

## OIT OPERATIONAL STRATEGIES SURVEY

### Report Index

Please rate how important you think the following proposed projects are in helping OIT meet its vision and mission, and their importance to our customers (both internal and external). The data from this survey will be used to create a short list of projects that OIT will focus on in the development of its Strategic Operations Plan.

For additional information on the projects listed below, please review the [OIT SOP Status Report](#).

Individual completing this survey?

How important is simplifying application delivery services to:

How important is simplifying and improving our file services to:

How important is expanding content managed web hosting offerings to external units to:

How important is expanding identity management, moving to single sign-on and a unified directory to:

How important is improving student email and storage services to:

How important is improving managed desktop options to reduce redundant and unnecessary support efforts to:

How important is expanding imaging solution use to benefit more customers to:

How important is improving communications with customers to:

How important is it to improve help services with more online and integrated services to:

How important is improving campus access to licensed software and more collaborative licenses to:

How important is improving business intelligence availability for campus to:

How important is expanding options in MyPack Portal to:

How important is improving the financial reconciliation process to:

How important is improving the IT procurement process to:

How important is exploring ERP improvements to:

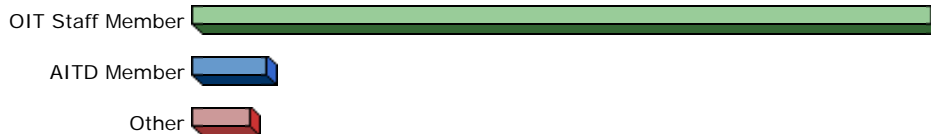
How important is developing a unified OIT Communication Plan document to:

Please rate how important you think the following proposed projects are in helping OIT meet its vision and mission, and their importance to our customers (both internal and external). The data from this survey will be used to create a short list of projects that OIT will focus on in the development of its Strategic Operations Plan.

For additional information on the projects listed below, please review the [OIT SOP Status Report](#).



Individual completing this survey?



Response percent	Response total
87.4%	97
7.2%	8
5.4%	6

Total # of respondents 112. Statistics based on 111 respondents 0 filtered; 1 skipped.



How important is simplifying application delivery services to:

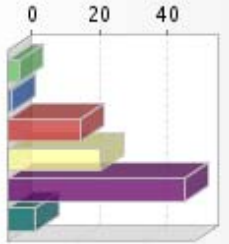
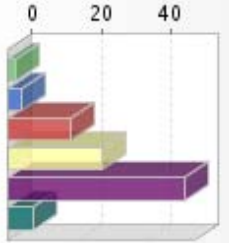
	Not Very Important 1	2	Somewhat Important 3	4	Very Important 5	Don't Know		Response total
							Not Very Important 1 2 Somewhat Important 3 4 Very Important 5 Don't Know	
helping OIT meet its vision and mission.	2.7% (3)	1.8% (2)	23.4% (26)	22.5% (25)	45.9% (51)	3.6% (4)		111
our customers (both internal and external).	1.8% (2)	2.8% (3)	18.3% (20)	23.9% (26)	50.5% (55)	2.8% (3)		109

Total # of respondents 112. Statistics based on 112 respondents 0 filtered; 0 skipped.



How important is simplifying and improving our file services to:







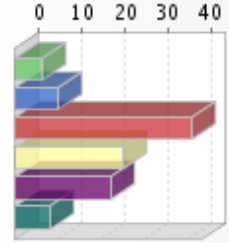
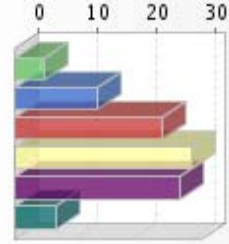
	Not Very Important 1	2	Somewhat Important 3	4	Very Important 5	Don't Know		Response total
							Not Very Important 1 2 Somewhat Important 3 4 Very Important 5 Don't Know	

helping OIT meet its vision and mission.	2.7% (3)	0.9% (1)	18.8% (21)	24.1% (27)	46.4% (52)	7.1% (8)		112
our customers (both internal and external).	1.8% (2)	3.7% (4)	16.5% (18)	24.8% (27)	46.8% (51)	6.4% (7)		109

Total # of respondents **112**. Statistics based on **112** respondents **0** filtered; **0** skipped.



