

ADMINISTRATIVE EFFECTIVENESS EVALUATION (7.3) TEMPLATE

Department/Unit: IT- Analytics & Decision Support (ADS)

Expectation Name – Choose from the dropdown list: 1. Efficient & Effective Operations or 2. Quality of Service/Stakeholder Satisfaction.

Quality of Service/Stakeholder Satisfaction: The unit ensures high-quality service delivery and meets stakeholder expectations to achieve targets.

Expectation Description – What is your unit/department trying to accomplish? Please describe: 1) one measurable aspect/outcome relating to this expectation that is appropriate for your unit to evaluate this year; 2) why this aspect/outcome is important to evaluate; and 3) how this aspect/outcome relates to W&M's strategic plan, Vision 2026.

1) Measurable aspect/outcome relating to this expectation that is appropriate for your unit to evaluate this year:

We would like to continue to gain insight into customer satisfaction with our ServiceNow ticket system.

2) Why this aspect/outcome is important to evaluate:

This data will capture surveys submitted by the customer after a ServiceNow ticket has been closed, which will help our department improve service to our stakeholders.

3) How this aspect/outcome relates to W&M's strategic plan, Vision 2026:

One of the high-level goals of Vision 2026 is to Evolve to Excel. ServiceNow provides an opportunity for our department to move away from an outdated way of processing requests as we strive for operational excellence.

Expectation Evaluation Plan

Participants – Describe who is involved in collecting, reviewing, and analyzing your data/information.

The Director of ADS

Data Sources, Collection, & Review Process – Describe the data/information sources, collection, and review process: 1) what data/information you will collect and from what sources; 2) how/what methods and when you will collect the data/information; 3) when you will review the data/information and report the results.

1) Data/information you will collect and from what sources:

We plan to use the “Customer Satisfaction” report via ServiceNow.

ServiceNow is a repository of all requests and incidents that are submitted to IT in the form of ServiceNow tickets. Each ServiceNow ticket contains a date and time stamp; a status indicator of critical, high, medium, or low priority; a date required; assignment group; and assigned to fields.

Tableau is a reporting system to ensure that tickets are addressed within the service-level agreements (SLAs) that they have communicated to the requestor. These dashboards and reports determine and measure timely responses to requests and incidents. When tickets have reached a past due date, notifications and alerts are triggered and mailed to managers (owning directors).

2) How/methods and when you will collect the data/information:

The report will provide a customer satisfaction score on a scale from 1-5.

3) When you will review the data/information and report the results:

The results will be reviewed and submitted on or after June 1, 2024.

Expectation Achievement Target – How will you know that you have met this expectation? Describe the intended qualitative and/or quantitative performance level/outcome of this evaluation.

Maintain a customer satisfaction score of 4.6 or higher.

Primary Responsible Person – Provide the name and job title of the main individual in charge of this evaluation.

Frank Brown, Director of ADS

Additional Responsible Person(s) – Enter the names(s) and job title(s) of the individual(s) responsible for aspects of this evaluation process.

N/A

Evaluation Results and Target Achievement

Summary and Analysis of Evaluation Results – Summarize in this field the results of your evaluation for this expectation as outlined in your plan above. Include a description of what you evaluated. You may attach full results in Planning.

Will complete by the Spring Semester deadline!

Achievement Target Status – Did you meet this expectation? Select “Met,” “Partially Met,” or “Not Met” from the dropdown list.

Choose an item.

Action Plan – (IF THE ACHIEVEMENT TARGET STATUS IS PARTIALLY OR NOT MET) Describe actions – improvements, updates, and changes – you plan to implement to meet this expectation's achievement target. If you have already started to implement actions, state what you have done and what remains to be done.

Will complete by the Spring Semester deadline!