

**Key Performance Indicators for Information Technology Services (ITS)**

Our service availability uptime averages for our most critical systems continue to show a positive improvement trend, with 2016 as the fourth consecutive year of achieving our goal of 99.9% system availability average inclusive of planned maintenance as measured externally, and in particular the 2<sup>st</sup> quarter of 2016 showing an uptick for internal systems.

<u>Critical Service Availability</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>Q22016</u>	<u>2016YTD</u>
Overall Average (44 systems)	99.88%	99.92%	99.93%	99.95%	99.95
Externally Hosted Average (16 systems)	99.89%	99.90%	99.93%	99.90%	99.93
Internally Hosted Average (28 systems)	99.87%	99.92%	99.94%	99.98%	99.96

Compliance with our [internal Service Level Agreements](#) of response time consistent with 4 levels of prioritization remain above our target of 90%, there has been a downtick during the summer of 2016 that bears watching.

<u>Q12015</u>	<u>Q22015</u>	<u>Q32015</u>	<u>Q42015</u>	<u>Q12016</u>	<u>Q22016</u>	<u>Q32016 QTD</u>
90%	98%	98%	95%	96%	95%	91%

**Customer Satisfaction** – based on approximately 200 help desk survey ticket responses a year, results for 2016 consistent with the previous year.

2014

	Poor	Could Use Improvement	Satisfactory	Excellent
Speed and Efficiency of Service	1%	1%	13%	83%
Friendliness and Commitment of Staff	1%	1%	1%	97%
Knowledge of Staff	0%	1%	14%	85%

2015

	Poor	Could Use Improvement	Satisfactory	Excellent
Speed and Efficiency of Service	1%	3%	6%	90%
Friendliness and Commitment of Staff	1%	2%	5%	92%
Knowledge of Staff	2%	1%	5%	92%

2016 YTD

	Poor	Could Use Improved	Satisfactory	Excellent
Speed and Efficiency of Service	1%	5%	2%	92%
Friendliness and Commitment of Staff	0%	3%	4%	93%
Knowledge of Staff	3%	3%	4%	90%

## Recent Accomplishments

- Participated in comprehensive external assessments of ITS plans, operations, activities, infrastructure.
- Created new technology vendor surveys that capture essential information to reduce risk, ensure compliance and clarify data ownership and exit plans.
- Transitioned email protection (spam/virus filtering) to a cloud service.
- Transitioned majority of email/calendaring to Office 365 cloud service, expected completion Sept 3rd.
- Completed opt-in multi-factor authentication solution for centralized cloud authentication.
- Rollout of Microsoft Office 2016.
- Replaced telephone system at MIIS.
- Notable improvements to virtual desktop infrastructure (VDI) for Kiosk/walk up machines and virtual labs.
- Installed networking, telephone and audio/visual services in Ridgeline, new housing development.
- Completed a pilot of Skype for Business as possible telephone system replacement.
- As part of the GMHEC, collaborated with a consultant and the technology teams at Champlain College and Saint Michael's college to create and release a RFP for a new Enterprise Information System / ERP.
- Achieved passing Approved Scanning Vendor (ASV) scans for Payment Card Industry (PCI) secure network compliance.
- Completed proof of concept setup of Argos as new Enterprise Reporting/Analysis tool.

## Near Term Plans

- Engage in formal workforce planning.
- Deploy a remote desktop services implementation for the administrative community that supports legacy applications.
- Complete next generation Enterprise Resource Planning platform evaluations through GMHEC.
- Complete evaluations of communications/unified messaging platform to replace current legacy system.
- Complete integration of Star-Res Housing system.
- Rollout cloud technology education program.
- Transition home directory file storage to cloud storage.
- Rollout multi-factor authentication cloud services.
- Advance cloud productivity suite usage for collaboration.
- Plan Windows 10 deployment.
- Implement Argos to replace our Enterprise Reporting/Analysis tool.
- Implement integration with new employee healthcare benefits vendor/system.
- Continue the rollout of Content 7, replacing Nolij.
- Continue to support Communications & Marketing with new web sites for miis.edu and middlebury.edu.
- Continue the adoption of iDataCookbook, facilitating standard functional and technological definitions.
- Continue to support Salesforce student prospect and enrollment data integrations with Banner for MIIS, LS, SoE.
- Coordinating with key community stakeholders, propose a revised confidentiality/privacy policy that more appropriately reflects Middlebury current requirements and values.