DSA IT Services

Providing Reliable Support & Innovative
Technology Solutions

Program Questionnaire
FY 24-25

1. Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefits for students.

    DSA IT Services is dedicated to enhancing IT Support across the Division, encompassing 23 departments, and providing essential support to 7 university-sponsored and 3 University Affiliated organizations. Our comprehensive support extends to managing 10 department-specific applications and databases, overseeing 26 servers, maintaining 58 websites, and attending to 787 computers (with 740 currently in active use).

    DSA IT Services operates with direct funding allocation from the Student Fees Advisory Committee. Our core mission is to deliver desktop, website, and application support to the Division of Student Affairs (DSA) departments, programs, and resources. This unwavering commitment ensures cultivating an environment wholly dedicated to student success. Additionally, we extend our support to seven university-sponsored and three University Affiliated organizations, reinforcing our role as a critical IT resource.

    - Mission: The DSA IT Services department is committed to providing reliable support and innovative technology solutions for department services, programs, and resources that sustain an environment dedicated to student success.

    - Vision: Working collaboratively, DSA IT Services will maintain an efficient and proactive information technology environment that provides seamless support and tier-one customer service to elevate staff productivity, programs, and services.
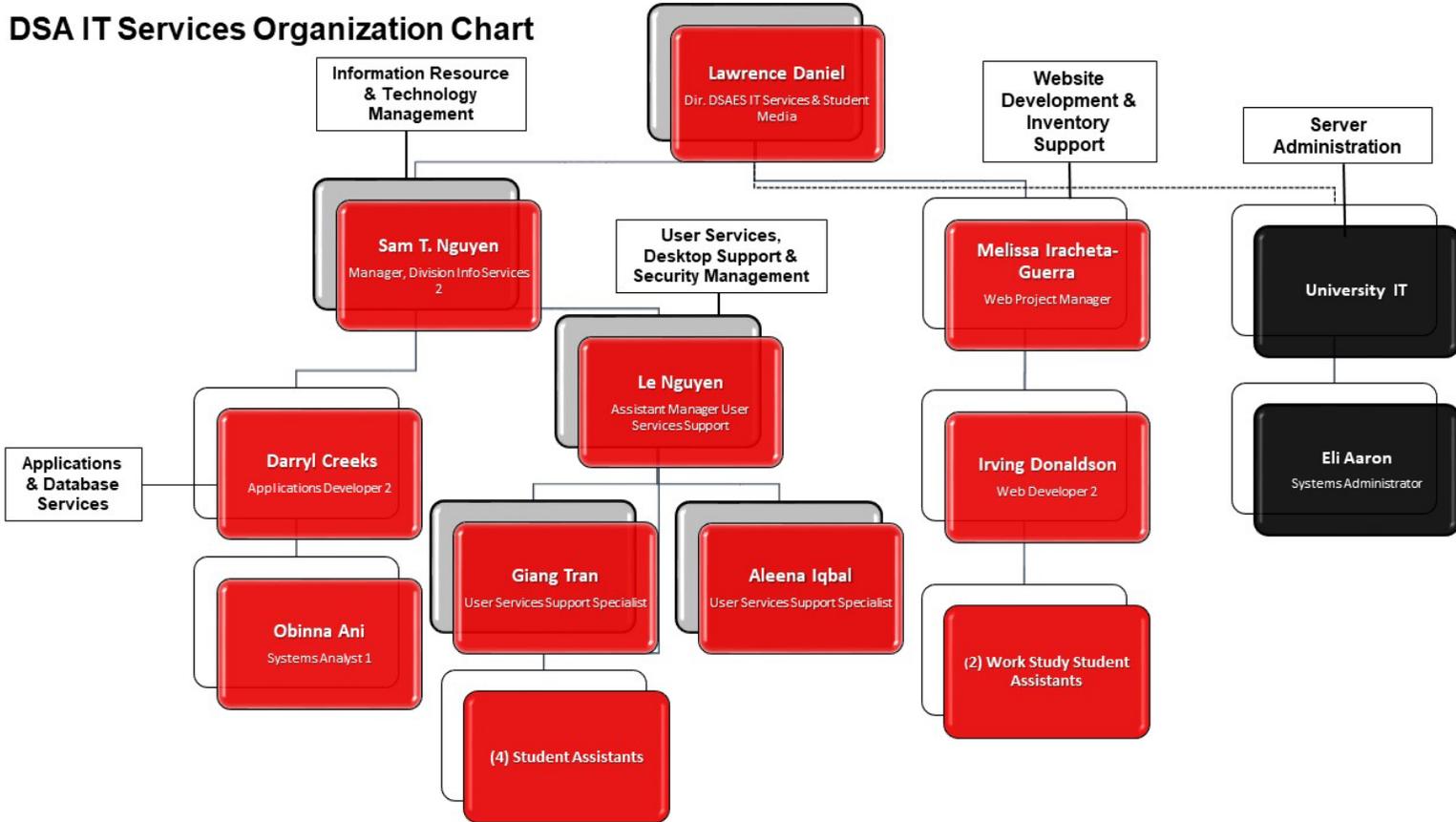
    Our team proudly employs four student staff positions, serving as dedicated technicians. These roles provide valuable experiential learning opportunities, shaping the future IT professionals and those interested in exploring the Information Technology field. Our student staff actively participate in various projects, including application and desktop support, troubleshooting, remote system restarts, new system installations, and system rebuilds. Last year, we expanded our initiatives to incorporate work-study students into website and computer inventory management. It's worth noting that DSA IT Services Student Employees often receive job offers from prominent local and national companies, both before and after graduation, attesting to the quality of our program.

