

# Enterprise Systems Management

Office or Department of Academic Affairs

Administrative Unit Assessment

Year Reporting: FY 20 (July 2019-July 2020)

## Department and Assessment Report Information

<b>Prepared on: 7/28/2020 3:56:29 PM</b>	<b>Prepared by: geoffrey.dyer@mga.edu</b>
<b>For which department or area are you reporting?</b>	<b>Enterprise Systems Management</b>
<b>What is the name and MGA email address of the person responsible for this report?</b>	<b>Geoffrey Dyer, geoffrey.dyer@mga.edu</b>

## 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.

<b>What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</b>	To provide highly available, enterprise-wide, services and support for the academic and administrative communities of Middle Georgia State University.
--	--

<b>What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</b>	To provide reliable and secure systems for the University To provide an accurate, functional website for the University
---	--

## 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 FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

### Objective 1

<b>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	ESM will reduce the number of Windows Server 2008 servers from 17 to 0.
<b>Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Count the number of Windows 2008 servers (system documentation)
<b>Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	The target outcome was to reduce Windows 2008 servers by 100%. (17 to 0 servers)
<b>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)</b>	ESM reduced Windows 2008 servers by 88%. (17 to 2 servers)
<b>Objective 1: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	OTR was able to decommission all but two servers. The two remaining servers are critical servers and cannot be decommissioned until a replacement system is implemented. Unfortunately, project delays due to unanticipated funding issues prevented implementation of the new system before July 2020. Funding has been approved and a replacement system is on track for implementation in late 2020. Shortly after the replacement system goes online and is tested, the two remaining 2008 servers will be decommissioned. ESM will now shift this goal to focus on Windows Server 2012R2 upgrades.

**Objective 2**

<p><b>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b></p>	<p>ESM critical servers will have at least 99% uptime.</p>
<p><b>Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b></p>	<p>This objective is measured by producing a server uptime report from ESM's monitoring software (July 1, 2019 – June 30, 2020).</p>
<p><b>Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b></p>	<p>The target outcome was 99% uptime for all critical servers.</p>
<p><b>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)</b></p>	<p>19/20 (95%) critical servers had 99% uptime.</p>
<p><b>Objective 2: Did your department meet this objective?</b></p>	<p>The department did not meet this objective.</p>
<p><b>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b></p>	<p>During an upgrade, one of our campus bookstore servers had a catastrophic failure and was down for several day. Attempts to recover were unsuccessful and the vendor was called in (at cost) to completely rebuild the system. Two underlying issues were discovered -- incomplete system documentation and an non-validated system backup. As a result, backup validation will be a new goal for FY21.</p> <p>After reviewing this year's uptime report, we realized many critical systems achieved better than 99.9% uptime so ESM will adjust this coming year's goal from 99% to 99.9% accordingly.</p>

### Objective 3

<b>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	ESM will achieve a server patch management level of 100% each month.
<b>Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Completed updates are recorded in the ESM Server Update Log each month.
<b>Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	All (100%) ESM servers were updated monthly.
<b>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)</b>	All (100%) ESM servers were updated monthly.
<b>Objective 3: Did your department meet this objective?</b>	The department met this objective.
<b>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	ESM incorporated server patching into required monthly maintenance procedures. No further improvements were identified so this goal will not be continued into the next year.

#### Objective 4

<b>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Enterprise Systems Management will improve webpage load times by at least 10%.
<b>Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	We identified average web page loading times for several MGA News web pages, applied changes, and then measured average load-times again.
<b>Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	Our target was at least a 10% improvement in page load times.
<b>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)</b>	We improved average load times by 43%.
<b>Objective 4: Did your department meet this objective?</b>	The department exceeded this objective.
<b>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	As a result of these improvements, we applied changes throughout MGA's News sub-site and, where applicable, throughout the website. ESM will continue to identify poorly performing webpages and improve MGA's overall website experience.

**Future Plans**

<p><b>Please identify and detail three to 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 of X will provide training in ABC for at least 73 MGA faculty and staff.</b></p>	<p>1) ESM will upgrade 30% of its Windows Server 2012R2 servers to Windows 2016 or better.                  2) All ESM critical servers will have at least 99.9% annual uptime.                  3) ESM will validate backups for 50% of its critical systems annually.                  4) ESM will improve webpage load times by 10% for the poorest performing web pages.</p>
<p><b>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</b></p>	<p>The department of Enterprise Systems Management is currently well-positioned to meet its mission. We made significant improvements with our news pages, with our server 2008 reductions, and we met our goals for monthly server patches. We did not meet our 100% uptime goal, but this highlighted the need for a new goal regarding backup validation. In addition, we are modifying our server upgrade goals to focus on Windows Server 2012R2 upgrades. Based on our experience with the previous goal, we need to upgrade at least 1/3 of our servers each year to meet the Microsoft imposed end-of-support deadline for 2012R2 in October 2023.</p>

**Open Box for Additional Comments**

<p><b>Open Text Box For Assessment Comments:</b></p>	
<p><b>If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</b></p>	

