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HOWDY!

DSA IT Liaisons Communications Committee
12/1/2020

► Agenda

- DoIT Year In Review
- DoIT Updates
- Q&A

DoIT Year in Review

Anthony Schneider

Scope of Operations

| Metric | FY2017 | FY2018 | FY2019 | FY2020 | Change |
|-----------------------------|--------|--------|--------|--------|--------|
| General | | | | | |
| Number of FTE Customers | 692 | 537 | 562 | 602 * | UP |
| DoIT Positions | 27 | 28 | 31 | 31 * | FLAT |
| DoIT Student Workers/GAs | 20 | 16 | 19 | 15 | DOWN |
| Number of Managed Devices | 1252 | 1428 | 1614 | 1790 | UP |
| Number of Managed Accounts | 4102 | 4475 | 3053 | 3262 | UP |
| Infrastructure | | | | | |
| Number of Managed Servers | 216 | 198 | 214 | 225 | UP |
| Number of Managed CPUs | 601 | 602 | 706 | 706 | FLAT |
| Memory Capacity (GB) | 1147 | 1718 | 1919 | 1919 | FLAT |
| Disk Capacity (TB) | 585 | 595 | 599 | 606 | UP |
| Number of Managed Databases | | | | 653 | |
| Total Database Volumes (GB) | | | | 6,274 | |
| Number of Security Cameras | 672 | 792 | 815 | 901 | UP |

Scope of Operations - (cont'd)

| Metric | FY2017 | FY2018 | FY2019 | FY2020 | Change |
|--------------------------------|--------|--------|--------|--------|--------|
| Services | | | | | |
| Total Managed Applications | | | 131 | 163 * | UP |
| Total Business Services | | | 97 | 89 * | DOWN |
| Total Technical Services | | | 30 | 29 * | DOWN |
| Total Professional Services | | | | 9 * | UP |
| Work | | | | | |
| Closed Incidents | 2337 | 1971 | 1960 | 1889 | DOWN |
| Closed Help Requests | 6494 | 5747 | 6010 | 5500 | DOWN |
| Completed Operational Projects | 29 | 32 | 20 | 5 | DOWN |
| Completed Strategic Projects | 19 | 20 | 3 | 10 | UP |
| Completed Enhancements | | | 28 | 26 | DOWN |

| | | |
|---|--|-----------------------------------------------------------------------------------------------------------------------------------|
| * | | The formula for calculating FTEs changed in FY18 to exclude Resident Assistants and reflects PINs authorized across the Division. |
| * | | DoIT reclassified entries in the service portfolio based on industry-standard definitions. |

Availability and Uptime

| | | FY2019 | FY2020 | FY2020 Change |
|-------------------------------------------------|----------------------------------------------------------|---------------|---------|------------------|
| FiberTown Data Center Nagios Perspective | | | | |
| | Data Center <u>Up Time</u> | 99.99% | 99.96% | -0.03% |
| | EMS | 100.00% | 99.99% | -0.01% |
| | Fusion (Application and Portal) | 100.00% | 100.00% | 0.01% |
| | File Share Access | 99.77% | 99.73% | -0.04% |
| | Website Checks | 99.90% | 97.81% | -2.09% |
| | Workstation Logins | 100.00% | 99.96% | -0.04% |
| Teague Data Center Nagios Perspective | | | | |
| | Data Center <u>Up Time</u> | 100.00% | 99.78% | -0.22% |
| | Security Cameras | 99.91% | 99.90% | 0.00% |
| | Website Checks | 99.49% | N/A | N/A |
| | Workstation Logins | 99.99% | 99.08% | -0.91% |
| Beutel Server Room Nagios Perspective | | | | |
| | Data Center <u>Up Time</u> | 98.70% | N/A | N/A |
| | Point and Click (includes individual interface services) | 99.84% | N/A | N/A |
| | | 99.75% | | |

(1) There was a bad WordPress update released during this reporting period.

(2) There was a DivIT ToR switch failure during this reporting period.