**How important is expanding content managed web hosting offerings to external units to:**

	Not Very Important 1	2	Somewhat Important 3	4	Very Important 5	Don't Know	Not Very Important 1  2  Somewhat Important 3  4  Very Important 5  Don't Know 	Response total
helping OIT meet its vision and mission.	5.4% (6)	8.9% (10)	36.6% (41)	22.3% (25)	19.6% (22)	7.1% (8)		112
our customers (both internal and external).	4.6% (5)	12.8% (14)	22.9% (25)	27.5% (30)	25.7% (28)	6.4% (7)		109

Total # of respondents **112**. Statistics based on **112** respondents **0** filtered; **0** skipped.



**How important is expanding identity management, moving to single sign-on and a unified**

**directory to:**

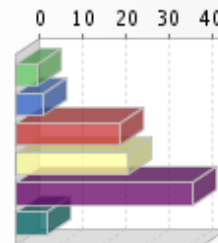
	Not Very Important 1	2	Somewhat Important 3	4	Very Important 5	Don't Know		Response total
							Not Very Important 1 <span style="color: green;">■</span> 2 <span style="color: blue;">■</span> Somewhat Important 3 <span style="color: red;">■</span> 4 <span style="color: yellow;">■</span> Very Important 5 <span style="color: purple;">■</span> Don't Know <span style="color: teal;">■</span>	
helping OIT meet its vision and mission.	4.5% (5)	0% (0)	11.6% (13)	27.7% (31)	55.4% (62)	0.9% (1)		112
our customers (both internal and external).	2.8% (3)	2.8% (3)	13% (14)	24.1% (26)	56.5% (61)	0.9% (1)		108

Total # of respondents **112**. Statistics based on **112** respondents **0** filtered; **0** skipped.



**How important is improving student email and storage services to:**

	Not Very Important 1	2	Somewhat Important 3	4	Very Important 5	Don't Know		Response total
							Not Very Important 1 <span style="color: green;">■</span> 2 <span style="color: blue;">■</span> Somewhat Important 3 <span style="color: red;">■</span> 4 <span style="color: yellow;">■</span> Very Important 5 <span style="color: purple;">■</span> Don't Know <span style="color: teal;">■</span>	
helping OIT meet its vision and mission.	5.4% (6)	5.4% (6)	22.3% (25)	27.7% (31)	30.4% (34)	8.9% (10)		112
our customers (both internal and external).	4.6% (5)	5.5% (6)	22% (24)	23.9% (26)	37.6% (41)	6.4% (7)		109



Total # of respondents **112**. Statistics based on **112** respondents **0** filtered; **0** skipped.



**How important is improving managed desktop options to reduce redundant and unnecessary support efforts to:**

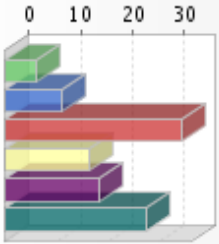
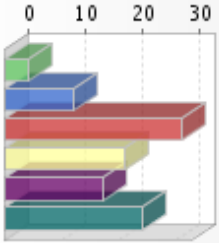
	Not Very Important 1	2	Somewhat Important 3	4	Very Important 5	Don't Know		Response total
							Not Very Important 1 2 Somewhat Important 3 4 Very Important 5 Don't Know	
helping OIT meet its vision and mission.	8% (9)	2.7% (3)	11.6% (13)	35.7% (40)	34.8% (39)	7.1% (8)		112
our customers (both internal and external).	11% (12)	5.5% (6)	19.3% (21)	30.3% (33)	28.4% (31)	5.5% (6)		109

Total # of respondents **112**. Statistics based on **112** respondents **0** filtered; **0** skipped.



