

VP ITS Scorecard 2019 - 2020

1 - Alert		2 - Area of concern		3 - Goal met		4 - Met stretch goal		5 - Met super stretch goal	
Final FY20 Weighed Score:								0.2	
Imperative	Goal	Weight	Scale	Outcome	Score	Weighted Score	Status		
1 Operational Success, Student Success and Academic Success	Performance Management: Enterprise-Wide Infrastructure High-Availability. <i>*UDA - Unplanned Downtime Annually</i>	20.0%	5 = 99.9991%-99.9999% 4 = 99.995% - 99.999% 3 = 99.99% - 99.994% 2 = 99.91% - 99.99% 1 = Under Under 99.9%	July - Dec. = 99.955	2	0.4			
2 Operational Success, Partnership Success	Process Improvement: Targeted Process Improvement Engagements Completed	10.0%	5 = >17 Engagements 4 = 14-17 Engagements 3 = 11-13 Engagements 2 = 6-10 Engagements 1 = < 6 Engagements	July - Oct. = 0 Started = 9	1	0.1			
3 Operational Success, Partnership Success	Process Improvement: Targeted Process Improvement Impact Rating	15.0%	5 = 4.75 or higher 4 = 4.25 - 4.74 3 = 3.75 - 4.24 2 = 3.25 - 3.74 1 = < 3.25	July -Oct. = 0 Started = 3	1	0.15			
4 Operational Success	Service Management: Increase First Call/First Touch Resolution Rate to = or > than 80%	10.0%	5 = > 89% 4 = 86% to 88% 3 = 80% to 85% 2 = 70% to 79% 1 = under 70%	July - Dec. = 76%	2	0.2			
5 Operational Success	Data Analytics: The number of reporting/ data analytics improvement engagements conducted with campus stakeholders.	10.0%	5 = > 13 Engagements 4 = 10 to 12 Engagements 3 = 8 to 9 Engagements 2 = 4 to 7 Engagements 1 = < 3 Engagements	July -Oct. = 0	2	0.2			
6 Operational Success	Data Analytics: The number of data interfaces added to the centralized reporting database.	15.0%	5 = > 8 Data Interfaces 4 = 7 to 8 Data Interfaces 3 = 5 to 6 Data Interfaces 2 = 3 to 4 Data Interfaces 1 = < 3 Data Interfaces	July - Oct = 0	2	0.3			
7 Operational Success	Professional Development: Employee Professional Development: Each IT staff member completes at least 20 hours of professional development, with 10% in diversity and inclusion training/development and 10% in	10.0%	5 = Above 90% 4 = 85% to 89.9% 3 = 80% to 84.9% 2 = 75% to 79.9% 1 = Less than 75%	Jan. - Dec. 2019 72% PD, 64% DI	1	0.1			
8 Operational Success	Security Awareness Training Campus training to support information security and the protection of our data, IT systems, and UWG community.	10.0%	5 = > 13 events 4 = 10 to 12 events 3 = 8 to 9 events 2 = 4 to 7 events 1 = < 3 events	July - Dec. = 13	5	0.5			