# Information Technology

#5 Plan cycle - 5
Plan cycle 2019/2020
7/1/19 - 6/30/20

# Introduction

The purpose of the Information Technology Unit is to enhance the role of information technology on the McNeese State University Campus. Information technology is a broad term used to describe a multitude of uses of computing and communications technology in support of the institution's mission and activities. This area typically includes computers (servers, desktops, and workstations), networking equipment and infrastructure items, telephone, video distribution and transmission equipment, multimedia and similar computer-based audiovisual equipment, electronic or digital printing equipment, and other related hardware. Additionally, the term information technology may be used to include both the software that operates on this equipment and the data retained by these hardware and software mechanisms.

The Information Technology Unit focuses around four major areas: student computing laboratories; network access and electronic services; user support services; and instructional technology and curriculum support. In addition, the Information Technology Office coordinates proposals to and carries out the approved proposals of the Student Technology Assessment Committee. The Information Technology Division consists of the Information Technology Office, the Coordinator of Technological Advancement for Students (TASC) Operations, Technical Support and Networking Services, University Computing Services, Webmaster, and Telecommunications Technician.

**Performance Objective 1  Provide functional network to advance technology available to faculty /staff, students, community, and dorm residents.**

### 1  Assessment and Benchmark

Benchmark: Maintain 99.99% (industry standard) uptime during peak academic seasons and hours for the campus network. Peak hours are defined as seven days per week/24-hours per day during an academic term, except where scheduled maintenance of the network is planned. Uptime will be calculated by dividing the measured uptime by the available number of hours in a year (8760).

#### 1.1  Data

| Academic Year | % of uptime | Hours of downtime |
|---|---|---|
| 2016-2017 | 99.7% | 20 |
| 2017-2018 | 100% | 0 |
| 2018-2019 | 100% | 0 |
| 2019-2020 | 99.9% | 5 |

##### 1.1.1  Analysis of Data and Plan for Continuous Improvement

2016-2017:
Expected level of achievement was satisfactory. 20 hours of unplanned downtime for the year was the result of fiber damage to Watkins Dorm by a contractor.

2017-2018:
Expected level of achievement was satisfactory. 17.5 hours of unplanned downtime (3/28/18 10:45AM to 4:15PM) for the year was a result of fiber damage outside of our control and therefore was not included in the data. This situation still caused inconvenience for all users and IT is currently working with LONI to prevent this situation from happening again. Items to be worked on for the following year:
- Install redundant Internet connection originating from Ryan St. The current connection enters campus from Common St.
- Integrate both connections into campus equipment for seamless failover should fiber damage occur in the future.

2018-2019:
Expected level of achievement was satisfactory. The redundant Internet connection from LONI is now in place and will assist in maintaining this level of achievement. Items to be worked on for the following year:
- Install Internet service from secondary provider, Cameron Communications. This service will provide a backup should LONI fail.

2019-2020:
Expected level of achievement for the campus network was satisfactory. Expected level of achievement for the dorm network was unsatisfactory.
- 5 hours of unplanned downtime for the year was a result of equipment failure.
- 67 hours of unplanned downtime (3/9/20 to 3/12/20) for the year was a result of fiber damage outside of our control and therefore was not included in the data. This situation still caused inconvenience for students, and IT is currently working with LONI to prevent this situation from happening again.

Items to be worked on for the following year:
- Install redundant connection for dorms to prevent future downtime.

### 2  Assessment and Benchmark

Benchmark: Design and implement network upgrades to ensure state-of-the-art connectivity as funding becomes available.

**2.1 Data**

2016-2017:
Network Improvements:
- New network switch installations
  - Frasch Hall
  - BBC 2$^{nd}$ floor labs
  - Ruston
- Fiber optic installations/upgrades
  - Dorms – 10GB
- Wireless installations/upgrades
  - Bel dorm
  - Frasch Hall

2017-2018:
Network Improvements:
- New network switch installations
  - Hardtner 4500X 10GB switch
  - BBC 4500X 10GB switch
  - SFA
  - KBYS (fanless model)
- Fiber optic installations/upgrades
  - Hardtner to Data Center
  - President's House
  - Field House to Library
  - SFA to Kaufman
  - Bulber to Kaufman
  - Dorm management office to Kirkman
- Wireless installations/upgrades
  - President's House
  - IT building

