

# Support Services Review Template

Update Year: 2012

Unit Name: ACCNet Services

Today's Date: June 19, 2012

Unit Review Leader: Gary A. Weseman

## **Five Fundamental Questions**

1. What are the primary services or outcomes provided by the support service area and what is the impact of those services and outcomes on students and other key stakeholders?

ACCNet includes the areas of Networking, Telecommunications, and Microcomputer Support. We assist ACC faculty and staff with the majority of their computer, networking and telecommunications needs and problems. ACCNet also administers, secures and maintains the local and wide-area networks that connect our computers to each other and to the Internet, the telephones and telephone lines. All this is done to provide ACC students, faculty and staff a stable, reliable IT infrastructure to fulfill the colleges mission.

2. What are the strengths, weaknesses, opportunities, and threats present that enhance or hinder the unit's ability to provide those services and meet expected outcomes during the next five years?

### STRENGTHS

- Network Reliability
- Very little downtime. Estimate 99.9% uptime.
- Network Planning
- Quick response to a true network outage
- Efficient – very small department maintaining a large WAN
- Make do with minimal resources

### WEAKNESSES

- Better communication
- Better resource monitoring

### OPPORTUNITIES

- Policies and no representation on Technology Committee
- Lack of downtime for maintenance
- Funding, better explain our need for more resources and funding

### THREATS

- Departments purchasing ill-advised equipment
- Ill-advised policies – ie supporting student computer hardware
- Unexpected request for data/voice support w/out consulting IT first!
- Network MDF & IDF physical security
- Increases in external costs THENET/GAATN/AT&T

# Support Services Review Template

### 3. Using the answers to the first two questions, what improvements to primary services and/or intended outcomes will occur during the next five years?

Ensure better communication among ACCNet staff members, other IT staff and external customers as it relates to projects, maintenance and service disruptions.

Work closer with asset management to track and inventory department assets.

Lobby for regularly scheduled network downtime to better maintain the reliability and stability of the network.

Request ACCNet representation on the Collegewide Technology Committee, this will also help to present ACCNet funding needs

Request and lobby for college policies regarding the acquisition of technology that will be connected to the network or supported by IT staff

Push for tighter restrictions on network MDF/IDF room security, increase electronic key card and increase monitoring of network areas

### 4. How will the unit measure the extent to which planned improvements have resulted in better service or intended outcomes for students or other key stakeholders?

Primary Service Issue	Improvement	Measure	Baseline	Target	Current
Better communication	Ensure better communication among ACCNet staff members, other IT staff and external customers as it relates to projects, maintenance and service disruptions.	Track the number of communications shared with internal and external constituents relating to projects, maintenance and service disruptions.	0	75%	0
Better resource monitoring	Work with Asset Management to ensure accurate inventory of ACCNet equipment. Inventory and track consumable assets/supplies used by ACCnet Services	Reduce the number of misidentified or mislocated ACCNet equipment in the ACC inventory system.	30%	5%	30%
		Establish an inventory system for ACCNet consumable assets/supplies	0%	95%	0%
Departments purchasing ill-advised equipment	Reduce the number of purchases not reviewed and approved by IT Staff	Develop a report of external IT purchases to identify purchase not reviewed and approved by IT Staff.	0%	100%	0%

# Support Services Review Template

Network MDF & IDF physical security	Push for tighter restrictions on network MDF/IDF room security, increase electronic key card and increase monitoring of network areas	Work with EHS Security staff to identify network rooms in need of access and security modifications	20%	100%	20%

**5. How will the planned improvements align with and contribute to the Mission and Intended Outcomes of Austin Community College?**

The planned improvements will continue to support Austin Community College in its efforts to enhance the learning success for all students by providing secure, robust and reliable network and telecommunication resources that serve ACC students, faculty and staff.