    Our staff remains deeply committed to the success of student leaders, student employees, and DSA staff. To best contribute to this shared goal, we ensure that all technical systems and computers are consistently updated and maintained to the highest standards possible.

2. Provide an organization chart of your unit. Large units may need to have an overview chart and them more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, advisor, etc.), note this on your chart. Student employees should be cited on the chart and identified as students.

■ University IT Support   ■ DSA IT Staff

DSA IT Services Organization Chart

Information Resource & Technology Management

Lawrence Daniel
Dir. DSAES IT Services & Student Media

Website Development & Inventory Support

Server Administration

Sam T. Nguyen
Manager, Division Info Services 2

User Services, Desktop Support & Security Management

Melissa Iracheta-Guerra
Web Project Manager

University IT

Applications & Database Services

Darryl Creeks
Applications Developer 2

Le Nguyen
Assistant Manager User Services Support

Irving Donaldson
Web Developer 2

Eli Aaron
Systems Administrator

Obinna Ani
Systems Analyst 1

Giang Tran
User Services Support Specialist

Aleena Iqbal
User Services Support Specialist

(2) Work Study Student Assistants

(4) Student Assistants

3. If your unit falls under the Division of student Affairs, list your unit's strategic initiatives and action steps identified for the 2022 – 2023 academic year and cite the specific Division of Student Affairs (DSA) Strategic Initiatives and University of Houston Strategic Goals to which they can relate (links below). If your unit does not fall under the division of student affairs, explain, in detail, the strategic plan your unit operated under. Please comment on your success in achieving these strategic initiatives/action steps. If a strategic initiative/ action step changes during the year, please note this and explain. Also, list any new strategic initiatives/action steps, the rationale for the addition, and comment on your success in achieving these items.

    DSA: uh.edu/dsa/about/strategic-planning/2019-2023/
    UH Goals: uh.edu/about/mission

Awareness of IT Activity

Strategic Initiative: On behalf of DSA departments, proactively establish an IT environment that is more aware of upcoming IT changes, updates, and upgrades to support our expanding partially virtual environment. (DSAES: R1, R2, R3) (UH 2)

• **Action Steps:** Work with University IT to establish an annual project schedule shared with DSAES Senior management and cover upcoming University-wide IT updates, upgrades, and changes.
   - **On-going:** We are working with DSA and UIT to establish a consistent file storage policy and update our support request site. We are using these measures to inform the DSA employees of required changes. Additionally, we led a division-wide upgrade to all phones, moving them to the new Office 365 environment.

Professional Development

Strategic Initiative: Support DSA IT Services Staff opportunities for professional development. (DSA: R1, R3) (UH 2)

• **Action Steps:** Support the attendance of trainings, conferences, and workshops related to information technology and application support.
   - **On-going:** This past year, DSAIT staff attended ACUI, NASPA, and SXSW Creative and began courses to obtain CompTIA Security+ certification. This will continue this year thanks to one-time funding from SFAC, and we hope to continue in the future through funding from SFAC. This training has improved staff knowledge of the ever-changing technology landscape and has equipped our staff with resources to handle University IT and DSA department updates and upgrades to multiple platforms throughout the year.

• **Action Steps:** To maximize department technical knowledge redundancies, develop succession planning for all IT manager-level positions.
   - **On-going:** We are working with DSA and UIT to establish a consistent file storage policy and update our support request site. We are using these measures to inform the DSA employees of required changes. Additionally, we led a division-wide upgrade to all phones, moving them to the new Office 365 environment.