2018-2019:
Network Improvements:
- New network switch installations
  - H&HP Arena
  - Bulber Auditorium
- Fiber optic installations/upgrades
  - H&HP Arena
  - Drew Hall
  - Bulber Auditorium
  - Farrar Hall
  - Police
  - Bel Dorm
- Wireless installations/upgrades
  - H&HP Arena
  - Drew Hall
  - Kirkman Hall
  - Doland Field House
  - Watkins Dorm
- New redundant firewalls for campus

2019-2020:
- New network switch installations
  - Kaufman 324 (English Lab)
  - Infirmary
  - Hodges Field House
  - Chartwells
  - BBC 1st floor
  - BBC 202 lab
  - Dorm Management Office
  - Marketing
  - Hardtner Hall
  - New Recreational Complex
  - Kirkman 201 (Math lab)
  - Band Hall
- Fiber optic installations/upgrades
  - All BBC floors to 10GB
  - Core fiber ring (Kaufman to Kirkman)
  - All Dorms to 10GB
- Wireless installations/upgrades
  - Gayle Hall
  - BBC
  - Hardtner Hall
  - Farrar Hall
  - All dorms except Sallier and Bell
- New Dorm firewall
- New Dorm 10GB router and traffic shaper
- New Ruston firewall

### 2.1.1  Analysis of Data and Plan for Continuous Improvement

2016-2017:
- Continue to expand/upgrade network hardware.
- Continue to expand/upgrade fiber optic infrastructure as needed.
- Continue to expand/upgrade wireless network.

2017-2018:
- Continue to expand/upgrade network hardware:
  - SEED center data room has become a management challenge because it is too accessible by non-McNeese workers. IT will work with Facilities to secure this room.
  - We have determined that our core routers will not support 100G connectivity as previously stated. We are currently working on an alternative solution to this.
  - We have determined that our closet series switches will not support software defined access. This security enhancement is a nice feature and will be considered in future upgrades.
  - The IT department is currently working with developers to design and implement technology in the H&HP Arena.
- Continue to expand/upgrade fiber optic infrastructure as needed
  - Police
  - Drew Hall
  - Gayle Hall
  - Farrar Hall
  - Field House
  - Alumni

- ○ The IT department is currently working with developers to design and implement fiber optic cabling in H&HP Arena.
- ○ The IT department is currently working with LONI to provide 100G Internet connectivity.
- ○ The following buildings are scheduled for 10G upgrades:
- Continue to expand/upgrade wireless network
  - ○ H&HP Arena

2018-2019:
- Continue to expand/upgrade network hardware
  - IT has experienced an increase in age related equipment issues. These issues are normally remedied with spare equipment and/or warranty replacement. IT will assess equipment age, based on inventory data, and determine what areas may need a more aggressive refresh cycle.
- Continue to expand/upgrade fiber optic infrastructure as needed
  - The 10G upgrades for the following locations were not completed and will be rolled over to 2019-2020
    - Gayle Hall
    - Alumni Center
    - Hardtner Hall
  - The following buildings are scheduled for 10G upgrades
    - Frasch Hall
  - Assess all locations remaining on multi-mode fiber that could benefit from an upgrade to single-mode
- Continue to expand/upgrade wireless network
  - Sports Medicine
  - Dorms
  - Retire last remaining 3600 series access points on main campus
- Install new firewall for disaster recovery site in Ruston

2019-2020:
- Continue to expand/upgrade network hardware
  - Frasch Hall
  - SEED Center
- Continue to expand/upgrade fiber optic infrastructure as needed
  - The 10G upgrades for the following locations were not completed and will be rolled over to 2020-2021
    - Gayle Hall
    - Alumni Center
    - Hardtner Hall
  - The following buildings are scheduled for intra-building 10G upgrades
    - Frasch Hall
    - Farrar Hall
- Continue to expand/upgrade wireless network
  - Frasch Hall
  - ETL
  - Chozen Hall
- Expand Network Access Control (NAC) to prevent older equipment from causing security issues on the campus network.

