

Administrative Services
Annual Program Review Report Outline

Computing Services
2004

I. Computing Services Mission and Functions

- A. See attached for Mission and Functional Statements.
- B. The Computing Services Mission and Goals are in keeping with the Maui Community College Strategic Plan as referenced below. Also, Computing Services is actively involved in college Commitments and Core Values stated in the Strategic Plan, and these, such as “Hawaiian Islands advantage” often take considerable time. For example, two staff were involved in planning and setup for, and support during, the WACUBO 2004 Conference in Wailea. It is anticipated that the World Small Island Conference will be equally demanding and enjoyable.

II. Previous year’s goals, plans and accomplishments.

A. Goals:

- 1. Increase office support from halftime (0.50) to fulltime (1.00).
(Strategic Plan Goal 1, Objective 1; SP G2, O2)
- 2. Reorganize college IP addresses into appropriate subnets.
(SP G1, O1; G1,O2; G2, O2)
- 3. Implement Maximo work order system.
(SP G1, O1; G1, O2; G2,O2)
- 4. Reduce work order turn-around time.
(SP G1, O1; G2, O2)

Objective: Create forms to improve intra-office communication.

B. Accomplishments:

- 1. Position count for additional office support used for Business Office
- 2. IP reorganization plan modified to meet expanding needs. New subnets created and new IP addresses input in computers at following locations: Laulima, TLCL-02, Hawaiian programs, Cooperative Extension Service, Student Services, Molokai and Lanai Education Centers, and Ka Lama, Kupa’a, Faculty Hale, Science, Agriculture, and lower-campus faculty/staff. (SP G1, O1; G1, O2; G2, O2)
- 3. Reinstalled Maximo system because several features did not work after installation by intern. Input all locations (buildings, rooms, ground maintenance areas) for Kahului campus, enabling drill-down selection by users of any location. Input work request types for O & M and Computing Services. (SP G1, O1; G1, O2; G2, O2)
- 4. Improved work-order turn-around time. (SP G1, O1; G2, O2)

III. Analysis of quantitative and qualitative data.

A. Strengths:

- 1. Staff is perceived as courteous and helpful. (4.44 Avg on 5-2 scale)

2. Average ratings for all items on the 2004 Assessment Survey improved except for "Support of existing software is adequate" was slightly down (3.64 from last year (3.70).
3. Survey respondents felt services had improved somewhat this past year; whereas the previous year (2003) respondents felt services had definitely declined from 2002.
4. We cut the average time to complete a work order by almost two and a half days compared to 2003, and cut the median time to complete a work order by 1 day. This was accomplished with reduced staff (down 0.80 FTE) but we had two volunteers that contributed 0.50 FTE.

NOTE: Saturday, Sunday and Holidays are considered work days in calculations. For example, a work order submitted Friday evening at 6:00pm and completed Monday morning counts as 3 days.) Time for 2004 work order completions ranged from 15 minutes to 49 days (nominal problem on Molokai awaited the next trip.

B. Weaknesses:

1. Staff was down to 4.2 FTE because of MCC's contribution (Kris Shibano) to UH SRIS system and Brian Harding's extended sick leave. This occurred the same year that funding for additional (0.50) office support and funding for 0.50 casual hire was removed from budget.
2. Breakdown of Computing Services work request system. Ironically, the average response to the 2004 Assessment Survey's question about the work order system being adequate indicated an average increase in agreement.
3. Although we completed a number of objectives related to two of our goals, *IP Reorganization* and *Implementation of Maximo work order system*, neither goal was completed. It is clear that staffing cutbacks mentioned under Weakness 1. (above) have negatively impacted the realization of these two goals.
4. Since only one item on the 2004 Assessment Survey was rated lower (slightly, .06 of a point) than in 2003, it needs to be addressed. Since software support is usually heralded as one of the better departments in Computing Services and it continued to be lauded during 2004, and since Melody had additional support from volunteers and casual hires, it is possible that software demands have radically increased or that the wording of the Assessment item is suspect. Further analysis is necessary

IV. Next year's goals, plans and objectives.

A. Last year goals still in progress:

5. Increase office support from halftime (0.50) to fulltime (1.00). (SP G1, O2; G2, O2)
6. Reorganize college IP addresses into appropriate subnets. (SP G1, O1; G1, O2; G2, O2)
7. Implement Maximo work order system. (SP G1, O1; G2, O2)

B. Additional goals and objectives for this year:

8. Create and fill temporary position for hardware/software support and to fill behind Kris Shibano (programming and SRIS and institutional

- research reports) and Melody Bohn (software installation). (SP G2, O2)
9. Create an on-line info base for staff, consisting of IP reorganization and subnet maps, DNS database, special procedures, nomenclature, and tools for discerning IP conflicts, VLAN #s, etc. (SP G2, O2)
 10. Reduce work order turn-around time. (SP G1, O1; G2, O2)

V. Resource needs and priorities.

A. Needs:

1. Funds for temporary fulltime position (0.6 was funded in 2004, and so far in 2005 two positions totaling 1.00 has been funded). See IV.B.4. above. Projected fill-behind-Shibano is 0.8 for 2005. Programming and Banner and institutional research support critical when Kris Shibano is on Oahu for training and collaboration on Banner. (SP G2, O2)
2. Additional office support will be needed for afternoons to assist students with password, WebCT and UHUNIX related problems and for when Maximo work order system is implemented. (Additional support is needed just to load databases before implementing Maximo.) Additional office support is also needed to implement and maintain Computing Services info base. (SP G2, O2)
3. Implement Maximo:
 - a. Additional office support is needed to build procedures, safety, inventory and preventative maintenance databases. (SP G2, O2)
 - b. Fill behind (0.25) for Melody for four months to be trained and in turn to train faculty/staff in use of new system. See IV.B.4. above. (SP G1, O2)
 - c. Purchase Maximo Workflow module (\$2,000). (SP G5, O1)
4. Office support needed for populating and then maintaining on-line info base for improved Computing Services efficiency. (G2, O2)

B. Priorities are in the order presented under V. A. Needs above.