DSA IT External Review Response

Strategic Initiative: Where fit, actualize, and integrate recommendations from DSA IT Services external review. (DSAES: R1, R2, R3) (UH 2)

• **Action Steps:** Implement the division-wide IT governance committee as intended in the DSA IT Resource Management Plan
   - **On-going:** This is still a goal of DSA IT, but is currently delayed to focus on other department priorities, and staff transition. Now that we are fully staffed, once the policies for file storage are approved, this initiative will become the next priority.

4. Please list your 2024-2025 strategic initiatives and action steps in priority order and if operating under the DSA, cite the specific Division of Student Affairs Values and University of Houston Strategies Goals to which they relate. If your unit does not operate under the DSA, reference the strategic plan your unit operates under. Larger units may wish to group responses by subprograms. Under each strategic initiative, please state the specific action steps (programs, activities, services, policies/procedures, etc.) that you intend to implement to accomplish your stated initiative.

Strategic Initiative: Review DSA IT Services workflow processes to ensure that IT Support and service are delivered efficiently and effectively.

> **KPI:** Reduce the average response time for IT Service Requests by 15% within the next fiscal year, enhancing efficiency in IT support delivery.
>
> **Description:** In line with the strategic initiative to optimize workflow processes, DSA IT Services will reduce the average response time for IT Service Requests by 5% in the upcoming fiscal year. This will contribute to efficient and effective IT support and service delivery.
>
> **Action Steps:**
> 1. Establish a division-wide IT support workflow guide that details all DSA IT Services offerings, cross-training references for staff, succession plans, and formal processes related to all IT Service Requests.
> 2. Promote DSA IT Services offerings to create awareness of all services provided.

Strategic Initiative: Support DSA IT Services Staff opportunities for professional development.

> **KPI:** Increase the percentage of DSA IT Services staff with relevant IT certifications by 20% over the next two years.
>
> **Description:** As part of the strategic initiative to support professional development, DSA IT Services aims to increase the percentage of staff members holding relevant IT certifications by 20% within the next two years. This investment in certificates will enhance the expertise and capabilities of the team.
>
> **Action Steps:**
> 1. Support the attendance of training, conferences, and workshops related to information technology and application support.
> 2. Secure funding and Support for IT certifications related to application, website, and desktop support.

Strategic Initiative: Establish new assessment measures related to the usage and satisfaction of IT resources and implement policies and procedures established by the DSA Information Resource Management (IRM) Plan.

> **KPI:** Achieve a 5% increase in user satisfaction ratings with IT resources and services within the next academic year.
>
> **Description:** In alignment with the strategic initiative to improve assessment measures, DSA IT Services will aim to achieve a 5% increase in user satisfaction ratings with IT resources and services within the next academic year, which reflects DSA IT's commitment to enhancing user experience.
>
> **Action Steps:**
> 1. Adjust policies to ensure full IT support for all 23 DSA departments.
> 2. Assess the IT environment to identify support gaps amongst the 23 DSA departments.

KPI Conclusion Statement:

These Key Performance Indicators (KPIs) are pivotal benchmarks in pursuing our strategic initiatives. They provide quantifiable targets to help us gauge our progress and evaluate our success in workflow process optimization, staff professional development, and IT resource assessment and improvement.

- For the first strategic initiative, the KPI focused on reducing the average response time for IT Service Requests by 5%, emphasizing our commitment to delivering IT support efficiently and effectively.

- In the second strategic initiative, the KPI of increasing staff certification rates by 20% signifies our dedication to enhancing the skillset and capabilities of our IT Services team.

- The third strategic initiative underscores our determination to improve user satisfaction and resource usage through a KPI to achieve a 5% increase in user satisfaction ratings.

These KPIs will guide us in measuring our progress and ensuring that our strategic initiatives are achieved with measurable success. Regular assessments and adjustments will help us stay on course and deliver the best IT support and services to the DSA community.

5. Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned strategic initiatives and/or action steps and their importance as compared to others that you might pursue. Where data exists, discuss the number of persons served by each of your programs and any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting this data. If your unit holds events, please provide revenue sources breakdown of each revenue stream including but not limited to the number of:

Utilization Reports:
Support Stats
- 10 University Sponsored and Affiliated Student Organizations
- 11 Department Specific Applications & Databases
- 23 DSA Departments
- 27 Servers
- 58 Website
- 787 computers (740 computers in use)

Numbers - Customer Service Stats
Desktop Support Requests
- 1,334 Support Requests from Sept. 2022 - Aug. 2023
- 1,424 Support Requests from Sept. 2021 - Aug. 2022
- 1,266 Support Requests from Sept. 2020 - Aug. 2021
- 1,134 Support Requests from Sept. 2019 -Aug. 2020
- 1,853 Support Requests from Sept. 2018 -Aug. 2019
- 1,628 Support Requests from Sept. 2017 – Aug. 2018
- 1,657 Support Requests from Sept. 2016 – Aug. 2017
- *1,731 Support Requests from Sept. 2015 – Aug. 2016

*- First year using online ticket system data

Website Support Requests
- 1,764 Support Requests from Sept. 2022 - Aug. 2023
- 1,967 Support Requests from Sept. 2021 - Aug. 2022
- 1,567 Support Requests from Sept. 2020 - Aug. 2021
- 1,688 Requests from Sept. 2019 - Aug. 2020
- 1,463 Requests from Sept. 2018 -Aug. 2019
- 1,565 Requests from Sept. 2017 – Aug. 2018
- *1,733 Requests from Sept. 2016 – Aug. 2017

*- First year using online ticket system data

Assessment: IT Remedy and Response Evaluation: DSA IT is committed to enhancing the quality of its customer service for DSA staff members who have sought IT support through the Website or Desktop Services Support Ticket Systems. We have implemented a structured customer service survey process to achieve this goal. After a support ticket request is closed, an auto-generated email will be sent to the user, including a link to the survey. This survey will be distributed to all users interacting with our support services once or twice annually.

The data collected through these surveys will be meticulously analyzed after the academic year. This analysis will serve as a vital resource for DSA IT, offering valuable insights into the overall satisfaction of our users and highlighting areas where improvements in customer service may be needed. Additionally, it will identify opportunities for further training and development for our IT support team.

We view this survey initiative as essential to our commitment to providing exceptional customer service and continually enhancing the support experience for our valued DSA staff members. Your feedback is invaluable in helping us better serve your IT needs and maintain a high standard of excellence in our services.

Results:

- 97.5% response rate to requests within 24 hours
- 91.66% of the issues reported were resolved within 24 hours
- 97.5% of issues were resolved the first time we were contacted
- 91.66% satisfaction with the OVERALL timeliness of the service

Actions to be Taken as a Result of This Activity:

- Lowering the number of times, techs address recurring computer issues to increase Resolve Rates.
- Implementation of follow-up appointments for techs to re-check and confirm issue resolution.
- Continuous training and workshop attendance for DSA IT staff to stay updated on new trends, software updates, and best practices.
- Focus on user training for troubleshooting and quick fixes.
- Updating the DSA IT website to provide access to University-wide IT information.

6. If your unit concluded FY2023 with a Fund 3 addition to Fund Equity in excess of $5,000, please describe the conditions which cause the addition and provide a line-item identification of the budgetary sources(s) of the addition (I.e., lapsed salary, conference travel, etc.).

$30,164.00 in lapsed salary was returned to SFAC. During FY23, DSA IT Services had 2 full-time vacancies at different points throughout the year.

$39,360.00 in maintenance and operations was requested and approved for carry over for FY24 to fund an order of staff computers that have been on back order since May of 2023.

7. Recognizing that the potential to generate additional Student Service Fee income for FY2025 base funding is extremely limited and recognizing that it is likely that some units will not be allocated the new base budget and/or one-time funds requested. Please provide a narrative of how your unit would accommodate a reduction of 5.0% in your total FY2025 base Student Service Fee budget request and provide a line-item explanation of where budgetary cuts would be made.

A 5.0% reduction in DSA IT Services' current budget, resulting in a $48,082.85 budget cut, would have significant consequences. Here are some possible impacts:

