

DSAES IT SERVICES

PROGRAM QUESTIONNAIRE FOR FY 2023

1) Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefits for students.

DSAES IT Services optimizes IT Support throughout the Division, covering 29 departments and 7 University Sponsored and 3 University Affiliated organizations, including Support for 10 Department Specific Applications & Databases, 26 servers, 57 websites, and 1,622 computers.

- **Mission:** The DSAES IT Services department is committed to providing reliable support and innovative technology solutions for department services, programs, and resources that sustain an environment dedicated to student success.
- **Vision:** Working collaboratively, DSAES IT Services will maintain an efficient and proactive information technology environment that provides seamless Support and tier-one customer service to elevate staff productivity, programs, and services.

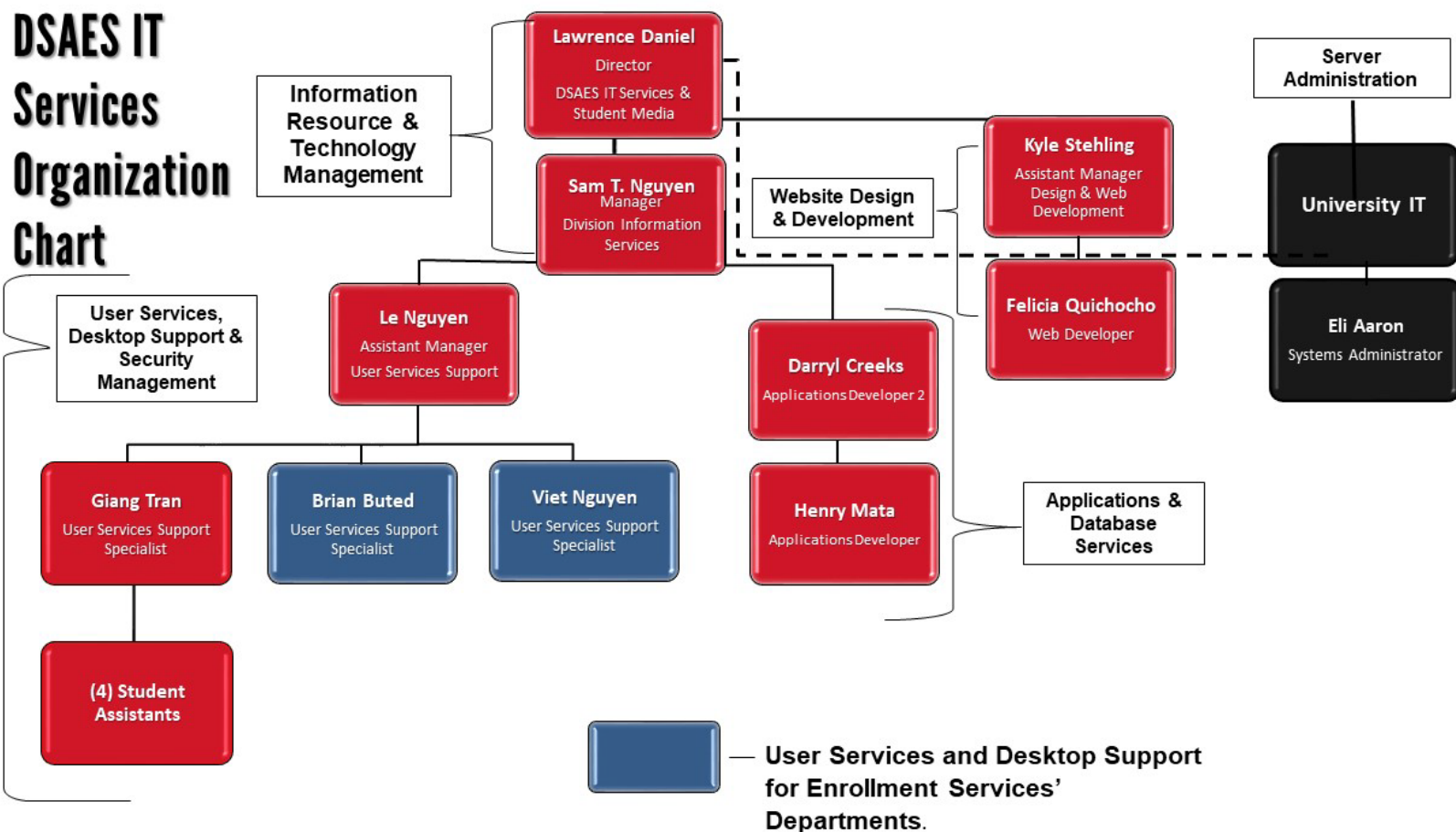
Currently, DSAES IT Services receives a direct allocation from the Student Fees Advisory Committee. It provides desktop, website, and application support to Division of Student Affairs and Enrollment Services (DSAES) departments, programs, and resources to sustain an environment dedicated to student success. We also support seven University Sponsored and three University Affiliated organizations. Additionally, we have four student staff positions who serve as technicians. This opportunity provides an experiential learning environment that is beneficial in developing future IT professionals and for those looking to learn more about the Information Technology field. Our student staff is involved in application, desktop support projects that include troubleshooting, remote system restarts, new system installs, and rebuilds. DSAES IT Student Employees are offered jobs at major companies locally and nationally before or after graduation.

