## Administrative Systems Expectations

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<th>Meets Expectations</th>
<th>Exceeds Expectations</th>
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| Production Infrastructure | All production infrastructure is properly maintained with critical patches applied within 2 months of notification. All standard IT best practices and internal controls are followed for each application. Regular disaster recovery testing and infrastructure upgrades are completed annually. | - 90% of all critical production patches are applied on schedule  
- Create a plan for disaster recovery testing for all assets  
- 90% of all infrastructure upgrades completed on schedule | - > 95% of all critical production patches are applied on schedule  
- > 95% of all infrastructure upgrades completed on schedule  
- Business continuity plans in place for each application  
- Completion of disaster recover testing for an asset |
| Compliance          | All standard University and IT policies and practices are followed. All internal and external audits are supported with appropriate resourcing and access to data. All audit points confirmed within 2 weeks with remediation plans. All remediation plans completed by agreed to remediation dates with auditors. | - 100% standard University and IT policies and practices followed  
- 100% remediation plans identified within 2 weeks of audit points  
- 100% remediation plans completed by agreed to dates | Not applicable |
| Personnel Management | All team leads and managers actively manage, coach, mentor and develop the individuals reporting to them.                                   | - 100% quarterly performance reviews completed and discussed with employees  
- 100% development objectives completed by all team members  
- 100% team leads managing resources  
90% open positions filled in 6 months | - Long range workforce plans completed for the departments  
>90% open positions filled in less than 6 months |
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| **Portfolio Management** | The portfolio management process is completed during the annual cycle resulting in an agreed to set of projects and resourcing for the year. All incremental funding is obtained prior to the start of the fiscal year. Planned delivery dates are proposed to the project sponsors with these dates being confirmed after the project planning/design phase. The project portfolio is actively managed throughout the year, including monthly status updates, approved changes, and project completion information. | - 80% of all approved projects are completed by the estimated delivery date set at the end of design phase unless the customer approves a change request  
- 90% of all approved projects planned during the Annual Project Planning Cycle (April – July of the prior FY)  
- 100% of all approved projects have resource estimates, identified resource types and planned capacity at the request phase. | - > 95% of all approved projects planned during the Annual Project Planning Cycle (April – July of the prior FY)  
- > 85% of all approved projects completed by the estimated delivery date set at the end of the planning/design phase |
| **Project Management** | Using a standard project management methodology project team will define and plan the project to be executed, tracked and delivered. Negotiation of project resource requirements is completed prior to the start of projects and finalization of deadlines. | - 80% of all projects have major deliverables and key milestones defined at the end of the planning/design phase  
- 80% of all projects have project estimates (for budget and schedule) and baselines with allocated, approved resources at the end of the planning/design phase  
- Project stabilization period including non-production environment setup <10% of project timeline  
- Project implementation results in <10% increase in Footprints incidents during stabilization period  
- 80% of customers satisfied with delivered project outcome  
- 90% of projects follow the recommended project methodology including deliverables  
- Review the previous quarter recurring lessons learned in the project kickoff meeting and include them in the project charter | - > 85% of all projects have major deliverables and key milestones defined at the end of the planning/design phase  
- > 85% of all projects have project estimates (for budget and schedule) and baselines with allocated, approved resources at the end of the planning/design phase  
- Project stabilization period including non-production environment setup <5% of project timeline  
- Project implementation results in <5% increase in Footprints incidents during stabilization period  
- > 85% of customers satisfied with delivered project outcome  
- > 95% of projects follow the recommended project methodology including deliverables  
- Review the relevant lessons learned in the project kickoff meeting and include them in the project charter |
| **Collaboration**     | All Administrative Systems teams work collaboratively to ensure collective project and initiative success. Standard IT controls and best practices are followed to leverage services within the appropriate IT organizations. Resources are shared across teams to ensure group success. | - 100% IT services and standard practices identified are leveraged and incorporated by the AS team  
- 75% team members on cross training or new skill development assignments  
- Identify and implement new resource sharing opportunities  
- Proactive identification and resolution of resource gaps | - > 75% team members on cross training or new skill development assignments |
| **Production Support** | All production support incidents are recorded in Footprints and completed within the agreed to SLA timing. All scheduled downtime is planned for non-business hours in agreement with key business partners. All change, problem, configuration and knowledge management standard practices are followed and maintained with current data. | - 100% of scheduled complete downtime outside business hours (Monday through Friday 8:30 AM - 5 PM)  
- < .5% unplanned downtime  
- 95% of all incidents completed within the SLA window  
- 90% of change, problem, configuration and knowledge management entries are current  
- 95% of closed Footprints tickets accurately categorized as incident or service request | - 0% unplanned downtime  
- 100% of all incidents completed within the SLA window  
- 100% of change, problem, configuration and knowledge management entries are current  
- 100% of closed Footprints tickets accurately categorized as incident or service request |
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<td>Cultural Change</td>
<td>All Administrative Systems teams work to adopt a culture of organizational maturity, technology transition and openness to improvements.</td>
<td>- 100% of projects use development standards including tools</td>
<td>- 100% of teams participate in bimodal development</td>
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<td>- 100% of innovate and differentiate projects complete architectural assessments</td>
<td>- &gt; 75% of team members participate in automation/innovation efforts</td>
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<td>- 100% awareness of DevOps, bimodal development and 7 year roadmap</td>
<td>- 100% of teams participate in new technology POCs</td>
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<td>- Improvement in all Gartner ITScore assessments</td>
<td>- 100% of tasks are appropriate for current job level based on AS specific expectations</td>
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<td>- 75% of team members participate in automation/innovation efforts</td>
<td>- 100% of tasks are appropriate for current job level based on AS specific expectations</td>
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<td>- 95% of tasks are appropriate for current job level based on AS specific expectations</td>
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<td>- 95% effective at working remotely through job performance</td>
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<td>- 90% of staff attend Unconscious Bias training</td>
<td>- 100% of staff attend Unconscious Bias training + review the playlists</td>
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<td>- 100% of our open positions are posted on websites targeting diverse candidates and a diverse interview panel</td>
<td>- 100% of our open positions have a diverse candidate pool</td>
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