(3) Website hosting is solely out of WCDC as of this reporting period.

(4) The up-time data is derived from our three Nagios monitoring servers. During FY20, we have been replacing all three servers, and as a result, we have a three month sample of data for these FiberTown and Teague data centers and none for Beutel.



Incidents and Help Requests

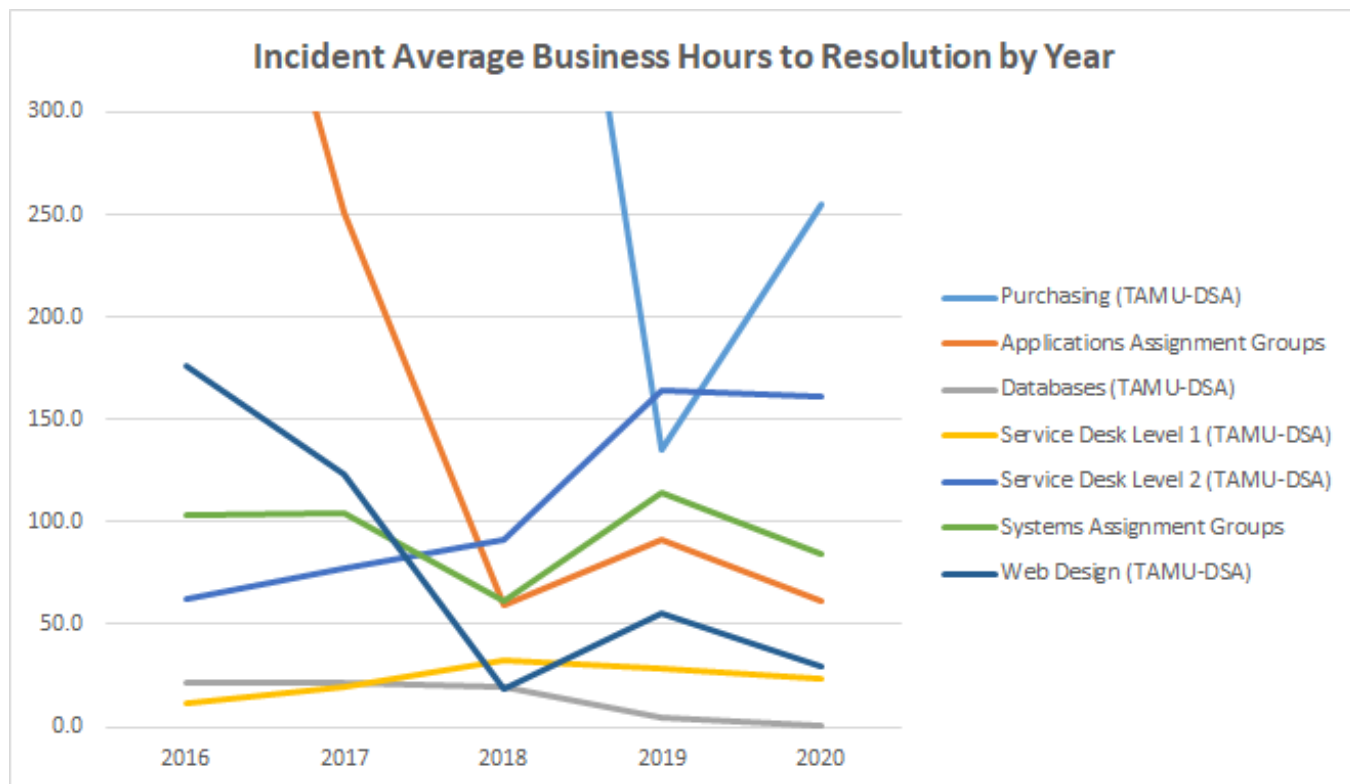
| Assignment Groups | FY16 | FY17 | FY18 | FY19 | FY2020 | | |
|---------------------------------|-------------|-------------|-------------|-------------|-------------|------------------------|-----------------------|
| | | | | | Tickets | Average Business Hours | Average Business Days |
| New User Requests (TAMU-DSA) | 537 | 683 | 703 | 741 | 749 | 42.6 | 5.3 |
| Purchasing (TAMU-DSA) | 144 | 136 | 141 | 168 | 133 | 261.3 | 32.7 |
| Applications Assignment Groups | 829 | 334 | 518 | 448 | 896 | 72.5 | 9.1 |
| Databases (TAMU-DSA) | 20 | 23 | 50 | 16 | 19 | 57.2 | 7.2 |
| Service Desk Level 1 (TAMU-DSA) | 3654 | 4030 | 3297 | 3368 | 3343 | 25.1 | 3.1 |
| Service Desk Level 2 (TAMU-DSA) | 1822 | 2228 | 1589 | 1726 | 1342 | 73.2 | 9.1 |
| Systems Assignment Groups | 968 | 845 | 754 | 768 | 532 | 81.5 | 10.2 |
| Web Design (TAMU-DSA) | 114 | 156 | 217 | 250 | 239 | 53.0 | 6.6 |
| Other Assignment Groups | 25 | 26 | 11 | 69 | 11 | 433.1 | 54.1 |
| Scheduled Requests | 374 | 447 | 556 | 632 | 333 | 198.8 | 24.8 |
| Grand Total | 8487 | 8908 | 7836 | 8186 | 7597 | 58.1 | 7.3 |



