



FRANCIS MARION UNIVERSITY
OFFICE OF Network Operations and Systems (NETOPS)
IE DEPARTMENTAL ASSESSMENT PLAN

ASSESSMENT PLAN PERIOD: July 1, 2018 - June 30, 2019

Goals	Desired Outcomes	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results
1. In order to keep up with Microsoft's Best Practice NetOps will upgrade our on premise Exchange 2010 platform to Office 365 cloud based email platform.	To migrate our campus email platform by 100% to Office 365.	We began the academic year having migrated approximately seven employees of 700 employees as our baseline to the Microsoft Office 365 Cloud. Our target is to move all FMU employees to the Microsoft Office 365 Cloud. Our benchmark is set at 80% by June 30, 2019.	As of April 30, 2019 70% have been moved. As of June 18, 2019 we have reached our benchmark of having moved 80% of our users from our existing on premise mail service. Our benchmark of 80% has been met.	The target is 100%, before year's end, therefore the remaining 10% will be completed by December 20, 2019.
2. In order to accommodate the demand for Card Access functionality NetOps will upgrade the Campus' <i>OneCard</i> system. This system provides Dining Services the ability to run their Point of Sales (POS) devices & also controls the Door Access which allows us to program various buildings for Faculty, Staff, Students to access them using their Campus ID Cards.	To upgrade the OneCard software to the latest version by Fall 2019	As of April 30, 2019 we have prepped the system for the upgrade as our baseline. June 10, 2019 is our benchmark project date that we would like to have begin the installation on each POS. June 12, 2019 is our targeted end date.	We missed our benchmark and target date due to our dining contractor Aramark's indecision on whether to upgrade or purchase new equipment. The target was not achieved.	While we began the process with adequate prior notice, the indecision of the Aramark staff affected our achieving the target. The next time work for Aramark is required, we will more strongly solicit the assistance of the Assistant VP of Purchasing and Contractual Services to help Aramark's decision process.
3. In order to provide quality services to students for our Virtual Desktop Infrastructure (VDI) new servers will be purchased to help with the growing demands for a better user experience. This will enable the move from Windows 7 production environment to a Windows 10 environment. Microsoft is moving away from Windows 7 and all platforms will need to be on a supported platform like Windows 10.	Add 3 new servers to our infrastructure to replace 2 outdated servers;	As of April 30, 2019 the server quote and purchase requisition were submitted to the Office of Purchasing for processing. Our benchmark is to have two of the three servers installed by June 30, 2019. The target is to have the third server installed by September 30, 2019.	The installation and configuration of two servers were completed on June 27, 2019. The benchmark was achieved.	Work will continue on installing and configuring the third and final server to reach the target date of September 30, 2019.
4. NetOps will begin the process of updating all Windows virtual servers from Windows 2008 which is going End of Life in January 2020.	To upgrade 70% of servers off of Windows Server 2008	Currently 55% of our servers have been migrated from Windows Server 2008 to Windows Server 2016 in a effort to meet our benchmark of 70% by June 30, 2019.	As of June 18, 2019, 70% of our Windows 2008 servers have been migrated to Windows Server 2016. Our benchmark of 70% as been met.	The target is 100% before November 30, 2019, therefore the remaining 30% will be done by then.