**Performance Objective 2** **Provide technical support services for faculty/staff and students in a timely and complete manner.**

### 1 Assessment and Benchmark

Benchmark: Keep the quality of the Help Desk Survey above 4.00 out of 5.00 on questions.

#### 1.1 Data

| Academic Year | Survey Ranking |
|---|---|
| 2013-2014 | 4.33/5 |
| 2014-2015 | 4.44/5 |
| 2015-2016 | N/A |
| 2016-2017 | 4.14/5 |
| 2017-2018 | 4.46/5 |
| 2018-2019 | 4.64/5 |
| 2019-2020 | 4.25/5 |

### 1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:
Continue to monitor satisfaction levels.

2017-2018:
The lowest scoring item on the survey was timeliness. IT will investigate the following to help address this issue:
- Identify additional self-help features for student processes.
- Have the help desk number roll to additional IT staff members during peak call times or when Susan is unavailable.

2018-2019:
- Comments on survey are positive. The increase is most likely from changes made to the help desk line. The help desk number, 5995, rolls over to 5990 when busy or Susan is not available. This has prevented missed calls and improves user response times.
- IT will implement identity management services for easier account recovery and password changes.

2019-2020:
Levels are satisfactory but down 0.39 points. Possible factors for the decrease:
- Susan Kelley was out for most of March due to health issues. Although help desk calls and emails were routed to Jessica Hill, the absence of someone in the Old Ranch may have given the impression of no support
- As coronavirus preparations began, help desk calls increased significantly. We Susan being out, we did not have redundancy to handle the increased volume.

The help desk has been moved into the IT building. This will provide efficiencies and redundancy for both walk-in traffic and calls.

## 2 Assessment and Benchmark

Benchmark: Keep the quality of the Tech Support Service Survey above 4.00 out of 5.00 on questions.

### 2.1 Data

| Academic Year | Survey Ranking |
|---|---|
| 2013-2014 | 4.34/5 |
| 2014-2015 | 4.42/5 |
| 2015-2016 | N/A |
| 2016-2017 | 4.51/5 |
| 2017-2018 | 4.48/5 |
| | |

| | |
|---|---|
| 2018-2019 | 4.59/5 |
| 2019-2020 | 4.16/5 |

### 2.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:
Continue to monitor satisfaction levels.

2017-2018:
Although levels are satisfactory, the lowest scoring items on the survey involve timeliness and efficiency. Demand continues to increase for support. IT staff has acquired additional work load from TASC Coordinator dealing with severe medical issues. The following will be done to help with this issue:
- Starting in the fall semester, IT will utilize a student technician to assist with additional work load.
- Changes to the online request form will be made for efficiency. For example, the user will no longer need to provide their department.

2018-2019:
Levels are satisfactory and survey comments are positive. IT is considering a new work ticket system which will allow the following improvements:
- End user tracking of work ticket submitted with updates
- Access to tickets for technicians via mobile devices
- Data reporting of work ticket volume and response times

2019-2020:
Levels are satisfactory but down 0.43 points. Several circumstances, occurring in a short period of time, may have contributed to this decrease:
- Firewall upgrades and a fiber cut caused several hours of Internet connectivity loss in the dorms.
- Difficulties in transitioning to fully online for coronavirus caused a significant increase in tech support workload.

The Office of IT has not been able to institute a new ticketing system due to increased work load. Therefore, a cloud-based solution will be considered.

## Performance Objective 3  Provide functional phone system for all faculty/staff and students.

### 1  Assessment and Benchmark

Benchmark: Maintain 99.99% (industry standard) uptime during peak academic seasons and hours for the campus phone system. Peak hours are defined as seven days per week/24-hours per day during an academic term, except where scheduled maintenance of the network is planned. Uptime will be calculated by dividing the measured uptime by the available number of hours in a year (8760).

### 1.1  Data

| Academic Year | % of uptime | Hours of downtime |
|---|---|---|
| 2016-2017 | 100% | 0 |
| 2017-2018 | 100% | 0 |
| 2018-2019 | 100% | 0 |
| 2019-2020 | 100% | 0 |

### 1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

- Expected level of achievement was satisfactory. Continue to assess and monitor phone system for potential problems. Continue implementation of VoIP (Voice over IP) system to supplement/replace aging traditional phone system.
- Currently over 300 directory numbers have been migrated to the VoIP system

2017-2018:
Expected level of uptime was satisfactory. The redundant systems allow IT staff to perform upgrades without loss of service. The primary problem observed is users locking out their voice mail Pin.
Items to be worked on for the following year:
- Finish migration of all directory numbers, by December 2018.
- Investigate options for self-help Pin reset on voice mail system.

