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Academic Unit Report - Campus Computing

University of South Florida St. Petersburg

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AUR - Campus Computing

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Unit Mission Statement: The Office of Campus Computing at USFSP is responsible for improving the learning and research mission which involves computing, data communications, access control, IT Project Management, Cyber Security and Telecommunications Services. The St. Petersburg Regional Data Center (SPRDAC) and Campus Computing Services (CCS) are part of the Office of Campus Computing and support these functions. The Office of Campus Computing is also involved in the planning and implementation of the information technology necessary to support the evolution of USF as a major research institution, and academic programs that require technology.

<i>Outcome/Objectives</i>	<i>Means of Assessment</i>	<i>Findings</i>	<i>Use of Findings</i>
<p>Campus analog security camera replacement 2018/2019 - The replacement of 70 analog security cameras at USFSP with high resolution, night time capable, power over ethernet digital cameras.</p> <p>Outcome/Objective Status: Completed</p> <p>Planned Assessment Year: 2018 - 2019</p>	<p>One-Time Activity - Funding was secured. The 70 legacy analog security cameras were replaced with high resolution digital cameras._copy</p> <p>* Criterion for Success: All analog cameras and servers have been removed from service. Replacement cameras are in service.</p> <p>* Person(s) Responsible: Rea Burleson, Robert Willis</p>	<p>Reporting Period: 2018 - 2019</p> <p>Conclusion: Exceeds Expectations</p> <p>Reached 100% replacement of all analog security cameras. (04/04/2019)</p> <p>Analysis of Findings: USFSP now has full digital security camera coverage for the campus. The new cameras provides for low light levels and higher resolutions . The new cameras have allowed USFSP PD to apprehended 2 suspects ytd.</p> <p>Related Documents: USFSP Computing Services</p>	<p>Use of Findings: Campus computing will continue to maintain 100% uptime for the cameras and provide regular maintenance to ensure the highest picture quality possible. (04/04/2019)</p>
<p>USFSP classroom and lab computer refresh 2018/2019 - Upgrade 234 classroom and computer lab computers with new hardware and the latest operating system. These computers are used by faculty and students. This will bring the remaining classroom and lab computers up to current hardware standards and running Windows 10.</p> <p>Outcome/Objective Status: Completed</p> <p>Planned Assessment Year: 2018 - 2019</p>	<p>One-Time Activity - Replace 234 classroom and computer lab computers with 234 new computers.</p> <p>* Criterion for Success: Desktop support staff will remove old systems, install, and test all 234 computers to ensure they are fully operational. System admins will verify that adjust user accounts are able to log into the new computers that were renamed in PRW 120. Help Desk will verify that instructional computers connect to classroom AV equipment. System</p>	<p>Reporting Period: 2018 - 2019</p> <p>Conclusion: Exceeds Expectations</p> <p>All 234 classroom and computer lab computers, that were in need of replacement, were replaced. All computers systems were tested and verified operational. (04/04/2019)</p> <p>Analysis of Findings: All classrooms and computer labs managed by Campus Computing are now up-to-date with the latest computer hardware and Windows 10. All classrooms are now ready to accept upcoming AV equipment HD upgrades. Students will have access to the latest technology to complete their coursework. Faculty have access to the last instructional technology that will complement their classroom instruction. Refresh was scheduled during Spring Break 2019. Completed refresh in</p>	<p>Use of Findings: We met our goal-100% complete. To ensure the continued operation of the equipment we will maintain the security and performance of the systems through regular patching of application and OS software, update BIOS firmware, swap out video cables when AV equipment is upgraded to HD, and perform regular checks on hardware to ensure any issues are resolved quickly. (04/04/2019)</p>

