

SLO report: 2014-2018

2018/02/08

1.Division	2.Service	3.Semester (Fall and Spring only)	4.Year	5.F:Face-to- face; O:Online; H:Hybrid	6.SAO assessed	7.ILO linkage	8.How was SAO assessed	9.# and % of students meeting SAO	10.What you tried new and worked well to meet SAO	11.What you need to change next time to meet SAO
ITS	Academic and Administrative Solutions	CY	2017	H	SAO 1: Provide reliable operation of campus voice systemsto include telephone operations and voicemail	1,2,3,6	HonCC ITS Support Ticketing Tracking System (GLPI): Requests that were filled/submitted	34/34=100%	I didn't really try anything new. I just fined tuned and added more customer information into the job ticket and added more detail of how the job was completed.	I need to re-write SAO's to be more definitive so I can track more efficiently all aspects of phone operations (i.e. What kind of phone problems? Voice mail, phone, features, etc)
ITS	Academic and Administrative Solutions	CY	2016	H	SAO 1	1,2,3,6	HonCC ITS Support Ticketing Tracking System (GLPI): Requests that were filled/submitted	73/73=100%		
ITS	Academic and Administrative Solutions	CY	2015	H	SAO 1	1,2,3,6	HonCC ITS Support Ticketing Tracking System (GLPI): Requests that were filled/submitted	45/45=100%		
ITS	Academic and Administrative Solutions	CY	2014	H	SAO 1	1,2,3,6	HonCC ITS Support Ticketing Tracking System (GLPI): Requests that were filled/submitted	71/71=100%		
ITS	Academic and Administrative Solutions	CY	2017	H	SAO 2: Develop and implement Information solutions for services (Network Cabling Infrastructure) that are requested by administration, divisions, departments, and programs.	1,2,3,6	University of Hawaii Telecom Request (UH-TR) Requests that were complited/submitted	2/2=100%	Cannot try something new; I was required to use an exisiting system.	Be able to track the job in more detail and re-write SAO to reflect current system
ITS	Academic and Administrative Solutions	CY	2016	H	SAO 2	1,2,3,6	University of Hawaii Telecom Request (UH-TR) Requests that were complited/submitted	11/11=100%		

ITS	Academic and Administrative Solutions	CY	2015	H	SAO 2	1,2,3,6	University of Hawaii Telecom Request (UH-TR) Requests that were complited/submitted	5/5=100%		
ITS	Academic and Administrative Solutions	CY	2014	H	SAO 2	1,2,3,6	University of Hawaii Telecom Request (UH-TR) Requests that were complited/submitted	1/1=100%		

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ITS	Educational Environment Technologies	Fall	2014	H	SAO 1: Providing reliable operation of campus enhanced technology in the classroom.	1,2,3,4,5,6	GLPI tickets - Classroom Installation, Maintenance, and Repair. Completed/received requests.	58/58 = 100.00%	Additional training for students in areas outside of IT/AV support and classroom maintenance (Ed. content creation, etc..)	Expand coverage to be able to handle maintenance and upgrades more quickly and more often.
ITS	Educational Environment Technologies	Spring	2015	H	SAO 1	1,2,3,4,5,6	GLPI tickets - Classroom Installation, Maintenance, and Repair. Completed/received requests.	45/45 = 100.00%		
ITS	Educational Environment Technologies	Fall	2015	H	SAO 1	1,2,3,4,5,6	GLPI tickets - Classroom Installation, Maintenance, and Repair. Completed/received requests.	87/87 = 100.00%		
ITS	Educational Environment Technologies	Spring	2016	H	SAO 1	1,2,3,4,5,6	GLPI tickets - Classroom Installation, Maintenance, and Repair. Completed/received requests.	90/90 = 100.00%		Due to diminished student assistants and increased workload will need to focus on maintaining and replacing in order to keep room active.
ITS	Educational Environment Technologies	Fall	2016	H	SAO 1	1,2,3,4,5,6	GLPI tickets - Classroom Installation, Maintenance, and Repair. Completed/received requests.	82/80 = 97.56%		
ITS	Educational Environment Technologies	Spring	2017	H	SAO 1	1,2,3,4,5,6	GLPI tickets - Classroom Installation, Maintenance, and Repair. Completed/received requests.	79/84 = 94.05%		