2018-2019:
Expected level of uptime was satisfactory. All extensions have been migrated with the exception of the Police Dispatch. The only minor disruptions were the following:
- Migration of the switchboard to a web-based system that can be operated from any location on campus
- Some phones were impacted by weather. These, however, were quickly replaced with spares

Items to be worked on for the following year:
- Finish migration of Police dispatch with call recording capabilities
- Consider solutions to migrate fax lines to new phone system
- Consider solutions for auxiliary lines such as call boxes and elevators
- Begin discussions with AT&T to relocate PRI line from Holbrook to data center

2019-2020:
Expected level of uptime was satisfactory. The only minor disruptions were the following:
- Browser incompatibility with Chozen Hall phone queue system. Temporary solution is to retain older versions of browsers. IT staff will continue to investigate a permanent resolution.

Improvements:
- The annual McNeese Alumni Phone-a-Thon was successfully implemented with the Cisco-based phone system for the first time.

Items to be worked on for the following year:
- Finish migration of Police dispatch with call recording capabilities.
- Finish relocation of  AT&T PRI line from Holbrook to data center.

## Performance Objective 4  Provide radio station (KBYS) as a means of self-promotion and community engagement.

### 1  Assessment and Benchmark

Benchmark: Work with the Director of University Events to promote all McNeese related affairs.

#### 1.1  Data

2016-2017:
KBYS made numerous announcements on the air and on social media about McNeese related events. These include, but are not limited to, the following:
- McNeese registration periods
- Leisure Learning programs
- Alumni Phonathon
- McNeese Professor lectures
- Lake Charles Symphony

- SAGE Series
- Small Business seminars
- Career Fairs
- Season ticket sales for Athletics
- McNeese Preview Days
- Heart 5k run for Christus Foundation
- McNeese Grad Fest
- Live at the Lakefront community concerts
- McNeese Banners Series
- 1000 trees in 1000 days event
- MusicMakers2U instrument drive
- Sesquicentennial of the City of Lake Charles
- McNeese Band London trip fundraiser
- SEED Center pitch competition

2017-2018:
KBYS made numerous announcements on the air and on social media about McNeese related events. These include, but are not limited to, the following:
- Governor's Program for Gifted Children
- Ward 3 Recreation programs
- Ad & press Club fundraiser for McNeese scholarships
- McNeese Homecoming events
- MusicMakers2U musical instrument donations
- McNeese Chamber Singers concert
- McNeese Faculty Senate public meeting on higher ed funding
- McNeese Pre-Vet society fundraiser
- McNeese Ducks Unlimited
- McNeese Ag tree-planting program
- Student Art Sale
- Lake Charles Community Band concerts
- Avenue of Flags
- McNeese Job Fair
- MLK Foundation - MLK Day events
- Families Helping Families - IEP workshop
- McNeese Theatre performances
- McNeese Autism program
- McNeese Education Dept. Geaux Teach program
- McNeese Book Store - Personal touch account
- McNeese Baseball/Softball tickets
- McNeese Faculty recital
- McNeese Visual Arts Gumbowl fundraiser
- Engineering Week events
- McNeese Wind Symphony concert
- Greek Week activities
- Gradfest
- Sage Program events
- Israeli Project
- McNeese Chorus concert
- Banners 2018 events
- Alpha Delta Phi volleyball tournament
- McNeese summer/fall Registration
- McNeese Leisure Learning courses
- La. Small Business Development workshops
- McNeese Summer Reading Clinic
- McNeese Alumni Association crawfish boil
- McNeese orientation sessions

- McNeese football season tickets
- Cowgirl Basketball camps
- SLC softball tournament
- McNeese RNs honored
- McNeese Soccer Camp
- Phi Mu Alpha gaming fundraiser
- Cowgirl Kicker Kuties Camp
- McNeese Harp Camp
- McNeese Basketball Camps - Heath Schroyer
- Cowboy Up Football Camp
- McNeese Band Summer Academy
- Cowboy Camp for freshmen

2018-2019:
KBYS made numerous announcements on the air and on social media about McNeese related events. See attached quarterly files for details.