Incident Avg Business Hrs to Resolution

| Assignment Group | 2016 | 2017 | 2018 | 2019 | 2020 |
|---------------------------------|-------|-------|-------|-------|-------|
| Purchasing (TAMU-DSA) | 800.9 | 499.2 | 628.3 | 135.6 | 254.9 |
| Applications Assignment Groups | 526.7 | 250.9 | 59.1 | 91.6 | 61.6 |
| Databases (TAMU-DSA) | 21.0 | 21.4 | 19.8 | 4.4 | 0.2 |
| Service Desk Level 1 (TAMU-DSA) | 11.3 | 20.0 | 32.5 | 28.1 | 24.0 |
| Service Desk Level 2 (TAMU-DSA) | 62.5 | 77.1 | 91.0 | 164.1 | 160.9 |
| Systems Assignment Groups | 103.5 | 104.8 | 61.5 | 114.2 | 84.1 |
| Web Design (TAMU-DSA) | 175.8 | 123.1 | 19.0 | 55.2 | 29.9 |

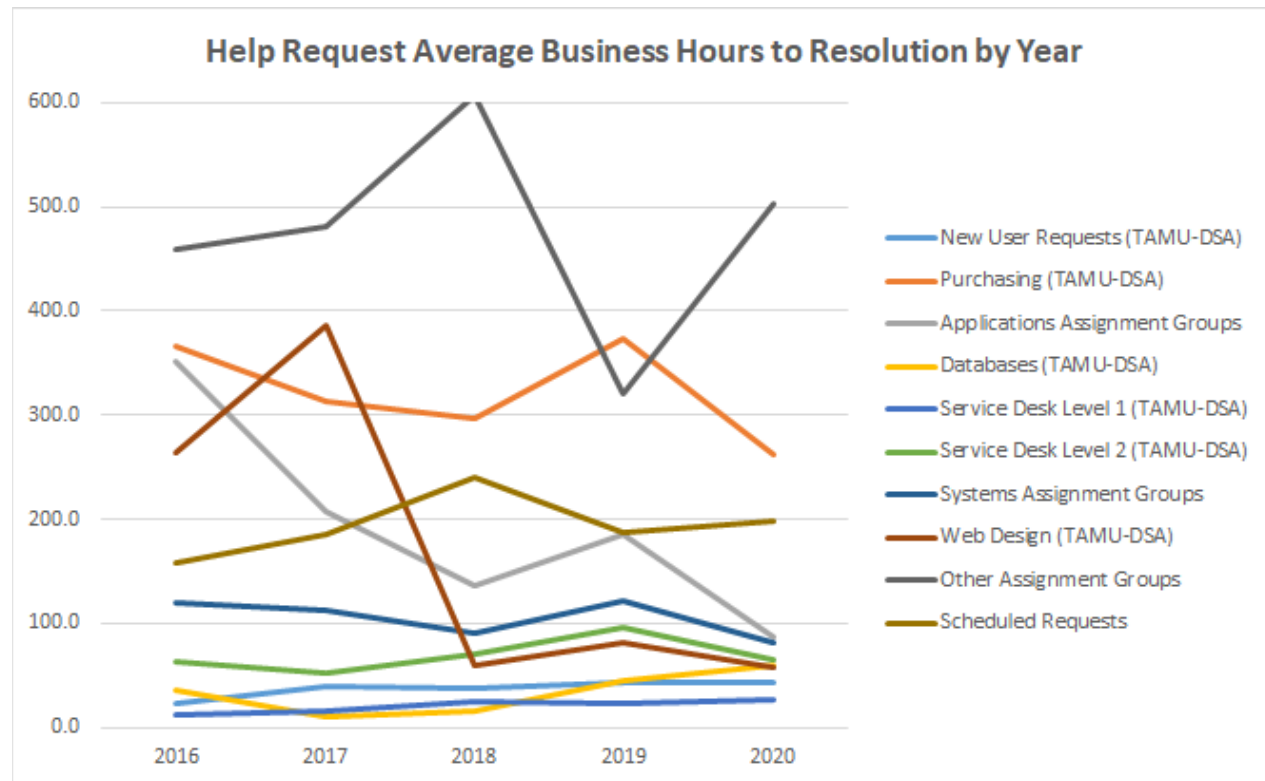
Incident Avg Business Hrs to Resolution



Help Request Avg Business Hrs to Resolution

| Assignment Group | 2016 | 2017 | 2018 | 2019 | 2020 |
|---------------------------------|-------|-------|-------|-------|-------|
| New User Requests (TAMU-DSA) | 22.7 | 38.7 | 36.7 | 43.1 | 42.5 |
| Purchasing (TAMU-DSA) | 366.9 | 313.7 | 296.2 | 373.0 | 261.4 |
| Applications Assignment Groups | 352.2 | 208.1 | 135.9 | 185.1 | 87.6 |
| Databases (TAMU-DSA) | 35.8 | 9.7 | 16.4 | 44.9 | 60.4 |
| Service Desk Level 1 (TAMU-DSA) | 12.1 | 16.3 | 25.6 | 22.2 | 26.6 |
