

VP ITS Scorecard 2017 -2018

1 - Alert	2 - Area of concern	3 - Goal met	4 - Met stretch goal	5 - Met super stretch goal
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4.6

Final FY18 Weighed Score:

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 99.995% (26.28 minutes or less of unplanned down time annually)	July - June = 99.990%	4	8	
			4 = 99.91% to 99.99% (between 52.56 minutes and 8.76 hours of unplanned down time annually)				
			3 = 98.01% to 99.90% (between 8.76 hours and 7.30 days of unplanned down time annually)				
			2 = 95.01% to 98.00% (between 7.30 days and 18.25 days annually)				
			1 = Under 95.00% (18.25 or more 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	July - June = 0	1	1.5	
			4 = 9-11 roadmaps completed				
			3 = 6-8 roadmaps completed				
			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 = 31 or more process improvements	July - June = 11	3	4.5	
			4 = 21 - 30 process improvements				
			3 = 11 - 20 process improvements				
			2 = 6 - 10 process improvements				
			1 = 0 - 5 process improvements				

4	Operational Success	Process Management: Increase First Call Resolution Rate to = or > than 50% (Industry Average is 70%)	10.0%	5 = > 56%	July - June = 51%	4	4	
				4 = 51% to 55%				
				3 = 46% to 50%				
				2 = 41% to 45%				
				1 = under 40%				
5	Operational Success	Data and Analytics Framework Delivery: Delivering Campus-Wide Self Service Reporting & Dashboarding Capabilities	20.0%	5 = Over 41 departments/business units leveraging self service reporting platform	July - June = 28	3	6	
				4 = 31 to 40 departments/business units leveraging self service reporting platform				
				3 = 21 to 30 departments/business units leveraging self service reporting platform				
				2 = 11 to 20 departments/business units leveraging self service reporting platform				
				1 = 0 - 10 departments/business units leveraging self service reporting platform				
6	Operational Success	Engage West: Employee Professional Development: Each IT staff member completes at least 20 hours of professional development	10.0%	5 = Above 90%	Jan. - December 2017 = 92%	5	5	
				4 = 85% to 89.9%				
				3 = 80% to 84.9%				
				2 = 75% to 79.9%				
				1 = Less than 75%				
7	Operational Success	Engage West: Improved Overall Mean Score of = > 4	10.0%	5 = > 4.51	FY18 = 3.67	3	3	
				4 = 4.1-4.5				
				3 = 3.61-4.0				
				2 = 3.51-3.6				
				1 = <3.5				
						Final Score	4.57	