

Network Services

Office or Department of Academic Affairs
Administrative Unit Assessment
Year Reporting: FY 20 (July 2019-July 2020)

Department and Assessment Report Information

Prepared on: 6/24/2020 10:53:39 AM	Prepared by: tommy.davis@mga.edu
For which department or area are you reporting?	Network Services
What is the name and MGA email address of the person responsible for this report?	Tommy Davis, tommy.davis@mga.edu

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 reliable network, authentication, and email services for all Middle Georgia State University faculty, staff, students, and guests.
--	---

What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	<ol style="list-style-type: none">1. Provide continuous and reliable network functionality and modernization.2. Provide continuous and reliable authentication functionality and modernization.3. Provide continuous and reliable email functionality and modernization.
---	--

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

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The department of Network Services will upgrade the external Domain Naming System (DNS) from Server 2016 to Server 2019 for use by all faculty, staff, students, and guests.
Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The external DNS system was upgraded to Server 2019. The upgrade was tested by the Network office with various in-house and on-line DNS testing tools. The system was then placed into the production network with no loss of service and no end-user complaints.
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective was to upgrade all four external DNS servers with no loss of services during the transition.
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)	The achievement level for this objective was 100%. All four external DNS servers were successfully upgraded.
Objective 1: Did your department meet this objective?	The department met 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?	Documentation, planning, coordination, and experience are required to successfully implement any network project.

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.	The department of Network Services will upgrade the internal Active Directory (AD) domain controllers from Server 2016 to Server 2019 to provide additional security and authentication options for use by all faculty, staff, and students.
Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The internal Microsoft AD domain controllers were upgraded from Server 2016 to Server 2019. The system was tested by the Network office with various in-house AD testing tools. The domain controllers were upgraded in the production network with no loss of service and no end-user complaints.
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective was to upgrade all ten internal AD servers with no loss of services during the process.
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)	The achievement level for this objective was 100%. All ten internal AD servers were successfully upgraded.
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?	Documentation, planning, coordination, and experience are required to successfully implement any network project.

Objective 3

<p>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>The department of Network Services will upgrade the internal Microsoft AD Federated Services (ADFS) system from Server 2012 R2 to Server 2019 for use by all faculty, staff, and students.</p>
<p>Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>The internal Microsoft AD Federated Services system has been upgraded from Server 2012 R2 to Server 2019. The system was tested by the Network office with various in-house ADFS testing tools. The ADFS system was upgraded in the production network with minimal loss of service and minimal end-user complaints.</p>
<p>Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>The target outcome for this objective was to upgrade all eight internal/external ADFS servers with minimal loss of services during the transition.</p>
<p>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)</p>	<p>The achievement level for this objective was 100%. All eight internal/external ADFS servers were upgraded.</p>
<p>Objective 3: Did your department meet this objective?</p>	<p>The department met this objective.</p>
<p>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>Lack of documentation, planning, coordination, and experience will prevent the successful implementation any network project.</p>

Objective 4

<p>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>The department of Network Services will continue to upgrade, maintain and modernize both the network and email systems for all faculty, staff, and students.</p>
<p>Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>The department measured this objective by upgrading the networks in the Jones and HSS/ART buildings on the Macon campus and increased the use of the Teams application during the Covid-19 lockdown.</p>
<p>Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>The target outcome for this objective was to modernize and optimized the networks in the Jones and HSS/ART buildings and to provide increased remote meeting capabilities with the Teams application.</p>
<p>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)</p>	<p>The achievement level for this objective was 100%. The networks in the Jones and HSS/ART building were completely updated and the use of the Teams application was greatly increased.</p>
<p>Objective 4: Did your department meet this objective?</p>	<p>The department met this objective.</p>
<p>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>Documentation, planning, coordination, and experience are required to successfully implement any network project.</p>

Future Plans

<p>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.</p>	<ol style="list-style-type: none"> 1. Complete new Hyper-V server virtualization system for all faculty, staff, and student use. 2. Continue to upgrade the network, and server systems for faculty, staff, and student use. 3. Document long term disaster recovery plan for all network services IT systems. 4. Continue employee training and development.
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	<p>The current status of the Network office has improved over the past year. We currently have two members in the network office with the skillset to manage the systems assigned to them. It would be beneficial to hire one additional employee to provide personnel redundancy and backup.</p>

Open Box for Additional Comments

<p>Open Text Box For Assessment Comments:</p>	
<p>If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	<p>The COVID-10 pandemic drove the need to quickly ramp of the use of the Teams application.</p>

