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## Fayetteville Technical Community College

### Detailed Assessment Report 2009-2010 Management Information Services (MIS)

#### Mission/Purpose

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To provide computer and communications services to the College through intranet and internet as well as maintain, install, upgrade and service hardware and software.

#### Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

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##### **O 1: Assessing Admin. Systems server uptime**

Use information to analyze problems and make logical decisions in the assessment of the Administrative Systems (Datatel Production Server) uptime.

##### Associations:

##### **Institutional Priorities:**

- 4 ADMINISTRATION AND FINANCE-To provide a management and planning system which ensures productivity, fiscal responsibility, and accountability.
- 5 FACILITIES- To plan, provide, and maintain educational facilities which will enhance student learning, achievement, and development.
- 7 INSTITUTIONAL EFFECTIVENESS-To effect continuous improvement through a comprehensive system of data collection, assessments, and action planning for institutional planning units

##### **Related Measures:**

##### **M 1: Administrative Server uptime**

What: As a daily task, an analysis of Administrative Server logs will be performed to determine server downtime.

Why: Log data collected on the Administrative Server will show any outages. Daily analysis is required to isolate the specific downtimes and determine the cause of any outage(s).

How: As a component of daily system monitoring, all downtime, in hours and minutes, and the reason will be captured and reported to the Systems Administrator and Director of MIS on a device event form.

When: In July 2010, all device event form data will be transcribed to a server uptime assessment spreadsheet and compared to determine success criteria.

Who: System administrator

Source of Evidence: Administrative Measure

##### **Documents:**

[Systems Daily Tasks 09-10](#)

[FTCC MIS DeviceEventForm systems 09-10](#)

[Server Uptime Assessment worksheet 09-10](#)

##### **Achievement Target:**

The Administrative System (Datatel Production Server) will be available to college Students, Faculty, and Staff 99% of the time, or 8672 hours annually based on the Administrative

System scheduled to be available 24 hours a day, 365 days a year for a total of 8760 hours a year.

**Document:**

[Systems Daily Tasks 09-10](#)

**O 2: Assessing of network connectivity uptime**

Maintain network accessibility to critical application/services. This includes assessment of access to the internet, Datatel, GroupWise and user resources.

**Associations:**

**Institutional Priorities:**

- 4 ADMINISTRATION AND FINANCE-To provide a management and planning system which ensures productivity, fiscal responsibility, and accountability.
- 5 FACILITIES- To plan, provide, and maintain educational facilities which will enhance student learning, achievement, and development.
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**Related Measures:**

**M 2: Network connectivity availability**

What and Why: Daily logs will be kept showing availability of network resources to include all critical router, switches, DNS server(s), Barracuda Web Filter, Firewalls and IDS.

How: Health check of the network will be documented and Error logs will be kept to show any downtime.

When and Who: Daily checks will be performed by Network Staff

Source of Evidence: Efficiency

Source of Evidence: Administrative Measure

**Documents:**

[Daily Network Maintenance Checklist #1 09-10](#)

[Daily Network Maintenance Checklist #2 09-10](#)

[Network uptime Worksheet 09-10](#)

[Networking Device event form 09-10](#)

**Achievement Target:**

98% availability of network resources. Downtime should not exceed 175 hours (7 Days).

**Documents:**

[Daily Network Maintenance Checklist #1 09-10](#)

[Daily Network Maintenance Checklist #2 09-10](#)

**O 3: Determine Efficiency in Work Order Completion**

TBD-

Use available software and custom reports to determine the efficiency in completing work orders in a timely manner. Custom report will be developed by MIS Support Services and MIS Development staff.

**Associations:**

**Institutional Priorities:**

- 4 ADMINISTRATION AND FINANCE-To provide a management and planning system which ensures productivity, fiscal responsibility, and accountability.
- 5 FACILITIES- To plan, provide, and maintain educational facilities which will enhance student learning, achievement, and development.
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planning units

**Related Measures:**

**M 3: Work Order Completion**

Generated work orders will be assigned a priority. This priority will determine time frame for completion. Resolution of completed work order based on priority assignment of (1) High - 1 work day, (2) Mid - 10 days and (3) Low - 30 days. Monthly reports will be generated and reviewed to determine if priority assignments of work orders is effective in help desk support.

Source of Evidence: Efficiency

**Achievement Target:**

90% of work order in each priority level will be completed in the assigned time frame.