

VP ITS Scorecard 2018-2019

1 - Alert	2 - Area of concern	3 - Goal met	4 - Met stretch goal	5 - Met super stretch goal			
Final FY19 Weighed Score:							3.5
Imperative	Goal	Weight	Scale	Outcome	Score	Weighted Score	Status
1 Operational Success, Student Success and Academic Success	Performance Management: Enterprise-Wide Infrastructure High-Availability.	20.0%	5 = over 99.999% (~5 minutes or less of unplanned down time annually)				
			4 = 99.996 - 99.998%				
			(between 26 minutes and 4 hours of unplanned down time annually)	July - June = 99.972	3	6	
			(between 4H and ~3 days of unplanned down time annually)				
			(~ 3 days of unplanned down time annually)				
2 Operational Success	Business Integration: Defined technology roadmaps for departments/business units aligned with UWG strategic initiatives and departmental business plans, strategic plans and/or goals.	15.0%	5 = 12 or more roadmaps completed				
			4 = 9-11 roadmaps completed				
			3 = 6-8 roadmaps completed	July - June = 0	1	1.5	
			2 = 3-5 roadmaps completed				
			1 = 0-2 roadmaps completed				
3 Student Success, Operational Success and Academic Success	Student Information System Success: Functional process mapping and optimization for key student information system/modules associated with the student life cycle.	15.0%	5 = 41 or more process improvements				
			4 = 31 - 40 process improvements				
			3 = 21 - 30 process improvements	July - June = 32	4	6	
			2 = 11 - 20 process improvements				
			1 = 0 -10 process improvements				
4 Operational Success	Process Management: Increase First Call Resolution Rate to = or > than 60% (Industry Average is 70%)	10.0%	5 = > 56%				
			4 = 61% to 65%				
			3 = 56% to 60%	July - June = 54.8	2	2	
			2 = 51% to 55%				
			1 = under 50%				

5	Operational Success	Data and Analytics Framework Delivery: Delivering self-service report writing services campus-wide to enhance access, usability, and utilization of data.	20.0%	5 = Over 41 departments/business units that have a trained report writer				
				4 = 31 to 40 departments/business units that have a trained report writer				
				3 = 21 to 30 departments/business units that have a trained report writer	July - June = 10 There are 22 report writers being trained in July, which will bring this to 32.	1	2	
				2 = 11 to 20 departments/business units that have a trained report writer				
				1 = 0 - 10 departments/business units that have a trained report writer				
6	Operational Success	Engage West: Employee Professional Development: Each IT staff member completes at least 20 hours of professional development, with 10% in diversity and inclusion training/development.	10.0%	5 = Above 90%				
				4 = 85% to 89.9%				
				3 = 80% to 84.9%	Jan. - Dec. 2018 = 93% PD, 95% DI	5	5	
				2 = 75% to 79.9%				
				1 = Less than 75%				
7	Operational Success	Engage West: Improved Overall Mean Score of => 4.1	10.0%	5 = > 5.0				
				4 = > 4.5-4.9				
				3 = > 4.1 -4.5	4/1/2019 = 3.86	2	2	
				2 = > 3.51- 4.0				
				1 = <3.5				