Assessment Report Standard Format
July 1, 2008 - June 30, 2009

PROGRAM(S) ASSESSED  Computing & Telecommunications Services

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1. ASSESSMENT MEASURES EMPLOYED

Quality customer service.
- Wait time for client calls made to the Help Desk.
- Number of calls resolved on initial contact to the Help Desk versus calls dispatched.
- The return rate on scanning jobs and monthly production runs performed by the Systems Operations group.
- CaTS captures reports and information derived from the HEAT problem tracking system. All calls coming into the Help Desk can be logged into HEAT and then assigned to the appropriate area for problem resolution.
- QMaster (phone) reports can be tracked by a number of variables and generate various reports to monitor our response times.
- Telecom Services goal is to maintain a better than P-01 grade of service.
- Telecommunications will maintain and provide for the Universities communications infrastructure.
- The Help Desk uses client surveys and focus groups, including meetings with Colleges, to discuss and ensure customer satisfaction. Desktop Services has a similar liaison program to measure customer satisfaction.
- Computer classroom evaluations help us to understand the needs or any alterations we must make to provide an appropriate learning environment. These evaluations are completed by faculty and reviewed by CaTS on a quarterly basis.
- Daily classroom and student lab testing provides proactive assurance that students are provided with a well-functioning machine when using our facilities.
- Help Desk training is measured by surveys completed by all attendees which provides us with a tool for continuously monitoring for the training we provide.

Response times for problems.
- To better ensure system security, incident response time is monitored. The incident response process is continuously reviewed to identify possible improvements.
- Computing classrooms are controlled by the Registrar's Office and managed by CaTS. Classroom calls have the highest priority in the Help Desk queue and are answered first.
- The Help Desk dispatches CTL technicians immediately to the classroom for emergency requests.
- Response times for move, add, or change requests are tracked.
Accreditation and licensure requirements
The Telecommunications area must follow FCC guidelines. Technical installation and maintenance staff are required to maintain nationally recognized BICl certifications.

Availability.
• CPU availability on all processors is constantly monitored because it is so critical to many areas of the University. Daily reports are published to highlight any abnormalities.
• Phone and voice mail systems are monitored continuously to ensure availability of these important telecommunication tools.

System Safeguards.
There are currently 4 layers of defense being utilized to safeguard systems. These safeguards can be measured in terms of number of exploits prevented and viruses detected/removed. They are as follows:
• Intrusion Prevention System – guards against known network attacks and exploits
• Network Firewall – drops all incoming traffic by default unless explicitly allowed
• Email Server Virus Scanner – scans all incoming and outgoing mail for known viruses
• Desktop Virus Scanner – scans all files downloaded to the local computer for known viruses

Emergency preparedness.
The auditors review the CaTS emergency preparedness plans annually. The CaTS plan is in place and being maintained.

2. ASSESSMENT FINDINGS

Quality customer service
• The Help Desk received 76,741 calls from 07/08-06/09. 72% were logged and resolved by the Help Desk. The industry standard is 48%.
• The department standard for return times on scanning jobs is 4 hours or less. Usually return times run between 1 to 2 hours.
• The department standard for the percentage of monthly production runs completed on time is 99.5%.
• Telecom maintains a better than P-01 grade of service.
• The universities technology equipment and infrastructure is constantly monitored and reviewed for maintenance requirements
• 1617 HEAT surveys on problem tickets were returned with 96.9% giving a satisfied to very satisfied rating.
• Between 07/08-06/09 CaTS received 176 surveys back from faculty on the computer classrooms. The average rating was 9.24 on a scale of 1(lowest) to 10(highest).
Response times
- The industry standard average for a Help Desk Analyst to answer the phone is 30 seconds or less. The WSU Help Desk average was 29 seconds. For Electronic classroom calls it was 18 seconds.
- The target rate for response time from Desktop Services on A(high priority) calls is 30 minutes or less.

- Security response times are logged and monitored. Because incidents are not all alike, different types of incidents will have different target and actual response times, and response times will vary as a function of the scale of the incident.

<table>
<thead>
<tr>
<th>Type of incident</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet attack on network port</td>
<td>60 minutes</td>
</tr>
<tr>
<td>Desktop workstation corruption</td>
<td>60 minutes</td>
</tr>
</tbody>
</table>

- Computer application installations: After an instructor submits a software installation request, the application is evaluated and installed within eight weeks (which is our standard).

- Telecom emergency response times:

<table>
<thead>
<tr>
<th>Situation</th>
<th>Business Hours</th>
<th>After Business Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major Alarm</td>
<td>Immediately</td>
<td>Two (2) hours</td>
</tr>
<tr>
<td>Minor Alarm</td>
<td>Immediately</td>
<td>Four (4) hours</td>
</tr>
<tr>
<td>Public Safety</td>
<td>Immediately</td>
<td>Two (2) hours</td>
</tr>
<tr>
<td>Minor Service</td>
<td>Immediately</td>
<td>Four (4) hours</td>
</tr>
<tr>
<td>Interruption</td>
<td>Eight (8) hours</td>
<td>Next Working Day</td>
</tr>
</tbody>
</table>

Availability
- All processors are scheduled to be up & running 24 hours a day. We can also note any outages that may have occurred and determine if there is a recurring problem that needs attention.
- Working machines are a priority in the computer classrooms and our best tool to measure how the machines are performing for the students and faculty is through classroom surveys. Machines are periodically inspected to ensure they are in working order. Failures are also reported to the Help Desk as they occur, and those machines are repaired or replaced in a timely manner. Further, lab and classroom machines are replaced on an average every four years to keep new or recent technologies available. CTS maintains logs of hardware failures to identify trends and take preventive action as required.
- Support incidents are brought to the attention of the CTS Help Desk and immediate troubleshooting support is provided. The CTS benchmark is that machines that are inoperable due to hardware issues are back online within 24 business hours.

Regulatory compliance
Some changes within CTS are easily measured. Changes to laws that require coding changes to our system must be implemented by a certain date. Our benchmark is to have changes implemented based on the schedule set forth by the regulatory agency.
3. PROGRAM IMPROVEMENTS
   - Quarterly review of surveys from faculty about service in the computer classrooms is invaluable. Improvements are often implemented from suggestions made on the surveys.
   - HEAT surveys from clients give feedback on how well CaTS is responding to problem requests for service. Improvements are made from their comments.
   - Routine vulnerability scans of network endpoints aimed at increasing system security through the identification and patching of known vulnerabilities.
   - Several equipment upgrades to the voice and data equipment infrastructure were completed during this time period.
   - Plans were developed to provide additional physical redundancy with our service carriers.
   - Desktop appointments are scheduled by the Help Desk.

4. ASSESSMENT PLAN COMPLIANCE
CaTS will be sensitive to technology changes and adjust our assessments when necessary.

5. NEW ASSESSMENT DEVELOPMENTS
Much of the monitoring and assessment that occurs within CaTS is continuous monitoring of systems. Daily and monthly reports are already in place to measure a number of variables.