Chief Information Officer

Office or Department of Strategic Plan and Cabinet

Administrative Unit Assessment Report Information

Year Reporting: FY21 (July 2020 – June 2021)

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Department 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.

6. What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	To provide information technology leadership and support that enables Middle Georgia State University to fulfill its instructional and administrative functions in an efficient, effective, and timely fashion.

7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	Provide a secure and reliable technology environment for all Middle Georgia State University faculty, staff, students, and guests. Provide guidance and stewardship to ensure effective and efficient technology implementation and use throughout MGA.

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 FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	OTR will fully implement the Pyramed software system to provide electronic medical records for our Athletic Department.
9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Software will be 100% functional and in use by the athletics department
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% implementation of the Pyramed software before June 30, 2020
11. 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)	Software 85% implemented on as of June 30, 2020.
12. Objective 1: Did your department meet this objective?	The department did not meet this objective.
13. Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Due to the increased workload imposed by the pandemic upon the Athletic Department, implementation remain unchanged. Staffing issues hampered further progress as well. Due to changing OTR priorities for FY22, this objective will be dropped and replaced by an objective of greater scope and priority.

Objective 2

14. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	OTR will replace the current document imaging system (Nolij) with a new imaging system (OnBase).
15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	OnBase software will be 100% functional and in use by Admissions.
16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% implementation of the OnBase system before June 30, 2021.
17. 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)	Onbase software is 95% implemented as of June 30, 2021.
18. Objective 2: Did your department meet this objective?	The department did not meet this objective.
19. Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	OTR is in the final stages of OnBase implementation and fully expects to have this software in use by August 31, 2021. This project has seen several delays due to changing scope and changes in OTR staffing this year.

Objective 3

20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	OTR will implement a VOIP system to replace MGA's legacy telecommunication system.
21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	VOIP will be 100% implemented by June 30, 2021.
22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	VOIP is 100% implemented by June 30, 2021.
23. 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)	VOIP is 20% implemented as of June 30th 2021.
24. Objective 3: Did your department meet this objective?	The department did not meet this objective.
25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	As of June 30, 2021, a vendor has been selected and we are awaiting a contract. We anticipate signing this contract in August 2021 with implementation to begin immediately. Late changes to requirements and state contract issues have led to delays. OTR purchased Microsoft's Phone System in preparation for integration with VOIP.

Objective 4

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	OTR will formalize and implement the IT business continuity plan (BCP).
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	OTR will complete the BCP 100% by June 30, 2021.
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The BCP is 100% complete by June 30, 2021.
29. 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)	The BCP was 100% complete as of June 30, 2021.
30. Objective 4: Did your department meet this objective?	The department met this objective.
31. Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	OTR completed the Business Continuity Plan as scheduled. During the development of this plan, several gaps or areas that needed remediation were identified and fixed. Those technical items not able to be remedied due to cost and complexity are being reviewed for inclusion future department plans and budgetary requests. Now that this plan has been formally implemented, OTR will review it annually and continue to update and improve continuity planning. This objective will not be carried forward because it is complete.

Future Plans

32. 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.	1. Fully implement Microsoft A5 (to improve overall security and implement VOIP) by December 31, 2021. 2. OTR will replace the current document imaging system (Nolij) with a new imaging system (OnBase). 3. OTR will fully implement a VOIP system to replace MGA's legacy telecommunication system. 4. OTR will fully implement third-party WIFI in all residential halls by December 31, 2021

Open Box for Assessment Comments

33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:	OTR has several major projects near completion and several about to begin in the next year that will greatly impact and improve IT services for the University. Once fully implemented, these projects will improve back-office processes and services, improve residential and University internet access, improve MGA's overall security posture, and provide increased telecommunications agility while realizing overall telecommunications cost savings. While this has been a challenging year with staffing and budget-issues, we've seen great improvements recently. With staffing near 100% now, OTR is well positioned to fully achieve its goals for FY22.
37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	COVID-19 continued to impact OTR's ability to complete two objectives. One objective, Pyramed implementation, remains stalled due to staffing-related issues. Covid was a contributing factor that led to staffing issues that slowed OnBase implementation.

MGA's Strategic Plan

34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)	Grow Enrollment with Purpose 1. Expand and enrich the face to face student experience, Build Shared Culture 6. Sustain financial health through resourceful fiscal management
35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)	Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc. Operational Processes, Customer Service Changes: Communication, Services, etc.

Other

36. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc)	
38. Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the AY20/21 as well as outcomes associated with your appraisal of your schools activities.	