

ITS – Departmental Goals

GOAL	ASSESSMENT	FY08 RESULTS
ITS maintains 99% uptime for all systems and the campus network.	Server & switch logs were reviewed.	99% uptime was maintained.
ITS ResNet student assistants will support residence hall networking. ITS staff, ResNet and SITS students work in teams during move in week to get student on the network quickly	ResNet calls analyzed & switch logs reviewed.	In FY08 ResNet student assistants completed 178 requests. The call volume reduction is due to a change in the ResNet network implemented in FY07, which makes connecting to the network easier.
ITS will respond to helpdesk calls within one working day.	Helpdesk calls for FY08 were reviewed.	The average time to close a helpdesk call was 13.2 hours.
ITS will complete all Banner upgrades within the time frame specified by the BOR	BOR upgrade schedule was reviewed and compared to campus implementation dates.	BOR mandated Banner updates were all completed on time.
ITS will complete Banner report requests within 2 working days.	Banrpt-I report request listserv logs were analyzed.	For FY08 ITS completed over 1,000 banner programming requests 99% of which were completed in 1 working day.
ITS will maintain a 95% customer satisfaction rating on helpdesk calls.	Completed customer satisfaction surveys were analyzed.	ITS succeeded in maintaining 97.1% overall customer satisfaction rating. Full results can be found here- http://www.westga.edu/its/index_102.php

ITS – Departmental Goals

ITS will lead a student managed organization, Student Information Technology Services or SITS, to provide free PC support for all enrolled students.	Successful acquisition of technology fees to support the project, and analysis of SITS helpdesk calls.	ITS received continued technology fee funding for SITS in FY08. Over 4,158 requests for assistance were completed.
ITS will support and maintain a computer lab adequate to meet the needs of the student body.	Occupancy records were analyzed.	Occupancy rates averaged 70%.
Enhance campus IT security and maintain an incident response team to respond to all hacking incidents.	Analyzed firewall and anti-spam/anti-virus logs; review incident reports produced by the campus security officer.	Over 200,000 spam & virus infected messages were block per day; The team responded to 7 security incidents and 6 virus/spam/RBL reports.
Involvement with Facilities and Planning.	Review of construction blueprints.	ITS was involved in several aspects of campus construction and remodeling projects.
ITS will support academic resources and maintain 99% uptime of these resources.	Analyze server and switch logs.	99% uptime was maintained.