TEXAS TECH UNIVERSITY
A & F INFORMATION SYSTEMS MANAGEMENT (AFISM)

STRATEGIC PLAN

MISSION STATEMENT

Administration & Finance Information Systems Management (AFISM) strives to provide a current, high-quality, professional, and reliable computing environment that enables partners to ensure effective technology access and productivity, and ultimately, to further the more global mission of Texas Tech University.

VISION STATEMENT

AFISM will:
- Set the standard for providing quality reporting, training, and technology support for Administration and Finance information systems services;
- Manage the A&F technology budget to avoid duplication, to achieve economies of scale, and to relieve burdensome efforts of resolving technology issues.
- Coordinate and maintain project status reporting for A&F Banner implementation and future upgrades.
- Manage logical security access to TTU A&F information systems and data warehouses.
- Enable the campus community through training and learning resources to successfully operate the A&F information systems.
- Provide ad-hoc reporting and reporting tool training to support TTU A&F data warehouses.
- Be recognized as a partner in advancing the mission and vision of A&F; and,
- Be recognized for addressing constituent's need with respect and empathy in a timely and effective manner.

VALUES STATEMENT

AFISM is committed to the values of:
- Building and reinforcing partnerships by providing innovative, flexible, responsive and cost-effective solutions valued by our partners.
- Identifying and exploring emerging technologies in order to provide appropriate and stable solutions to support partners' business processes.
- Supporting information system and technological improvements with education, training and operational (triage) assistance to enhance campus-wide productivity.
- Fostering a workplace that is challenging, interesting, and fulfilling; a place where we respect and value every staff member's contributions while cultivating continued professional growth, participation, and desire to strive for excellence.

Goal 1. Customer Service: Continuously improve the services we provide to faculty, staff, students and external constituents.

Benchmarks:
- Customer satisfaction ratings of 3.5 on 4.0 scale
- Improve ratios of negative/positive comments over prior years

Objective 1.1: Implement best practices initiatives.

Strategies:
- Define customer service standards for AFISM.
- Create a department process analysis for AFISM.
- Implement process improvement analysis.
- Conduct an annual customer satisfaction survey.
- Address customer service issues.

Assessments:
- Customer satisfaction survey

Objective 1.2: Provide learning resources to the campus community to better utilize A&F Banner information system services.

Strategies:
- Conduct a needs assessment to identify knowledge and skills requirements.
- Identify resources to create learning opportunities.
- Develop learning resources to meet customer needs.

Assessments:
- Participation reports
- Customer satisfaction survey

Objective 1.3: Enhance communications with internal and external constituents.

Strategies:
- Communicate information to the campus community via an active website, periodic newsletters, executive memos, monthly administrator meetings, and other avenues.
- Engage focus groups to review AFISM services during development and implementation.
- Establish liaisons with campus community for reporting and learning enhancements.

Assessments:
- Customer satisfaction surveys
- Focus group reports

Goal 2. Technology: Seek the greatest advantage in the application of technology in A&F (budget, financial reporting, procurement, human resources, and professional development).

Benchmarks:

- 80% of A&F processes within key tasks can be completed online
- Provide reports of progress and upcoming milestones for Banner and other data marts (i.e., Budget)
- Increased customer satisfaction with technology-based services

Objective 2.1: Develop and implement integrated administrative systems or leverage technology to streamline processes.

Strategies:
- Upgrade A&F Web sites.
- Develop online reports to accommodate ad-hoc reporting needs.
- Support A&F technology initiatives.

Assessments:
- Customer satisfaction survey

Objective 2.2: Implement Banner project status report.

Strategies:
- Create and maintain progress reports for Banner implementation, future enhancements, and milestones.
- Create and maintain progress reports for implementation testing and future upgrade testing.

Assessments:
- Project Management Report

Objective 2.3: Provide AFISM services to expedite response to A&F technology issues.