This past year, we hoped to expand our student's capabilities by providing them with the appropriate certifications. SFAC approved one-time funding for FY20 and FY21, but the 7.5% funding cut impacted the completion of this initiative. Now that campus and country are moving towards recovery, we are revisiting this initiative this year.

Our staff is committed to the success of the student leaders, student employees, and DSAES staff. The best way for our department to contribute to this goal is by ensuring that all technical systems and computers are updated and maintained to a high degree.

2) Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff employees should be cited on the chart and identified as students.

DSAES IT Services Organization Chart



3) List your unit's strategic initiatives and action steps identified for the 2020-2021 academic year and cite the specific Division of Student Affairs and Enrollment Services (DSAES) Strategic Initiatives and University of Houston Strategic Goals to which they relate (links below). Please comment on your success in achieving these strategic initiatives/action steps. If a strategic initiative/action step changed during the year, please note this and explain. Also, list any new strategic initiatives/action steps, the rationale for the addition, and comment on your success in achieving these items. DSAES Plan: (http://www.uh.edu/dsaes/about/strategic_plan.html) UH Goals: (<http://www.uh.edu/mission/>)

Staff Development

Strategic Initiative: Support DSAES IT Services Staff by providing opportunities for professional development.

- **Action Steps:** Support the attendance of trainings, conferences, and workshops related to information technology and application support.
 - **Status - In Progress:**
Travel restrictions limited travel to conferences and off-campus trainings. However, staff still participated virtually. Adobe Creative, SXSW creative, database, and application trainings.

Collaborative Work with UIT

Strategic Initiative: Working with University IT, develop best practices, standards, and policy for DSAES employee personal and department file storage and back up. (Collaboration) (UH 2)

- Action Steps: Establish DSAES policy related to file storage for the use of Office 365 OneDrive, University Share Drives, and SharePoint.
 - **Status - In Progress**
This initiative was postponed. Priorities shifted, and the focus changed to provide a replacement for staff computers. DSAES IT recently changed its replacement policy. The new standard computer for staff changed from a desktop to a laptop and docking station.
- Action Steps: In collaboration with University IT, identify best practices used across the University and create an easy-to-follow guide for data management on behalf of DSAES departments.
 - **Status-Postponed.** Priorities shifted, and the focus changed to provide a replacement for staff computers. DSAES IT recently changed its replacement policy. The new standard computer for staff changed from a desktop to a laptop and docking station.

