ADMINISTRATIVE EFFECTIVENESS EVALUATION (7.3) TEMPLATE

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

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

Efficient & Effective Operations: The unit establishes and maintains efficient and effective operations, optimizing processes and resources (budgetary, human, technological, physical) 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.

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

We are evaluating the rollout of a new tool called ServiceNow that allows our team to hopefully better keep track of ADS customer requests, and to track if the request could support or benefit multiple departments across the institution.

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

This tool is important to evaluate because it will help our department be more efficient and effective with our support of stakeholder satisfaction and data needs.

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 ServiceNow provides an opportunity for our department to move away from an outdated way of processing requests as we strive for operational excellence.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.

This data will capture the requested information submitted by the customer, but the tool is the main participant.

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.

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

 We plan to roll out the ServiceNow tool this Fall and track our progress using the AEE template.

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

 We plan to roll out the ServiceNow tool this Fall and observe its functionality throughout the semester

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

We plan to review and report during the end of the Spring 2024 semester.

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.

Our Target is to have ServiceNow rolled out and introduce to our departmental customers by the start of the Fall 2023 semester.

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!