1. **Computer Replacement:** The budget cut may lead to a delay or reduction in the replacement of aging or malfunctioning computers. This could result in decreased staff productivity, increased downtime, and a greater risk of technical issues.
2. **Travel Budget Elimination:** The elimination of the travel budget would limit the department's ability to attend crucial conferences, seminars, and training sessions. As a result, staff may miss important professional development opportunities, industry insights, and networking.
3. **Professional Development:** Without a dedicated professional development budget, staff members may have fewer opportunities to enhance their skills, certifications, and knowledge in the rapidly evolving field of information technology. This can lead to outdated practices and decreased efficiency.
4. **Service Quality:** Reduced resources may lead to longer response times, increased downtime, and a lower quality of IT support and services. This could negatively impact the user experience for students, faculty, and staff.
5. **Technical Upgrades:** Funds for upgrading or maintaining technical infrastructure, software licenses, and security measures may be limited, potentially leaving the IT environment more vulnerable to cyber threats and technical issues.
6. **Resource Allocation:** The department may need to reallocate existing resources and personnel to compensate for the budget cut, which could result in a strained workforce and reduced capacity to address IT demands.
7. **Innovation:** With limited resources, there may be a reduced capacity for innovation and the implementation of new technologies or solutions that could improve overall IT efficiency.
8. **Long-Term Sustainability:** The long-term sustainability and effectiveness of DSA IT Services could be at risk, potentially affecting its ability to meet the evolving technological needs of the institution and its stakeholders.

In summary, a 5.0% budget reduction for DSA IT Services would have a multifaceted impact on the department, affecting computer replacement, professional development, service quality, and overall operational efficiency.

8. Please discuss any budget or organizational changes experienced since your last year (FY2024) SFAC request, their impact on your programs, and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that additional expenses affected some programs after the conclusion of the budget cycle, and that some programs may be ahead of or behind their self-generated income projections.

2022-2023 Department Highlights:
- We established an SLA with Student Housing and Residential Life to support their department website. This expands our web support's reach and furthers the consistency of the look and feel of the division's message.
- During the weekend of Move-In and the first weekend of UH WOW, DSA IT Services partnered with CSI and CSM to host Playfair. This event brought close to 700 students together to meet and participate in Ice Breakers.
- Transitioned 368 department phones to Office 365

2022 – 2023 Personnel Updates
- Obinna Ani joined the DSA IT Services team as the new Systems Analyst in October 2022
- In July, Felicia Quichocho resigned as the Web Developer I for a new opportunity with a local web development firm.
- In August, Irving Donaldson joined the DSA IT team as a Web Developer II.

9. What are the other possible sources of funding available to your unit and what efforts are being made to access them (e.g. grants, donations, etc.)? If you receive funds from other sources, please briefly describe the source, purpose, and duration of the funding and report the amounts received in the appropriate rows/columns on the SFAC spreadsheet.

   DSA IT Services receives **$33,512.00** annually from the University to support technology enhancements for the Division of Student Affairs. These funds cover the MOU between UIT and DSA IT to provide 24/7 support for 27 servers used by DSA departments.

10. Does your unit generate revenue? (Please do not address donations in this question) If your unit does not generate revenue, respond "not applicable. If so:

We receive payment as part of an MOU with Student Housing & Residential Life for web support, totaling $3000.00 annually.

11. Does your unit raises money from donors and sponsors? If your unit does not receive donations or sponsorships, respond "not applicable." If so:

Not applicable – This unit's development and donor relationships are coordinated and managed through DSA and University Advancement.

12. Please describe any services that are similar to yours and or any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap.

No services exist that overlap between what University IT can offer and what DSA IT Services provides. University IT supports Student Housing and Residential Life through a Service Level Agreement.

However, DSA IT Services directly supports 23 departments, 7 university-sponsored and 3 University Affiliated student organizations, including support for 11 department-specific applications and databases, 26 servers, 58 websites, and 787 computers.

13. What percentage of department M&O is allocated to marketing?

There is currently no budget for marketing for DSA IT. The DSA IT budget is used for staff and student salaries, staff development, DSA department computer replacement, and maintenance.

14. If any of your funding from the student service fee goes to your general operating fund, pleasedetail where any student service fees you received went and what they were spent on as well as future intentions if granted. Otherwise please respond "not applicable".

No - Not Applicable

15. How does your unit contribute to campus culture and improve the student experience? How is the effectiveness of these contributions measured by your unit if at all? What else can your unit do going forward to continue to improve your contribution to the student experience?
    i.   Does your unit contribute to turning students into coogs for life?

DSA IT contributes to campus culture and enhances the student experience by providing reliable and innovative technology solutions that support various aspects of campus life, such as support to all division student-facing departments, communication of IT updates, and access to resources.

The effectiveness of these contributions may be measured through surveys and feedback from student leaders and staff (full-time and Part-time student staff) regarding the usability and reliability of IT services. Additionally, service uptime and response time data can be used to assess performance.

To further improve its contribution to the student experience, DSA IT can focus on enhancing user support, ensuring seamless integration of technologies, and staying current with emerging technologies that benefit students. Engaging students in decision-making and continuously seeking their input can also help turn them into lifelong university supporters (Coogs for Life).