developer I departed in April 2019

   o **New Hire**
     ▪ Jeremy Deis - hired in November 2018 as User Services Support Specialist II
     ▪ Melissa Iracheta - hired in August 2019 as a Web Developer I

6. **If your unit concluded FY2019 with a Fund 3 addition to Fund Equity in excess of $5,000, please describe the conditions which caused the addition and provide a line-item identification of the budgetary source(s) of the addition (i.e. lapsed salary, conference travel, etc.).**

At the close of FY 19, the DSAES IT Services returned **$47,735.00** to SFAC

$47,641.00 in salary and wages (vacant Web Developer 1 position)

$93.00 in Maintenance and Operations

7. **Please list your 2020-2021 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs and Enrollment Services Strategic Initiatives and University of Houston Strategic Goals to which they relate. Larger units may wish to group responses by subprogram. Under each strategic initiative, please state the specific action steps (programs, activities, services, policies/procedures, etc.) that you intend to implement to accomplish your stated initiative.**

Strategic Initiative: Support DSAES IT Services Staff by providing opportunities for professional development. (UH2) (DH3)

- **Action Steps:** Support the attendance of trainings, conferences, and workshops related to Information Technology Management by members of the DSAES IT Services staff.

- **Action Steps**: In collaboration with University IT, identify training opportunities related to university-wide technology changes and enhancements.

- **Actin Plan**: Create a program for DSAES IT professional development programs that supports liscening and certifications for graduating student employees and full-time staff members

Strategic Initiative: Establish new assessment measures related to usage and satisfaction of IT resource, implement policy, and procedures established by DSAES Information Resource Management (IRM) Plan. (R1) (UH2)

- **Action Steps:** In collaboration with University IT, evaluate the strength of wireless connections and complete upgrades where needed in all student common areas in DSAES buildings, which include but are not limited to lounge areas, food courts, classrooms, computer labs, service lobbies, workout areas, and offices.

- **Action Steps:** Establish an Information Resource Management Committee/Work Team, made up of DSAES department representatives, who will provide continuous feedback, suggestions, and support for DSAES IT policy and procedures outlined in the DSAES Information Resource Management (IRM) Guide

Strategic Initiative: Review DSAES IT Services work flow processes to ensure that IT support and service are being delivered efficiently and effectively. (R1&2) (UH2)

- **Action Steps:** Establish a division-wide IT support workflow guide that details all DSAES IT Services offerings, cross-training references for staff, sucession plans, and formal processes related to all IT Service Requests

- **Action Steps:** Promote DSAES IT Services offerings to create awareness of all services provided.

- **Action Steps:** Review current electronic work flow processes to ensure that all offerings are being managed appropriately and all work orders are being processed efficiently.

Strategic Initiative: Expand DSAES IT Services' inventory to include specific technology needs used to assist with DSAES programs, events, and services (i.e. Card Readers, Laptops, Scanners etc.,) (R1) (UH2)

- **Action Steps:** Evaluate current DSAES department technology support needs for programs, events, and services.

- **Action Steps:** Enhance DSAES IT Services equipment "Check- In and Check – Out" process.

8. **Recognizing that the potential to generate additional Student Service Fee income for FY2021 base funding is extremely limited and recognizing that it is likely that some units will not be allocated the new base budget and/or one-time funds requested. Please provide a narrative of how your unit would accommodate a reduction of 5% in your total FY2021 base Student Service Fee budget request and provide a line-item explanation of where budgetary cuts would be made.**

Based on our current SFAC budget, the majority of our funds support staff, which includes 4 students and 9 full time employees, computer supplies, hardware and software replacement purchases. A 5% reduction in the DSAES IT budget would result in the cut of **$49,051.30**.

Given our current SFAC budget is dedicated mostly to staff and supplies, that is where we would have to make our cut.

Cut a portion of the Salary budget (Student Wages)	$ 35,000.00
Cut a portion of our Computer Hardware and Software Supplies	$ 14,051.30
Total 5% Reduction	**$ 49,051.30**

This cut would result in the loss of our three student positions and the ability to purchase computer supplies, which may force this expense to be placed on individual departments and possibly delay our support efforts.

9. What are the other possible sources of funding available to your unit and what efforts are being made to access them (e.g. grants, donations, etc.)? **If you receive funds from other sources, please briefly describe the source, purpose, and duration of the funding and report the amounts received in the appropriate rows/columns on the SFAC Spreadsheet.**

DSAES IT Services receives **$37,500** annually, directly from University Information Technology, to support technology enhancements for the Division of Student Affairs and Enrollment Services.

Additionally, DSAES IT Services receives **$68,902** annually from Enrollment Services to cover the salary and support for one of the User Services Support Specialist positions, who supports their departments' day-to-day desktop support needs. The position is currently vacant, but should be filled by the end of the semester.

In addition, all Enrollment Services hardware and support are paid directly by the AVC/AVP for Enrollment Services.

10. Please describe any services that are similar to yours and/or any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap.

There are not any services that overlap between what University IT can offer versus what DSAES IT Services provides. Through Service Level Agreements, University IT currently supports Student Housing and Residential Life.

However, DSAES IT Services provides direct support to 28 departments and 7 University Sponsored and 3 University Affiliated organizations, which includes support for 14Department Specific Applications & Databases, 25 servers, 51 websites, and 1328 computers.