| Service Desk Level 2 (TAMU-DSA) | 62.7 | 52.6 | 71.1 | 95.7 | 64.8 |
| Systems Assignment Groups | 119.5 | 112.2 | 90.0 | 121.6 | 80.9 |
| Web Design (TAMU-DSA) | 263.7 | 386.3 | 58.6 | 80.9 | 56.9 |
| Other Assignment Groups | 459.3 | 480.6 | 607.1 | 319.8 | 502.7 |
| Scheduled Requests | 157.9 | 185.3 | 240.7 | 187.1 | 198.8 |

Help Request Avg Business Hrs to Resolution





Project Complexity

| Project Complexity | FY18 | FY19 | FY20 |
|--------------------|------|------|------|
| Projects Managed | 49 | 31 | 27 |
| Task | 23% | 4% | 4% |
| Level 1 | 50% | 70% | 48% |
| Level 2 | 27% | 22% | 44% |
| Level 3 | 0% | 4% | 4% |
| Level 4 | 0% | 0% | 0% |



Customer Satisfaction

| Extremely Satisfied 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | Extremely Dissatisfied 0 | Mean (sd) [n] |
|------------------------|-----|-----|----|----|----|----|----|----|----|--------------------------|-------------------|
| 37% | 28% | 18% | 9% | 2% | 2% | 2% | 1% | 1% | 0% | 0% | 8.64 (1.60) [183] |

The standout metric from the customer satisfaction survey was an overall net promoter score of +59, increasing from +35 last year, a rating well into the “excellent” category by Net Promoter methodology.

