

Administrative and Educational Support Report

Computer Center

Annual Action Plan
Annual Assessment Report

June 2004 – May 2005



Annual Action Plan: June 1, 2004–May 31, 2005

Unit: Computer Center

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Information Technology **Unit Head:** Leota Hull

Unit Mission: The Computer Center is committed to a mission of service to the university with a focus on enterprise information systems, records management, and data center operations that are robust and reliable, and of the fullest, most appropriate functionality feasible.

Unit Goal: Mission critical computer systems will be available and reliable to provide services to students, faculty and staff and support the university’s operation.

Link to UTPA Goal(s): 3. Improve UTPA’s organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
Improve Data Center Server Management Services (1)	7	Servers managed for campus offices will be reliable, secure, and accessible to meet the needs of the offices	<ul style="list-style-type: none"> Service Level Agreements. Automated monitoring. Rapid incident response. 	<ul style="list-style-type: none"> User feed back. Examination & analysis of patch levels, security settings, performance and classification of data. 	Big Brother software and server to be funded & implemented

Unit Goal:

The Computer Center EIS Development unit integrates, customizes, and manages the enterprise information systems to cost effectively and efficiently operate university electronic business processes with a focus on providing systems that enhance the services to university customers.

Link to UTPA Goal(s):

3. Improve UTPA's organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
Improve Enterprise Information Systems (2)	7	Information systems enhance and improve the university's business processes supporting operational efficiency and increased services to campus customers.	<ul style="list-style-type: none"> • Cross functional team operational for each major system. • Systems maintained up-to-date with current versions. • Develop enhancements 	<ul style="list-style-type: none"> • User Feedback. • Monitoring and analysis of processes and events. 	NA

Unit Goal:

University Records Management is a statutorily required program which provides records management services and a secure facility for the storage and retrieval of university records.

Link to UTPA Goal(s):

3. Improve UTPA's organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
Improve Records Center (3)	7	Records Center facility serves university offices as a repository where inactive records are managed through their retention periods.	<ul style="list-style-type: none"> • Improve Retention Schedule. • End user training. • Give assistance to offices. • Transport of records. • Implement recycling program. 	<ul style="list-style-type: none"> • Feedback from users. • Review by management. 	New Records Center Van for transport of records



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Link to UTPA Goal(s): 3. Improve UTPA’s organizational effectiveness

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Improve Data Center Server Management Services (1)	7	Servers managed for campus offices will be reliable, secure, and accessible to meet the needs of the offices	<ul style="list-style-type: none"> User feed back. Examination & analysis of patch levels, security settings, performance and classification of data. 	Feedback from campus offices indicated: confusion about the roles & division of responsibilities between offices and the data center; a need to increase the level of communication between	Data Center staff work with offices to develop service level agreements: formalization of the roles and responsibilities of staff; documentation of the

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				the data center staff and support staff in offices.	lines of communication; identification of emergency contacts; and documentation of conditions specific to an office or service The Data Center provides server management and Co-location as services available to university offices providing a range of services from simple secure co-location to full server management.

Unit Goal:

The Computer Center EIS Development unit integrates, customizes, and manages the enterprise information systems to cost effectively and efficiently operate university electronic business processes with a focus on providing systems that enhance the services to university customers.

Link to UTPA Goal(s):

3. Improve UTPA's Organizational Effectiveness

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Improve Enterprise Information Systems (2)	7	Information systems enhance and improve the university's business processes supporting operational efficiency	<ul style="list-style-type: none"> User Feedback. Monitoring and analysis of processes and events. 	Server and security monitoring identified deficits in the support of the some of the smaller applications which could	Reorganization of staff and workloads consolidated this class of applications under the management of

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		and increased services to campus customers.		result in exposure of confidential data and less than optimum operation of these applications.	one development team which has support for these applications as their primary responsibility.

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Improve Records Center (3)	7	Records Center facility serves university offices as a repository where inactive records are managed through the end of their retention periods.	<ul style="list-style-type: none"> • Feedback from users. • Review by management. 	Assessment of cost effectiveness of Records Management in the context of budget constraints and the need for increases in IT services indicated a need to shift resources to those areas where greater impact could be achieved.	Implemented plan for Records Center services to transition from a full service function to a self-service function. Resource constraints mitigated by cross-functional collaboration between the Records Center and other units in the IT Division.