2019-2020:
KBYS made numerous announcements on the air and on social media about McNeese related events. See attached quarterly files for details.

kbys-quarterly-issues_2019-q3-20191010-180921936-pdf   [PDF  288 KB  7/9/20]

kbys-quarterly-issues_2019-q4-20200108-212130732-pdf   [PDF  167 KB  7/9/20]

kbys-quarterly-issues_2020-q1-20200404-224020871-pdf   [PDF  315 KB  7/9/20]

kbys-quarterly-issues_2020-q2-20200707-181059630-pdf   [PDF  266 KB  7/9/20]

### 1.1.1  Analysis of Data and Plan for Continuous Improvement

2016-2017:
Continue working with the Director of University Events to promote McNeese-related affairs.

2017-2018
Very pleased with the increase in event coverage from last year. The process of getting information to KBYS and then on-air has become more streamlined. Staff will strive to maintain this process and focus on increasing listenership by doing the following this year:
- Complete transmitter and antenna upgrade to extend our coverage area.
- Begin fundraising efforts to purchase a radio station trailer to attend local events.

2018-2019:
Promotion of McNeese continues to work smoothly. All promotional information is now available online through the FCC site.

The completion of the transmitter and antenna upgrade has provided the following improvements:
- The increase of power to 4000 watts has expanded the coverage area
- KBYS is now the <u>only</u> station in the region broadcasting in digital

KBYS staff and volunteers will work on the following for the upcoming year:
- Continue fundraising for trailer
- Expand to multiple digital channels (HD2, HD3)

2019-2020:

- Promotion of McNeese continues to work smoothly. All promotional information is now available online through the FCC site.
- KBYS held the first "Cowboy Classic Car Show" in November 2019 as a fundraiser.
- KBYS staff and volunteers will work on the following for the upcoming year:
  - Continue fundraising
  - Expand to multiple digital channels (HD2, HD3) as infrastructure becomes available

**Performance Objective 5** **Provide state-of-the-art technology solely for the purpose of supporting and improving student life and learning (TASC).**

### 1 Assessment and Benchmark

Benchmark: Fund projects that meet the three focus areas of TASC:
1. Student computing laboratories
2. Network access & electronic services
3. Instructional technology & curriculum support

#### 1.1 Data

2016-2017:
Funded projects for Focus Area 1:
- 10 new computers for College of Education labs
- 50 new computers for College of Business labs
- 16 new computers for piano lab
- Various instrumentation & software enhancements to engineering labs
- Various instrumentation enhancements for agricultural science, biology & chemistry

Funded projects for Focus Area 2:
- $25k set aside for network/electronic services in proposed new Student Union

Funded projects for Focus Area 3:
- Laptops for Autism Program
- Nine computers for classroom instruction in Farrar
- 88" interactive learning system for College of Education
- CAPSIM, QuickBooks, & Palisade software for Business
- Simulation models, trainers, & tablets for Nursing
- Smart classroom for College of Liberal Arts

2017-2018:
Funded projects for Focus Area 1:
- 54 computers for College of Nursing lab
- 22 computers for English and Foreign Languages lab
- Two iMacs for music practice rooms
- 27 computers and two printers for ACLC in College of Science and Agriculture
- 35 computers for Computer Science lab in Drew Hall
- 20 computers for biology lab
- 22 iMacs for visual art lab

Funded projects for Focus Area 2:
- Mobile projectors, flatbed, and microfilm scanners for use in the Library
- Broadcast console equipment for KBYS

Funded projects for Focus Area 3:

- 11 computers for College of Business lecture rooms
- Two laptops for training and assistance with Volunteer Income Tax Assistance Program
- Smart classroom for College of Business (BBC 119)
- Classroom management software for College of Liberal Arts
- Eight computers for College of Science lecture rooms in Kirkman Hall
- A real time PCR machine for Biology & Health Sciences
- Two smart classrooms for Ag Sciences in Gayle Hall (212 & 301)
- Five computers and software for the training of student interns in Masters of Psychology
- Five computers in McNeese Autism Program for student observation
- Various types of STEM equipment for Department of Education Professions
- Recording cameras for student teaching review
- Three laptops in Health & Human Performance for American Red Cross First Aid courses
- Five computers for Health & Human Performance lecture rooms
- Microscope camera attachments for microbiology