ITS	Educational Environment Technologies	Fall	2014	H	SAO 2: Develop campus enhanced technology plans required by divisions, departments, programs and students.	1,2,3,4,5,6		Not measurable		SAO needs to be redescrined and method of measurment defined.
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ITS	Events	Fall	2014	H	SAO 1: Respond to submitted requests with confirmation within 48 hours of submission.	1,2,3,4,5,6	Not currently able to measure SAO			Will need to replace SAO with measurable outcome and/or use different method of assessment
ITS	Events	Fall	2014	H	SAO 2: Setup and deliver media services as requested.	1,2,3,4,5,6	GLPI Tickets count to meet faculty's instructional needs. Completed/received requests.	73/73=100%	Additional training for students and staff in order to be better able to respond more efficiently to event requests.	Additional training
ITS	Events	Spring	2015	H	SAO 2	1,2,3,4,5,6	GLPI Tickets count to meet faculty's instructional needs. Completed/received requests.	28/28=100%		
ITS	Events	Fall	2015	H	SAO 2	1,2,3,4,5,6	GLPI Tickets count to meet faculty's instructional needs. Completed/received requests.	35/35=100%		
ITS	Events	Spring	2016	H	SAO 2	1,2,3,4,5,6	GLPI Tickets count to meet faculty's instructional needs. Completed/received requests.	32/32=100%		With decline in number of student assistants, additional training required by staff and students to be able to provide wider scope of coverage.
ITS	Events	Fall	2016	H	SAO 2	1,2,3,4,5,6	GLPI Tickets count to meet faculty's instructional needs. Completed/received requests.	44/44=100%		
ITS	Events	Spring	2017	H	SAO 2	1,2,3,4,5,6	GLPI Tickets count to meet faculty's instructional needs. Completed/received requests.	27/27=100%		

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ITS	Networking	Spring Jan - June	2014	n/a	SAO 1 Reviewed, updated and approved network plan that is published at least two times a year.	1,2,3,4,5,6	Approval and publication of network plan.	2/2 = 100%		
ITS	Networking	Fall July - Dec	2014	n/a	SAO 1	1,2,3,4,5,6	Approval and publication of network plan.	2/2 = 100%		
ITS	Networking	Spring Jan - June	2015	n/a	SAO 1	1,2,3,4,5,6	Approval and publication of network plan.	2/2 = 100%		
ITS	Networking	Fall July - Dec	2015	n/a	SAO 1	1,2,3,4,5,6	Approval and publication of network plan.	2/2 = 100%		
ITS	Networking	Spring Jan - June	2016	n/a	SAO 1	1,2,3,4,5,6	Approval and publication of network plan.	2/2 = 100%		
ITS	Networking	Fall July - Dec	2016	n/a	SAO 1	1,2,3,4,5,6	Approval and publication of network plan.	2/2 = 100%		
ITS	Networking	Spring Jan - June	2017	n/a	SAO 1	1,2,3,4,5,6	Approval and publication of network plan.	2/2 = 100%		
ITS	Networking	Fall July - Dec	2017	n/a	SAO 1	1,2,3,4,5,6	Approval and publication of network plan.	2/2 = 100%	Add specific page to HonITS Website for Reports on a weekly basis of upcoming changes, upgrades, additions or possible service disruptions of campus networking services. This will allow network users to plan ahead for any scheduled changes that may affect productivity	Ensure that weekly and monthly updates to the ITC website are completed in a timely manner. Automate calendar reminders.
ITS	Networking	Spring Jan - June	2014	n/a automatically generated data	SAO 2 Provide assurance that the campus data network environment has been provided with sufficient controls and protection mechanisms in order that the educational and business functions of the colleg are not disrupted by attack or misuse.	1,2,3,4,5,6	Measured by the number of campus outages and data breaches.	Down Time 13hr 8 min 54 sec = 99.687% up	increase UPS capacity	
ITS	Networking	Fall July - Dec	2014	n/a automatically generated data	SAO 2	1,2,3,4,5,6	Measured by the number of campus outages and data breaches.	Down Time 0hr 19 min 30 sec = 99.967% up		
ITS	Networking	Spring Jan - June	2015	n/a automatically generated data	SAO 2	1,2,3,4,5,6	Measured by the number of campus outages and data breaches.	Down Time 00hr 53 min 10 sec = 99.961% up		
ITS	Networking	Fall July - Dec	2015	n/a automatically generated data	SAO 2	1,2,3,4,5,6	Measured by the number of campus outages and data breaches.	Down Time 08hr 10 min 58 sec = 99.424% up		

ITS	Networking	Spring Jan - June	2016	n/a automatically generated data	SAO 2	1,2,3,4,5,6	Measured by the number of campus outages and data breaches.	Down Time 10hr 38 min 10 sec = 98.332% up		
ITS	Networking	Fall July - Dec	2016	n/a automatically generated data	SAO 2	1,2,3,4,5,6	Measured by the number of campus outages and data breaches.	Down Time 10hr 54 min 50 sec = 97.853% up		
ITS	Networking	Spring Jan - June	2017	n/a automatically generated data	SAO 2	1,2,3,4,5,6	Measured by the number of campus outages and data breaches.	Down Time 06hr 38 min 24 sec = 99.293% up	increase UPS capacity. move monitoring equipment to UH Manoa. Begin move of critical authentication services to UH Manoa	Move monitoring equipment to UH Manoa. Begin move of critical authentication services to UH Manoa
ITS	Networking	Fall July - Dec	2017	n/a automatically generated data	SAO 2	1,2,3,4,5,6	Measured by the number of campus outages and data breaches.	Down Time 00hr 40 min 20 sec = 99.934% up	increase UPS capacity. Begin to move VDI service to UH Manoa	Move more equipment to UH Manoa. Financial constraints dictate that the complete move to UH Manoa will take up to 2 more years and be completed in 2019.