Customer Satisfaction

| Based on your experience within the last year, how satisfied were you with the quality of the following areas related to your interactions with DoIT? | Very Satisfied (5) | Satisfied (4) | Neither Satisfied nor Dissatisfied (3) | Dissatisfied (2) | Very Dissatisfied (1) | 2020 Mean (sd) [n] |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------|----------------------------------------|------------------|-----------------------|--------------------|
| Service Support | 51% | 40% | 4% | 3% | 2% | 4.34 (.88) [170] |
| Service Offerings | 39% | 43% | 15% | 1% | 2% | 4.18 (.84) [170] |
| Communication | 41% | 42% | 9% | 6% | 2% | 4.13 (.96) [171] |



Customer Satisfaction

| | Strongly Agree (5) | Agree (4) | Neither Agree nor Disagree (3) | Disagree (2) | Strongly Disagree (1) | 2019 Mean (sd) [n] |
|---------------------------------------------------------------------------------------------------------------|-----------------------|--------------|-----------------------------------|-----------------|--------------------------|--------------------------|
| I feel that the Department of IT (DoIT) keeps my department informed of IT-related issues that are important. | 44% | 43% | 10% | 2% | -- | 4.28 (.76) [176] |

► 2020 Achievements

- **Student Organization Management Platform Delivery** - Delivered Get Involved platform in time to transform a manually-intensive in-person FLO membership application and selection process into a high-quality and entirely virtual experience for thousands of freshmen. The new service has also greatly benefited the MSC's officer selection processes this past year and can be easily configured to support other student organizations.
- **CorpsApps MOU** - Successfully negotiated and signed the CorpsApps MOU between TAMU Corps, TAMU Galveston Corps, and the DSA Department of Information Technology. The conversation about this project started many years ago. It is scheduled to be complete in the spring of 2021.
- **COVID-19 Testing Support** - Coordinated with SHS to quickly stand up a testing tent at Beutel to provide COVID-19 testing for TAMU faculty and staff & other local TAMU Agencies. Among other things, DoIT provided laptops and worked with SHS to gain approval for CARES Act-Campus Protection funding to pay for tent related networking costs enabling the creation of the new Beutel VoIP subnet which allows for up to 250 phones.
- **Return to Campus** - After fully transitioning to remote work during the shutdown, we successfully coordinated Covid-19 return to campus procedures and staggered work schedule for the Department of Information Technology. DoIT provided a quick response to implement safety measures, accommodate training needs and outline best practices for cleaning equipment.

► 2020 Issues / Challenges

- **Sustainable Service Delivery** – Due to the variance of business and programs in the Division, DoIT maintains a large amount of services and applications. Some complex applications take significantly more effort to deliver and maintain. High overhead services and processes need to be identified so that more sustainable practices and architectures can be implemented in order to meet customer expectations.
- **Additional Work Associated with Increasing Compliance and Controls** – The University has documented a significant amount of new compliance rules over the last two years. Additionally, the office of the CIO has mandated additional controls and procedures. Ensuring we are compliant with the additional controls and procedures has significantly increased compliance work across the department.
- **Staff Turnover and Vacancies** - DoIT has had a persistent issue with staff turnover and has not had a full staff since the consolidation. This ongoing problem directly affects our ability to provide world class support, take on new initiatives, and complete projects in a timely fashion. During most of FY20, DoIT had between 5-7 vacant positions. This impacted every group within our department. We are focused on addressing this issue in FY21.

► DoIT Updates

- BRM, IT Comm/Training Coordinator
 - 2nd round BRM interviews this week
- Systems Administrator II
- Mac onboarding to JAMF emails have gone out
- Status of Draft Demand Reviews?
- Q1 We Did It! [Award Submissions](#) Open!

Department Q&A

Darvis Griffin