System Office Update

June 8, 2009

* CIS Metrics Q1 2009.
* Training Update
* Orcale buyout of Sun – System refresh cycles
* Colleague Studio
* ARCR Update
* CIS Infrastructure Survey
* Datatel Maintenance Renewal
* Datatel Grade Book
* Audit Schedule
* Query Builder Status
* Technology Review Team
* E-mail Change
* The following projects and upgrades were completed 2008-2009
	1. UI Web 3.0
	2. Web Advisor 3.1.3
	3. E-Procurement POs can cross fiscal years without generating another PO
	4. Replaced GXML Listener with DMI Listener
	5. New Data for CRPFA Reporting
	6. Web Attendance
	7. UI 2.3 Client – In progress
	8. Daemon 1.5.0
	9. SAValet 2.3.0
	10. Upgrade of PVCS Tracker – HDTs, RFCs, and SCRs
* The following projects are on going or will start in 2008-2009
	1. Solaris 10 – Down to one colleges
	2. Java Web Server 7.0
	3. Unidata 7.2
	4. Utilization of UI Web 3.x at System Office –Summer 2009
	5. CCL/POS Changes – Development for Segment 1 also complete, Starting on Detail Design for Segment 2
	6. Changes to LEIS in response to Federal Audit – Development in progress for Segment one
	7. Assignment Contracts – Business Requirements have been approved
	8. New Ethnic Codes – Release of the Ethic Code screen updates for CIS Template are complete – Working on CFNC changes
	9. E-Procurement Enhancements – We have released Functionality to suspend resubmission of POs – Outbound (Rollover Process) and Bug Fix for GXML Listener
	10. Migration State-Level Finance System – Working on Development
	11. Migration of GED – In Development
	12. Datatel Work Flow – Datatel Work Flow tool kit is being released, processed developed using the tool kit are pending
	13. Changes to handle furloughs
	14. Pipeline Project Interface
	15. Online Articulation Tool System with CFNC
	16. Job Now Data

CIS Metrics

January – March 2009

4/16/2009

A. Incident Management

|  |  |  |
| --- | --- | --- |
|  | Goal | Actual |
| 1. Help Desk Tickets resolved in 10 days | 55% | 69% |
| 2. Help Desk Tickets open and closed during the same month | 50% | 58% |
| 3. Help Desk Tickets closed by Service Desk that were opened during the month | 30% | 34% |
| 4. Number of Help Desk Tickets Closed |  | 1345 |
| 5. Number of Help Desk Tickets Open |  | 1454 |

B. Change Management

|  |  |  |
| --- | --- | --- |
|  | Goal | Actual |
| 1. Datatel Software Updates released in 45 Days | 50% | 29% |
| 2. Datatel Software Updates released |  | 52 |
| 3. Datatel Software Updates released in 45 Days |  | 15 |
| 4. Software Change Request released |  | 77 |
| 5. Review Team Meeting Held |  | 2 |
| 6. Request for Change presented to Review Teams |  | 7 |
| 7. Priority One SCRs |  | 7 |