FRANCIS MARION UNIVERSITY
OFFICE OF DESKTOP SUPPORT
IE DEPARTMENTAL ASSESSMENT PLAN

ASSESSMENT PLAN PERIOD: July 1, 2015 - June 30, 2016

DEPARTMENTAL MISSON STATEMENT: To facilitate and promote the effective use and integration of information technology in teaching and learning, scholarship and creative activity, business processes, and community engagement and service.

Goals	Desired Outcomes	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results
1.0 Reduce the number of incoming service requests by providing web-based training and/or materials to the end-users about using FMU technologies resulting in a more effective and efficient Help Desk operation providing all levels of support to the FMU computing community.	Reduce the number of service requests by 30% in academic year 2015-2016 through the application of self help documentation and additional trainings.	Track the number of service requests using the SysAid system so as to develop web-based training that encourages self-servicing for commonly ticketed issues.	Reduced number of tickets from 1353 to 906 for a 39% decrease in overall number of tickets submitted to the help desk system.	Assess training materials in order to determine areas that can be improved, and maintain decreased ticket levels.
2.0 Provide increased computing capacity at lower cost with shorter delivery times and greater reliability by recommending and supporting standard desktop computing hardware and software platforms to the FMU computing community.	Reduce total spending for faculty and staff computing hardware by 10% for both desktops and laptops by researching other sole vendor options and realizing bulk purchasing savings.	Track reductions in cost based on invoiced amounts to sole vendor compared.	Changed vendors from Lenovo to Dell in April 2016, realizing a 9.46% savings per complete desktop unit deployed, and an 11.58% savings per laptop deployed.	Implement a cost tracking system that allows analysis of campus-wide hardware costs at a department, unit-type, and date range level, in order to determine potential future areas for cost-reduction.
3.0 Reduce delivery times by transitioning from standard shipping procedures to shelf inventory in order to expedite deployment process.	Reduce interruptions in the learning environment by decreasing deployment time from 72 business hours to 32 business hours, on average, for new end user devices.	Track reduction in deployment time utilizing data from end user deployment schedules.	Reduced average deployment time from 72 business hours to 24 business hours through further use of on-shelf inventorying system deployed in December 2014.	Maintain accurate inventory of campus-wide hardware, allowing for more strategic planning with regard to hardware upgrades and new hardware deployment.

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				TBD
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