Inventory Expansion

Strategic Initiative: Expand DSAES IT Services' inventory to include specific technology needs used to assist with DSAES programs, events, and services (i.e., Card Readers, Laptops, Scanners, etc.,)

- Action Steps: Enhance DSAES IT Services equipment "Check- In and Check – Out" process.
 - **Status – Changed:**
Covid -19 changed the course of this goal priority to focus on increasing the number of laptops in the Division's inventory. Division policy was adjusted to now require all newly purchased staff computers to be laptops.

4) Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned strategic initiatives and/or action steps and their importance as compared to others that you might pursue. Where data exist, discuss the number of persons served by each of your programs and any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting these data.

Utilization Reports:

Support Stats

- 11 University Sponsored and Affiliated Student Organizations
- 10 Department Specific Applications & Databases
- 29 DSAES Departments
- 26 Servers
- 57 Website
- 1,622 computers (1,189 computers in use)

Numbers - Customer Service Stats

Desktop Support Requests

- 1,266 Support Requests from Sept. 2020 - Aug. 2021
- 1,134 Support Requests from Sept. 2019 -Aug. 2020
- 1,853 Support Requests from Sept. 2018 -Aug. 2019
- 1,628 Support Requests from Sept. 2017 – Aug. 2018
- 1,657 Support Requests from Sept. 2016 – Aug. 2017
- *1,731 Support Requests from Sept. 2015 – Aug. 2016
- 1,345 Support Requests from Sept. 2014 – Aug. 2015
- 1,217 Support Requests from Sept. 2013 – Aug. 2014
- *- First year using online ticket system data

Website Support Requests

- 1,567 Support Requests from Sept. 2020 - Aug. 2021
- 1,688 Requests from Sept. 2019 Aug.2020
- 1,463 Requests from Sept. 2018 -Aug. 2019
- 1,565 Requests from Sept. 2017 – Aug. 2018
- *1,733 Requests from Sept. 2016 – Aug. 2017
- *- First year using online ticket system data

Assessment Highlights 2020 -2021:

DSAES IT Services initiated an online assessment this past year, which focused on overall satisfaction with IT Support. As we continue to learn more about the departments and students we serve, our focus remains on maintaining excellent customer service.

An assessment was completed that provided feedback and measured DSAES ITS' level of service, response time to specific IT needs, and suggested growth opportunities. The results are below.

- 91.66% response rate to requests within 24 hours
 - 91.66% of the issues reported were resolved within 24 hours
 - 100% of issues were resolved the first time we were contacted
 - 92.4% satisfaction with the OVERALL quality of the service
 - 92.4% satisfaction with the OVERALL timeliness of the service
- DSAES IT will increase Resolve Rates by lowering the number of times our techs have to address the same issues on a computer. We will schedule follow-up appointments for our techs to re-check and resolve the issue.
- DSAES IT will continue to send staff to training and workshops to ensure they are aware of new trends, software updates, and best practices.
- DSAES IT will continue to focus on training users on troubleshooting and quick fixes. Additionally, the DSAES IT website is being updated to provide access to University-wide IT information.

5) Please discuss any budget or organizational changes experienced since your last (FY2021) SFAC request, their impact on your programs, and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead of or behind their self-generated income projections.

Departmental Points of Pride:

- Established and completed department IT inventory audits contributing to the replacement of 110 computers in FY21 – Student Affairs Departments – 68 Enrollment Services Departments - 42
- The DSAES IT staff managed and supported all 29 DSAES department employees working near and far. Whether working on-campus or remotely off-campus, the DSAES IT maintained all machines and answered all service requests efficiently.
- All 57 websites throughout the Division are now housed on the University's CMS server. This expands the ability for the department to update content and gives web developers more autonomy across each department's unique website update request.

Staff Highlights: Involvement/Oversight and/or Awards and Recognition:

- Ali Ghazanfar, Application Developer 1, departed in April 2021
- Melissa Iracheta, Web Developer 1, left in April 2021
- Felicia Quichocho joined the DSAES IT team in June 2021 as a Web Developer 1
- Brian Buted joined the DSAES IT team in July 2021 as a User Services Specialist 2
- Henry Mata joined the DSAES IT team in September 2021 as an Application Developer 1

6) If your unit concluded FY2021 with a Fund 3 addition to Fund Equity in excess of \$5,000, please describe the conditions which caused the addition and provide a line item identification of the budgetary source(s) of the addition (i.e. lapsed salary, conference travel, etc.).