Outcome/Objectives	Means of Assessment	Findings	Use of Findings
	<p>admin will verify that all computer accounts are moved into proper OU and are in assest management system. * Person(s) Responsible: Gevan Peacock</p>	<p>half the time that was scheduled for the upgrades.</p>	
<p>IT Consolidation Efforts 2018-2020 - Align USFSP classroom single sign on with the USF System classroom sign on Outcome/Objective Status: Active Planned Assessment Year: 2018 - 2019, 2019 - 2020</p>	<p>One-Time Activity - Create trust relationship between USFSP active directory environment to USFs main active directory * Criterion for Success: USF Faculty from USFSP or Tampa can now log into out classroom computers without a separate login and password. * Person(s) Responsible: John Diaz</p>	<p>Reporting Period: 2018 - 2019 Conclusion: Pending With the minimal accounts to test at hand, test was successful. The real test will come Fall 2019 when adjuncts from Tampa teach here in St. Pete (06/27/2019) Analysis of Findings: Preliminary findings are successful.</p>	<p>Use of Findings: Once findings are formally tested in the FALL term, faculty technically from any USF campus will transparently log into any USF classroom computer. (06/27/2019)</p>
<p>Provide %99.999 uptime for campus core network infrastructure 2018/2019 - Current uptime for campus core has been 9 years 39 weeks 2 days as of 6/23/2019 Outcome/Objective Status: Completed Planned Assessment Year: 2018 - 2019</p>	<p>One-Time Activity - Monitoring core networking infrastructure that feeds campus IDFs * Criterion for Success: Log into core 6500 switches in both Davis and FPF. If there were any outages during the year the system will report a more recent uptime. * Person(s) Responsible: Kevin Maronic or Rea Burleson</p>	<p>Reporting Period: 2018 - 2019 Conclusion: Exceeds Expectations Current uptime for campus core has been 9 years 39 weeks 2 days as of 6/23/2019 (06/27/2019) Analysis of Findings: Current uptime for campus core has been 9 years 39 weeks 2 days as of 6/23/2019</p>	<p>Use of Findings: Based on our determination that the USFSP core was purchased in 2004 and has had an uptime of 9 years, the units are in need of replacement. The units will reach end of support shortly and can not support any additional upgrades or the number of high speed connection planned to support a research one institution. (06/27/2019)</p>
<p>Campus Computing Incident Resolution SLA 2018/2019 - Over the past fiscal year (YTD), we have a 96.58% SLA achievement rate. Outcome/Objective Status: Completed Planned Assessment Year: 2018 - 2019</p>	<p>Ongoing Activity - Utilizing Service Now work order reporting system. I was able to create a SLA breach report that gives our SLA breach percentage per month for 2018-2019. Our numbers are actually pretty good since we set long term incidents as pending when we are</p>	<p>Reporting Period: 2018 - 2019 Conclusion: Meets Expectations Target were met (06/26/2019) Analysis of Findings: 96.58 SLA achievement rate</p>	<p>Use of Findings: Our use of finding gives us a benchmark to improve upon. From July 2018 through June 2019 %96.275 percent of all work orders submitted were completed within the acceptable USF parameters. During our next fiscal year our intentions are to</p>

Outcome/Objectives	Means of Assessment	Findings	Use of Findings
	<p>waiting on a customer to respond or set them to planning for project or other long tasks that don't directly impact customer service.</p> <p>Over the past fiscal year (YTD), we have a 96.58% SLA achievement rate. Our highest month of breaches was January 2019 which is typical for the start of the semester. Below are the SLA definitions set by Tampa IT. You will see that our SLAs run from 4 hours to 7 days based on Impact, Urgency, and Priority.</p> <p>Impact Low - when the issue impacts only one customer Medium- when an entire department, group, or campus is impacted High- when the whole university is impacted Urgency High: Core Business Service (Production Systems Only) – an activity that has a direct financial, brand or security impact on the business organization (e.g. GEMS, myUSF, Gmail, FAST, Canvas, etc.) Medium: Support Service – an activity that directly supports the execution of a core business service (e.g. printing services, file shares, etc.) Low: Non-urgent Service – an activity that does not directly support a core business service and is not time sensitive Priority is calculated by the impact and urgency inputs.</p>		<p>improve this number by 10%. So %3.73 percent non achievement rate would be decreased to %3.35.</p> <p>(06/27/2019)</p>

<i>Outcome/Objectives</i>	<i>Means of Assessment</i>	<i>Findings</i>	<i>Use of Findings</i>
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*** Criterion for Success:** Maintain high level of service level achievement for department.
*** Person(s) Responsible:** Gevan Peacock