2018-2019:
Funded projects for Focus Area 1:
- 32 new computers for Computer Science lab (Kirkman 123)
- Upgrade of 16 Physiology lab kits in Department of Biology
- 12 laptops for anatomy & physiology lab (Frasch 139)
- 3 new printers for Holbrook computer lab

Funded projects for Focus Area 2:
- 25 iPads for student registration though General and Basic Studies
- 2 new projectors in meeting rooms (Old Ranch & LaJeunesse)
- Scanning Kiosk for use in the Library
- 6 scanners for use in College of Education
- 10 Chromebooks for use in College of Education
- 6 iPads for use in College of Education

Funded projects for Focus Area 3:
- 2 Smart classroom for Mathematical Sciences (Kirkman 111, 126)
- Smart classroom for Agricultural Sciences (Gayle 206)
- Cleaning and repair of 208 compound light microscopes in Department of Biology
- Variable volume pipettor kits and stands for Department of Biology
- Smart classroom for College of Nursing (Hardtner 304)
- 7 laptops for students to use for course testing in College of Nursing
- 6 computers for ATI and NCLEX practice testing in College of Nursing
- BodyViz virtual anatomy system in College of Nursing
- AVCath catheter simulator in College of Nursing
- Smart classroom for Engineering & Computer Science (Drew 320)
- 4 Smart classrooms for College of Business (BBC 153, 201, 304, 305)
- 2 tablets and Titanium intake software for Department of Psychology
- 6 Qball classroom microphones for College of Education
- 2 computers for classroom use in College of Education (Farrar 137, 141)
- Metabolic measurement kit for use in Department of H&HP
- Exercise physiology kit for use in Department of H&HP
- 4 Smart classrooms for Department of Visual Arts (SFAA 106, 107, 108, 207)
- 2 new projectors for College of Liberal Arts (Kaufman 206, 218)
- 3 Smart classrooms for College of Liberal Arts (Kaufman 200, 207, 214)
- 1 autoclave for Department of Biology
- Smart classroom and microscope camera for Department of Biology (Frasch 345)
- $35k matching funds towards GC-MS for Department of Chemistry
- Birthing simulator for College of Nursing
- 2 Smart classrooms in SFA 205, 224
- 1 new projector in SFAA 201

- White boards for College of Business 122
- New projector and computer for College of Business 306-A
- 7 Promethean Active Panels for College of Education (Farrar 216, 232, 239, 301, 302, 303, 311)
- 2 new projectors for College of Liberal Arts (Kaufman 302 & 306)
- 2 Smart classrooms for Department of Biology (Frasch 107, 229)

2019-2020:
See the attached file for data.

Performance Objective 5 Technology - 2019-20   [PDF  109 KB  7/14/20]

### 1.1.1  Analysis of Data and Plan for Continuous Improvement

2016-2017:
Continue to fund projects within focus areas with the most impact for student success.

2017-2018:
The primary problem observed is IT continues to see work orders for failing equipment in labs and classrooms. These issues, however, are not being addressed through technology proposals. The following will be done before and during technology proposal periods:

- Meet with department heads and/or deans and provide data, via work tickets submitted, on equipment that is having frequent failures.
- Have colleges focus on maintaining/replacing existing equipment before submitting for new technology.
- Assist with quotes and proposal writing as necessary.

2018-2019:
Meeting with the department heads and/or deans has helped tremendously. Huge gains have been made in instructional technology, specifically smart classroom upgrades.

With several new deans in place, IT will help familiarize these individuals with technology processes and guidelines. Also the same successful strategy will be used during technology proposal periods:

- Meet with department heads and/or deans and provide data, via work tickets submitted, on equipment that is having frequent failures
- Have colleges focus on maintaining/replacing existing equipment before submitting for new technology
- Assist with quotes and proposal writing as necessary

The main challenge for the technology committee this year will be to evaluate college allocations. With the creation of the College of SEM and Ag Sciences, the committee will need to establish how funds will be distributed.