No funds returned this fiscal year.

7) Please list your 2022-2023 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs and Enrollment Services Values and University of Houston Strategic Goals to which they relate. Larger units may wish to group responses by subprogram. Under each strategic initiative, please state the specific action steps (programs, activities, services, policies/procedures, etc.) that you intend to implement to accomplish your stated initiative.

Awareness of IT Activity

Strategic Initiative: On behalf of DSAES departments, proactively establish an IT environment that is more aware of upcoming IT changes, updates, and upgrades to support our expanding partially virtual environment. (DSAES: R1, R2, R3) (UH 2)

- **Action Steps:** Work with University IT to establish an annual project schedule shared with DSAES Senior management and cover upcoming University-wide IT updates, upgrades, and changes.

Professional Development

Strategic Initiative: Support DSAES IT Services Staff opportunities for professional development. (DSAES: R1, R3) (UH 2)

- **Action Steps:** Support the attendance of trainings, conferences, and workshops related to information technology and application support.
- **Action Steps:** To maximize department technical knowledge redundancies, develop succession planning for all IT manager-level positions.

DSAES IT External Review Response

Strategic Initiative: Where fit, actualize, and integrate recommendations from DSAES IT Services external review. (DSAES: R1, R2, R3) (UH 2)

- **Action Steps:** Implement the division-wide IT governance committee as intended in the DSAES IT Resource Management Plan.
- **Action Steps:** Establish and Implement IT Service Management (ITSM) practices to improve service delivery for all users.

8) Recognizing that the potential to generate additional Student Service Fee income for FY2022 base funding is extremely limited and recognizing that it is likely that some units will not be allocated the new base budget and/or one-time funds requested. Please provide a narrative of how your unit would accommodate a reduction of 5% in your total FY2022 base Student Service Fee budget request and provide a line-item explanation of where budgetary cuts would be made.

Based on our current SFAC budget, most of our funds support staff, including 4 students and 9 full-time employees, computer supplies, hardware, and software replacement purchases. A 5% reduction in the DSAES IT budget would result in a cut of \$49,767.45.

Given that our current SFAC budget is proportionately dedicated to staff and supplies, that is where we would have to make our cut.

Cut a portion of the Salary budget (Student Wages)	\$ 20,716.15
<u>Cut a portion of our Computer Hardware and Software Supplies</u>	<u>\$ 29,051.30</u>
Total 5% Reduction	\$ 49,767.45

This cut would result in the loss of our three student positions and the ability to purchase computer supplies, which may force this expense to be placed on individual departments and possibly delay our support efforts.

9) What are the other possible sources of funding available to your unit, and what efforts are being made to access them (e.g. grants, donations, etc.)? If you receive funds from other sources, please briefly describe the funding's source, purpose, and duration and report the amounts received in the appropriate rows/columns on the SFAC Spreadsheet.

DSAES IT Services receives \$37,500 annually, directly from University Information Technology, to support technology enhancements for the Division of Student Affairs and Enrollment Services.

Additionally, DSAES IT Services receives \$63,817 annually from Enrollment Services to cover the salary and Support for one of the User Services Support Specialist positions, supporting their departments' day-to-day desktop support needs.

In addition, all Enrollment Services hardware and Support are paid directly by the AVC/AVP for Enrollment Services.

10) Please describe any services that are similar to yours and/or any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap.

No services exist that overlap between what University IT can offer versus what DSAES IT Services provides. Through Service Level Agreements, University IT currently supports Student Housing and Residential Life.

However, DSAES IT Services provides direct Support to 29 departments, 7 University Sponsored, and 3 University Affiliated organizations, including Support for 10 Department Specific Applications & Databases, 26 servers, 57 websites, and 1622 computers.