

Enterprise Systems Management

Academic Affairs

Administrative Unit Assessment

FY 19 (July 2018-July 2019)

Department and Assessment Report Information

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For which department or area are you reporting?	Enterprise Systems Management
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Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	To provide highly available, enterprise-wide, services and support for the academic and administrative communities of Middle Georgia State University.
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What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	To provide reliable and secure systems for the University To provide an accurate, functional website for the University
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Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY19. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY20.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Enterprise Systems Management will reduce the number of Windows 2008 servers from 22 to 10.
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Count the number of Windows 2008 servers (server documentation)
Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome was to reduce Windows 2008 servers by 55%. (22 to 10 servers)
Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	ESM reduced Windows 2008 servers by 23%. (22 to 17 servers)
Objective 1: Did your department meet this objective?	The department did not meet this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	ESM upgraded 5 servers and identified 7 additional servers that we will decommission rather than upgrade. We also identified several systems that required new hardware in order to complete their upgrades. We requested and were granted funding for this new hardware. We are on track to have the remaining servers upgraded by the end of 2019.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Enterprise Systems Management will implement an industry standard backup application [for production servers].
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	This objective was measured by verifying backup agents were installed on each virtual server in production.
Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome was 100% installation on all virtual servers in production.
Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	ESM administrators installed the backup agents on 100% of our virtual servers by December 2018.
Objective 2: Did your department meet this objective?	The department met this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Having the right tool for the job makes a world of difference. Not only did we Save \$2000 per year, we also increased system reliability, expanded server backup coverage, and we improved backup times over the previous system. Additionally, this has reduced administrator overhead tremendously. The new backup system was implemented successfully so no further changes are required for this objective.

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Enterprise Systems Management will implement and test a new backup and recovery plan.
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	ESM measured this objective by creating a new backup procedures document.
Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective was the creation of a backup procedures document for ESM's new backup system.
Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	A backup procedures document was created in December 2018.
Objective 3: Did your department meet this objective?	The department met this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We discovered that to fully utilize the backup software's testing features we needed to build a sandbox environment. This will enable us to safely deploy, verify, and test server backups without impacting our production environment. We have purchased new hardware to build a sandbox environment and will deploy it this coming year.

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Enterprise Systems Management will improve web page load times by at least 10%.
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	We compared loading times for the top seven most-visited web pages. We used July 2018 as a baseline and then reexamined these same seven pages in November 2018, after optimizations were applied.
Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Our target was at least a 10% improvement in page load times.
Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	In all 7 instances, we exceeded expectations. We achieved load times between 17% and 40% faster, with one page achieving 69% improvement.
Objective 4: Did your department meet this objective?	The department exceeded this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	As a result of these improvements, we applied changes throughout the website. ESM will continue to identify issues and improve MGA's website experience.

Future Plans

<p>Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.</p>	<ol style="list-style-type: none">1. ESM will reduce the number of Windows Server 2008 servers from 17 to 0.2. ESM critical servers will have at least 99% up-time.3. ESM will achieve a server patch management level of 100% each month.4. ESM will improve web page load times by 10%.
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	<p>The department of Enterprise Systems Management is currently well-positioned to meet its mission. We made significant improvements with our website and our new backup system this past year. We plan to build upon this progress in the coming year. In addition, we will seek to improve server availability and improve server patch management.</p>

Form run:

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