2019-2020:
The technology committee will focus on assisting with modified or alternate methods of content delivery due to the effects of coronavirus.

## Performance Objective 6  Provide reliable services that ensure student success and efficient operations for all University departments.

### 1  Assessment and Benchmark

Benchmark: Ensure that critical services (Banner, Moodle, email, BDMS, etc.) stay up-to-date and maintain 99.99% (industry standard) uptime during peak academic seasons and hours.

### 1.1  Data

| Academic Year | % of uptime | Hours of downtime |
|---|---|---|
| 2016-2017 | 100% | 0 |
| 2017-2018 | 99.95% | 4 |
| 2018-2019 | 99.96% | 3 |
| 2019-2020 | 99.90% | 8 |

2016-2017 upgrades performed:
- Moodle - 2.9 to 3.2.3
- Banner
  - Student - 8.8.4 to 8.13.1
  - General - 8.8.4 to 8.13.1
  - Financial Aid - 8.26.1 to 8.29
  - Payroll - 8.12.2 to 8.13
  - Finance - No change
  - Accts Receivable - 8.4.1 to 8.5.2
- Moved Degree Works from test to production
- Installed new virtualization servers for campus and disaster recovery site in Ruston

2017-2018 upgrades performed:
- Moodle - no change
- Banner 8
  - Student - 8.13.1 to 8.15
  - General - 8.13.1 to 8.10.1
  - Financial Aid - 8.29 to 8.32.0.2
  - HR/Payroll - 8.13 to 8.14.1.6
  - Position Control - 8.14
  - Finance - 8.11.1.9
  - Accts Receivable - 8.5.2 to 8.5.3.1
- Banner 9 in test
  - Student - 9.3.10.0.6
  - General - 9.3.9.0.4
  - Financial Aid - 9.3.8.0.3
  - HR/Payroll - 9.3.6.0.3
  - Position Control - 9.3.6.0.3
  - Finance - 9.3.7.0.2
  - Accts Receivable - 9.3.6.1.2
- Performed technical integration of Hobson's with Banner
- Configured SSN masking in TEST INB
- Configured new HOLDS processing in TEST INB

2018-2019 upgrades performed:
- Moodle - 3.2.3 to 3.5.6
- Banner 8 to 9 Production
  - Student - 8.13.1 to 9.3.14.1.2
  - General - 8.10.1 to 9.3.13.0.2
  - Financial Aid - 8.32.0.2 to 9.3.14.1.1
  - HR/Payroll - 8.14.1.6 to 9.3.9.1.2
  - Position Control - 8.14 to 9.3.9.0.1
  - Finance - 8.11.1.9 to 9.3.10.0.3
  - Accts Receivable - 8.5.3.1 to 9.3.10.0.4
- Implemented Single Sign-On (SSO) for Banner 9
- Implemented new Holds process in Banner Prod

2019-2020 upgrades performed:
- Moodle - No changes
- Banner 8 to 9 Production
    - Student - 9.3.14.1.2 to 9.3.19.0.4
    - General - 9.3.13.0.2 to 9.3.17.1.1
    - Financial Aid - 9.3.14.1.1 to 9.3.20.0.2
    - HR/Payroll - 9.3.9.1.2 to 9.3.15.0.4
    - Position Control - 9.3.9.0.1 to 9.3.13.0.2
    - Finance - 9.3.10.0.3 to 9.3.16.0.4
    - Accts Receivable - 9.3.10.0.4 to 9.3.15.0.2
- DegreeWorks - 4.1.4 to 5.0.2

### 1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:
Expected level of achievement was satisfactory. Continue to monitor uptime levels and perform upgrades as necessary.

2017-2018:
Downtime was caused by Oracle database issue. Issue was identified and resolved.
Planned upgrades for Banner system by the end of December 2018:
- Banner 9 in PROD
- SSN masking in PROD
- HOLDS processing in PROD
- BDM - 8.6 to 16.3
- Workflow - 8.3 to 8.5
- DegreeWorks - 4.1.4 to 5.0

2018-2019:
Downtime was caused by Portal issues. This will be resolved with new Luminis Portal which is now in test.

