

VP ITS Scorecard 2016 -2017

1 - Alert	2 - Area of concern	3 - Goal met	4 - Met stretch goal	5 - Met super stretch goal
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Overall Score as of June 2017	3.6
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Imperative	Goal	Weight	Scale	Outcome	Score	Weighted Score	Status
Operational Success	Core Web Services: Maintain 99.90% Uptime.	20.0%	5 = over 99.991%	July - June = 99.92%	4	8	
Student Success			4 = 99.91% to 99.99%				
Academic Success			3 = 98.01% to 99.90%				
			2 = 90.01% to 98.00%				
			1 = Under 90.00%				
Operational Success	Customer Service: Maintain a Call Abandonment Rate of Less Than 12% (industry Average is 10%).	10.0%	5 = Less than 5%	July - June= 9.1%	4	4.0	
Student Success			4 = 6% to 9%				
Academic Success			3 = 10% to 12%				
			2 =13% to 24%				
			1 = Over 25%				
Operational Success	Customer Service: Increase First Call Resolution Above 40% (Industry Average is 70%)	15.0%	5 = Over 70%	July - June = 45%	3	4.5	
			4 = 50% to 69%				
			3 = 40% to 49%				
			2 = 31% to 39%				
			1 = under 30%				
Operational Success	Enterprise Reporting Optimization-Delivering Campus-Wide Self Service Reporting Capabilities	20.0%	5 = Over 21 departments converted	July - June = 28	5	10	
			4 = 16 to 20 departments converted				
			3 = 11 to 15 departments converted				
			2 = 6 to 10 departments converted				
			1 = 0 - 5 departments converted				
Operational Success	COMPLETE:2016 Employee Professional Development: Each IT staff member completes at least 20 hours of professional development in Calendar year 2016	10.0%	5 = Above 90%	July - Dec. = 98%	5	5	
			4 = 85% to 89.9%				
			3 = 80% to 84.9%				
			2 = 75% to 79.9%				
			1 = Less than 75%				
Operational Success	Employee Engagement: Increase staffing levels (Educause 2015 benchmark of 7.8 per 1000 FTE). Engage West Survey Q.70 ITS 2.74, UWG 3.17. Current level = 5. 11,886 student FTE & 1300 faculty/staff FTE w/66 ITS staff (61 + 5 SA's).	10.0%	5 = 6.6-7.0	July - June = 5.6	3	3	
			4 = 6.1-6.5				
			3 = 5.6-6.0				
			2 = 5.0-5.5				
			1 = <5				

Strategic Partnerships	Defined technology strategy roadmap for business units/departments that is aligned with UWG strategic initiatives and unit/departmental business plan, strategic plan and/or goals.	15.0%	5=10 or more roadmaps completed	July - June = 0	1	1.5	
			4=7-9 roadmaps completed				
			3=3-6 roadmaps completed				
			2=2-4 roadmaps completed				
			1=0-1 roadmaps completed				