

Assessment Based Improvement Report
Department(Unit): Office of Information Technology
College (Division): Vice President for Computer and Information Technology

Assessment Result from UEP that Indicated Need for Improvement	Improvements Implemented	Semester
<p>1. UTA has chosen to pursue the purchase of a Student Information System rather than conduct an internal application design.</p> <p>2. Network Services personnel were overwhelmed with laborious requests to make inactive ports 'hot' as needed, requiring more manpower than was available.</p> <p>3. HelpDesk requests continue to increase, yet manpower has not increased to match the demand for services.</p>	<p>1. UTA purchased the PeopleSoft student information system in August 2004, which will be implemented over a 21 month period with estimated completion of Summer, 2006.</p> <p>2. Network Services has changed the business process model for its services. All ports to the network have now been activated, including requests for new installations. This has reduced the demand on manpower such that a port is visited only once, unless there are service problems.</p> <p>3. HelpDesk staff have continued to streamline their business processes in order to match the increasing demand. In 2002, the Help Desk logged around 44,000 requests whereas 2004 is estimated to reach around 74,000 requests.</p>	Fall-2004
<p>1. Business Computing Services should stay abreast of existing technology and needs for support of application software.</p> <p>2. Network Services had a mixed network distribution infrastructure, with a combination of Switched Fiber Data Distributed Interface (16) and Switched Gigabit Ethernet (37).</p> <p>3. The demand for Desktop Support has skyrocketed.</p>	<p>1. Business Computing Services continues to make enhancements and changes of application software, such as the implementation of Ad Astra room scheduling software and integrating it with the legacy Student Information System.</p> <p>2. Network Services has successfully migrated the entire network distribution infrastructure to a single Switched Gigabit Ethernet model.</p> <p>3. Desktop Support has added two members to their staff, supports pursuit of technical certifications of its staff, and recently implemented Microsoft's SMS system. SMS will be slowly incorporated into desktop support in order to expedite response times, reduce demand on in-person visits, and improve customer satisfaction.</p>	Spring-2004

4. The demand for student computing facilities continues to increase.	4. The popular Internet Cafe (Sam's Click Cafe) space has been doubled, adding 46 PCs to the original 36, as well as the addition of two group study rooms with interactive smart boards.	
1. Business Computing Services should stay abreast of existing technology and needs for support of application software. 2. Research demands for High Performance Computing continues to increase.	1. Business Computing Services continues to make enhancements and changes of application software, such as the development of web grade entry. 2. To match increasing demand, the High Performance Computing System has recently replaced its Network Attached Storage as well as increasing its capacity to 8.4 Terabytes.	Summer-2004

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