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ITS	Planning, Purchasing and Asset Management	Fall	2014	H	SAO 1: Support the development and maintenance of the student learning environment	1,2,3,4,5,6	Number of completed projects/Number of requests for purchasing of computer hardware and software licenses	11/14=79%	I added a fiscal year end check of what was not purchased	I will review purchase requests at the end of each semester to see what was not purchased
ITS	Planning, Purchasing and Asset Management	FY	2014	H	SAO 2: Track IT Inventory for asset planning purposes	1,2,3,4,5,6	Annual Inventory Report. Added or removed IT inventory/Total IT inventory capital assets	29/30=97%; Asset Loss is 3%	I added a fiscal year (FY) end comparison (last FY and this FY) of the total number of items in inventory	I will review on a FY basis the number of capital assets submitted for ewaste disposal
ITS	Planning, Purchasing and Asset Management	FY	2015	H	SAO 2	1,2,3,4,5,6	Annual Inventory Report. Added or removed IT inventory/Total IT inventory capital assets	27/29=93%; Asset Loss is 7%	I added a check to subtract ewaste items from the inventory at end of FY	I will review on a quarterly basis the number of capital assets submitted for ewaste disposal
ITS	Planning, Purchasing and Asset Management	Fall	2015	H	SAO 1	1,2,3,4,5,6	Number of completed projects/Number of requests for purchasing of computer hardware and software licenses	15/17=88%	I added a semester-end check for length of time of purchases	I will review purchase requests at the end of each semester to determine ways to shorten purchasing process time
ITS	Planning, Purchasing and Asset Management	Spring	2016	H	SAO 1	1,2,3,4,5,6	Number of completed projects/Number of requests for purchasing of computer hardware and software licenses	14/14=100%	I added a semester-end check to track requisition-to-purchase order times	I will review on a monthly basis the requisition-to-purchase order time
ITS	Planning, Purchasing and Asset	FY	2016	H	SAO 2	1,2,3,4,5,6	Annual Inventory Report. Added or removed IT inventory/Total IT inventory capital assets	24/25=96%; Asset Loss is 4%	I added a check to subtract quarterly ewaste items from the inventory	I will review of a FY basis the number of capital asset purchases
ITS	Planning, Purchasing and Asset Management	Fall	2016	H	SAO 1	1,2,3,4,5,6	Number of completed projects/Number of requests for purchasing of computer hardware and software licenses	20/29=69%	I added a monthly check of requisition-to-purchase order elapsed time	I will review on a semester basis the purchase order-to-delivery time
ITS	Planning, Purchasing and Asset Management	Spring	2017	H	SAO 1	1,2,3,4,5,6	Number of completed projects/Number of requests for purchasing of computer hardware and software licenses	29/32=90%	I added a semester-end check to track purchase order-to-delivery time	I will review on a monthly basis the requisition-to-purchase order time
ITS	Planning, Purchasing and Asset Management	FY	2017	H	SAO 2	1,2,3,4,5,6	Annual Inventory Report. Added or removed IT inventory/Total IT inventory capital assets	24/25=96%; Asset Loss is 4%	I added a check to add the number of capital assets purchased in FY	I will review on a FY basis the number of capital assets transferred out of our inventory

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ITS	Service Desk	Fall	2014	H	SAO 1: Provide timely response to initial request.	1,2,3,4,5,6	GLPI Tickets count to meet faculty's instructional needs. Completed/received requests.	979/979 = 100%	Additional training for students in order to be better able to respond more efficiently to requests.	Expand coverage to be able to handle a wider variety of situations. Based on ability to schedule students at key points during the day/week.
ITS	Service Desk	Spring	2105	H	SAO 1	1,2,3,4,5,6	GLPI Tickets count to meet faculty's instructional needs. Completed/received requests.	785/786 = 99.87%		
ITS	Service Desk	Fall	2015	H	SAO 1	1,2,3,4,5,6	GLPI Tickets count to meet faculty's instructional needs. Completed/received requests.	814/822 = 99.03%	With decline in number of student assistants, additional training required by staff and students to be able to provide wider scope of coverage.	Work on increased efficiency per ticket.
ITS	Service Desk	Spring	2016	H	SAO 1	1,2,3,4,5,6	GLPI Tickets count to meet faculty's instructional needs. Completed/received requests.	826/832 = 99.28%		
ITS	Service Desk	Fall	2016	H	SAO 1	1,2,3,4,5,6	GLPI Tickets count to meet faculty's instructional needs. Completed/received requests.	618/641 = 96.41%		
ITS	Service Desk	Spring	2017	H	SAO 1	1,2,3,4,5,6	GLPI Tickets count to meet faculty's instructional needs. Completed/received requests.	694/720 = 96.39%		

ITS	Service Desk	Fall	2014	H	SAO 2: Management, maintenance, update and published service catalog.	1,2,3,4,5,6	Period Update, review and approve plan. Can you choose one item so you can provide a count?	Catalog of services removed from site, site moved to Sharepoint	SAO needs to be changed to reflect current ITS environment.	Determine catalog of services and create site accesible by general college populace.
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