Strategies:
- Serve as the A&F resource to efficiently "triage" functional and technical issues between support services (A&F, AFISM, TTU System Information Systems [TTUS-IS], and TTU Information Technology [TTU IT])
- Expand services to respond to A&F requests for assistance concerning desktop, information system, and any other specialized data marts.

- Coordinate with TTU-IT Helpdesk to ensure installation, maintenance, and efficient functioning of hardware, software, and desktop issues.
- Coordinate between TTUS-IS and A&F functional departments for installation and testing of new information system releases, applying and testing TCC modifications; developing and distributing documentation for new releases; providing training for new releases; coordinating with A&F departments to develop Human Resource and Finance data dictionaries.
- Create and enforce uniform standards and procedures for the security of TTU A&F information systems and data warehouses.
- Provide consultation and training services to support the A&F information systems' data warehouses, any other specialized data marts (i.e., Budget), and the institutional reporting tool.
- Facilitate information and knowledge sharing between A&F and the Chief Information Officers of TTUS-IS and TTU-IT to ensure all parties have current information.

Assessments:
- Project Management Report
- Customer satisfaction survey

Goal 3. Human Resources and Infrastructure: Maintain a quality workforce and work environment.

Benchmarks:

- 100% benefits eligible staff complete new employee training

- Achieve minority diversity

- Maintain turnover less than the institution turnover rate

- 100% staff receive annual performance appraisal

- Competitive pay rates based upon job responsibilities.

- 75% staff actively involved in appropriate professional associations and activities.

Objective 3.1: Recruit and retain a diverse and quality workforce.

Strategies:
- Promote diversity of applicants.
- Communicate job performance expectations.
- Engage employees in administrative decisions.
- Set expectation that new employees will attend the required training within the first 90 days of employment.

Assessments:
- Employee satisfaction survey

Objective 3.2: Enhance employee development opportunities and participation.

Strategies:
- Commit time and resources for professional development.

Assessments:
- Participation report
- Learner satisfaction

Objective 3.3: Provide resources to A&F departments to effectively enhance individual assignments and responsibilities.

Strategies:
- Conduct an A&F technology and equipment needs assessment to effectively allocate resources.
- Create and fund equipment replacement program division-wide.

Assessments:
- Physical resource assessment

Objective 3.4: Encourage annual performance review, including professional development plan, for employees.

Strategies:
- Conduct annual performance reviews for all employees.

Assessments:
- Management Report

Objective 3.5: Increase participation in the orientation and customer service programs.

Strategies:
- Create the process and content for new employee transition into the department.
- Assure 100% participation by all employees

Assessments:
- Participation report and survey

Objective 3.6: Provide opportunities to increase staff participation and leadership in professional associations.

Strategies:

- Encourage and fund participation in local, regional, state, and national associations.
- Encourage and support participation to professional conferences and professional association meetings, including presentations by staff when attending.
- Publish articles in professional journals.
- Encourage and fund certification in professional areas of expertise.

Assessments:
- Annual report

Goal 4.   Administrative & Financial Accountability: Strengthen fiscal controls, with attention to customer involvement and understanding.

Benchmarks:
- HUB purchases above university ratio
- Expenditures do not exceed budget

Objective 4.1: Develop performance measures for the department and for the employees.

Strategies:
- Identify key measurable factors related to performance and quality.
- Create a formal process for ongoing strategic planning and assessment review.

Assessment:
- Annual assessment report.
- Updated strategic plan.

Objective 4.2: Purchase from HUB vendors.

Strategies:
- Establish purchasing procedures to make a good faith effort to utilize HUB vendors for all purchases.

Assessments:
- University HUB report

Objective 4.3: Enhance A&F strategic plan for technology improvement.

Strategies:
- Identify and eliminate or replace redundant and/or out of date technologies and products in consultation with A&F departments.

- Achieve economies of scale by managing replacements and upgrades of technologies

Assessments:
- Annual technology improvement report
- Customer service survey