Planned upgrades for Banner system by the end of December 2019:
- BDM - 8.6 to 16.3
- Workflow - 8.3 to 8.5
- DegreeWorks - 4.1.4 to 5.0.2
- Luminis Portal in production
- SSN masking in PROD

2019-2020:
Downtime was caused by Moodle performance issues. Although not completely down, the Moodle server did not have enough resources to perform reliably. This issue occurred during a critical period, day one of fully online final exams.
The period of downtime is directly related to the position of Senior Systems Administrator being vacant. An experienced administrator would have resolved the issue much quicker.

Planned upgrades for Banner system by the end of December 2020:
- BDM - 16.3 to 16.6
- Workflow - 8.5 to 8.7
- DegreeWorks - 5.0.2 to 5.0.3
- Banner 9x Database Upgrade - 9.19.0.1 to 9.20
- Banner Communication Management - 9.6 to 9.7
- Banner Employee Self Service - 9.9 to 9.11
- Banner Ethos API DB Upgrade - 9.14 to 9.20

- Banner Extensibility - 9.5 to 9.6
- Banner Faculty Self-Service - 9.9 to 9.11
- Banner Finance Self Service - 9.2.1 to 9.3
- Banner General Self Service - 9.4 to 9.5
- Banner Student API - 9.14 to 9.20
- Banner Student Registration Self Service - 9.15.0.1 to 9.17
- Banner Student Self Service - 9.10 to 9.12
- Continue work on Luminis Portal in production
- Continue work on SSN masking in PROD

## 2 Assessment and Benchmark

Benchmark: Keep the quality of the University Computing Services Survey above 4.00 out of 5.00 on questions.

### 2.1 Data

| Academic Year | Survey Ranking |
|---|---|
| 2013-2014 | 4.17/5 |
| 2014-2015 | 4.17/5 |
| 2015-2016 | N/A |
| 2016-2017 | 4.38/5 |
| 2017-2018 | 4.28/5 |
| 2018-2019 | 4.24/5 |
| 2019-2020 | 4.12/5 |

#### 2.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:
Continue to monitor satisfaction levels.

2017-2018:
Survey shows satisfactory results for efficiency, timeliness, and professionalism. UCS staff will continue efforts during the transition to Banner 9.

The two lowest survey results involved the Portal (MyMcNeese) and email (Zimbra). The following items to be worked on to improve these results:
- Renew efforts to bring Ellucian portal into production.
- Migrate faculty/staff email to Microsoft Office 365 solution. This system will provide additional features, improved user interface, and easier integration with end-user devices.

2018-2019:
Survey shows satisfactory results throughout the transition to Banner 9. The lowest survey result involved the McNeese website. This may be in part to the significant overhaul of the site with Noel Levitz.

The following will be worked on this year:
- Educate users on the website's shift to a marketing tool and most internal communications will now be on the Portal
- Complete implementation of Luminis Portal
- Migrate student email to Microsoft Office 365 solution

2019-2020:
Although still satisfactory, results are slowly declining. The lowest survey result involved timeliness. With demands and workloads increasing and staff shrinking, this will continue to be a problem.

## 3 Assessment and Benchmark

Benchmark: Develop a feature-rich, mobile-friendly Portal for student success and improved internal communications.

### 3.1  Data

2018-2019:
- Luminis Portal brought into test environment.

2019-2020:
- Development has been delayed.

#### 3.1.1  Analysis of Data and Plan for Continuous Improvement

2018-2019:
Timeline goals for 2019-2020 academic year:
- November 1, 2019 - bring Student Portal into production environment with basic functions such as registration, personal profile information, and bill pay.
- December 1, 2019 - Introduce advanced student functions such as personalized notifications.
- February 1, 2020 - bring Faculty/Staff Portal into production with functions such as budgets, purchasing, and work loads.
- Spring/Summer 2020 - begin migration of department information (HR, Purchasing, Finance, Police, Financial Aid).
- Fall 2020 - begin integration of advanced services such as Chartwells and Housing.

2019-2020:
Position vacancies, and inability to fill these positions with qualified candidates, has hindered development of the Luminis Portal. Until these positions are filled, or funding is provided to outsource the project, development will continue to be significantly delayed.