

**The University of Texas-Pan American Computer Center  
Action Plan & Progress Report of the Unit Strategic Plan for Fiscal 2004**

Relationship to Organizational Goals: **University:** *To promote fulfillment of the institutional mission through effective and efficient support services and ancillary operations.* **Information Technology Unit and Computer Center Quality Assurance Goals are shown below.**

<b>Goals/Objectives/Strategies/Action Plans (Intended Outcomes &amp; Milestones)</b>	<b>Assessment Criteria &amp; Current Level</b>	<b>Target &amp; Responsibility</b>	<b>Assessment Results</b>	<b>Results Utilization/ Proposed Changes</b>
<b>IT PLANNING AND EVALUATION</b>				
<b>Assessment of IT Capacity and Services</b>				
A. IT Planning Sessions	Attendance and participation in IT Planning Sessions	Dolores Gonzalez On-Going		
<b>ITU Enterprise Information Systems</b>				
A. Oracle Application Implementation – technical participation	Develop training plan  Access to on-line training  Familiarize, research and train in Oracle Developer Suite	Dolores Gonzalez	Completed 8 Oracle on-site training courses. Got access to Oracle on-line library. Researched Oracle Developer Suite along with CVS	Training is needed in the Developer suite
<b>ITU Regulatory Compliance Goal</b>				
<b>Software Quality Assurance Program:</b> Provide audit trails for modifications of sources and online Computer Service Request (CSR) statuses using a standards based system to control access to files and audit logs and access to scanned authorization forms for authorization validation.		Dolores Gonzalez On going		
A. Perform system maintenance as necessary for PROMOTE and CSR systems.		Dolores Gonzalez On going		No changes anticipated
B. Process ITSR's with best feasible service to the requestor and rapid	Number of CSR processed	Dolores Gonzalez On going	427 ITSRs processed	No changes anticipated

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routing of the request to the Computer Center unit that will provide the service.				
C. Faithfully serve Data/System Owners by checking authorization for all CSR's and maintaining up-to-date Authentication signatures on file.	Authorization forms updated yearly	Dolores Gonzalez Yearly	Authorization forms were updated	Forms will be reviewed to fit Oracle Applications
D. Evaluate and Implement change control management tools for the Oracle platform	Learn, research and become familiar with the Oracle Repository tools	Dolores Gonzalez	Attended Oracle Developer Tools Users Group conference. Proposal for consulting services was received to evaluate our needs and recommend solution. Attended Software Configuration Management training	Consulting services are needed to implement a comprehensive Software Configuration Management plan based on our needs.
<b>Department Quality Assurance(QA) Program: Lead the effort to develop and implement the QA program and the Capability Maturity Model for each one of the Computer Center units.</b>				
A. QA Compliance Review: Compare QA standards to current practices and identify deficit areas.		Dolores Gonzalez On going		
B. Enforce the use of the SQA Lifecycle for the legacy systems	Use of the current SQA Lifecycle as standard for software development	On going	EIS staff is currently using SQA forms and procedures for all development and	No changes anticipated

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	and modifications.		modifications.	
C. Determine best practices and SQA lifecycle for programming for the Oracle environment		Dolores Gonzalez On going	Baseline lifecycle has been documented and published	Reviews need to be done as developers become more proficient in the new environment to reflect best practices.
D. Determine best practices and SQA lifecycle for Systems software functions for the Oracle environment.	82 documented process related to Windows and VMS current environments	Dolores Gonzalez On going	Documentation of new Oracle process has started, several documents have been published in Tutor	Re-evaluation of processes to be documented for the DBA functions and Systems
E. Identify new processes and develop plan to optimize current documented process for Distribution window and Tape librarian	13 documented processes	Dolores Gonzalez On going	Documents are being re-edited using Tutor	Processes will be reviewed and updated to reflect current practices
F. Develop plan to implement QA program for Record Management		Dolores Gonzalez On going		
<b>Training/Staff Development</b>				
Develop Oracle training plan	Identify training needs		Oracle Training plan was developed	
Develop professional training plan	Identify training needs			