**How important is expanding imaging solution use to benefit more customers to:**







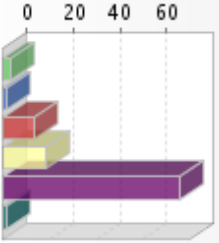
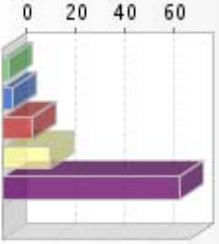
	Not Very Important 1	2	Somewhat Important 3	4	Very Important 5	Don't Know		Response total
							Not Very Important 1 2 Somewhat Important 3 4 Very Important 5 Don't Know	

helping OIT meet its vision and mission.	5.4% (6)	9.8% (11)	30.4% (34)	14.3% (16)	16.1% (18)	24.1% (27)		112
our customers (both internal and external).	3.7% (4)	11% (12)	28.4% (31)	19.3% (21)	15.6% (17)	22% (24)		109

Total # of respondents **112**. Statistics based on **112** respondents **0** filtered; **0** skipped.



**How important is improving communications with customers to:**

	Not Very Important 1	2	Somewhat Important 3	4	Very Important 5	Don't Know		Response total
							Not Very Important 1  2  Somewhat Important 3  4  Very Important 5  Don't Know 	
helping OIT meet its vision and mission.	2.7% (3)	0.9% (1)	11.6% (13)	16.1% (18)	67.9% (76)	0.9% (1)		112
our customers (both internal and external).	1.8% (2)	3.7% (4)	11% (12)	17.4% (19)	66.1% (72)	0% (0)		109

Total # of respondents **112**. Statistics based on **112** respondents **0** filtered; **0** skipped.



**How important is it to improve help services with more online and integrated services to:**

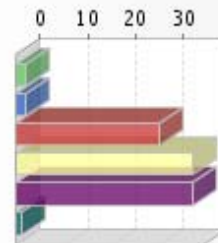
	Not Very Important 1	2	Somewhat Important 3	4	Very Important 5	Don't Know		Response total
							Not Very Important 1 <span style="color: green;">■</span> 2 <span style="color: blue;">■</span> Somewhat Important 3 <span style="color: red;">■</span> 4 <span style="color: yellow;">■</span> Very Important 5 <span style="color: purple;">■</span> Don't Know <span style="color: teal;">■</span>	
helping OIT meet its vision and mission.	2.7% (3)	1.8% (2)	25.5% (28)	35.5% (39)	31.8% (35)	2.7% (3)		110
our customers (both internal and external).	2.8% (3)	4.7% (5)	23.6% (25)	34.9% (37)	31.1% (33)	2.8% (3)		106

Total # of respondents 112. Statistics based on 110 respondents 0 filtered; 2 skipped.



**How important is improving campus access to licensed software and more collaborative licenses to:**

	Not Very Important 1	2	Somewhat Important 3	4	Very Important 5	Don't Know		Response total
							Not Very Important 1 <span style="color: green;">■</span> 2 <span style="color: blue;">■</span> Somewhat Important 3 <span style="color: red;">■</span> 4 <span style="color: yellow;">■</span> Very Important 5 <span style="color: purple;">■</span> Don't Know <span style="color: teal;">■</span>	
helping OIT meet its vision and mission.	3.6% (4)	1.8% (2)	24.1% (27)	33.9% (38)	32.1% (36)	4.5% (5)		112
our customers (both internal and external).	1.8% (2)	1.8% (2)	27.5% (30)	33.9% (37)	33.9% (37)	0.9% (1)		109



Total # of respondents **112**. Statistics based on **112** respondents **0** filtered; **0** skipped.



**How important is improving business intelligence availability for campus to:**

	Not Very Important 1	2	Somewhat Important 3	4	Very Important 5	Don't Know		Response total
							Not Very Important 1 <span style="color: green;">■</span> 2 <span style="color: blue;">■</span> Somewhat Important 3 <span style="color: red;">■</span> 4 <span style="color: yellow;">■</span> Very Important 5 <span style="color: purple;">■</span> Don't Know <span style="color: teal;">■</span>	
helping OIT meet its vision and mission.	8% (9)	7.1% (8)	24.1% (27)	23.2% (26)	16.1% (18)	21.4% (24)		112
our customers (both internal and external).	9.3% (10)	7.4% (8)	25.9% (28)	21.3% (23)	15.7% (17)	20.4% (22)		108

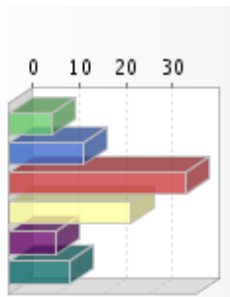
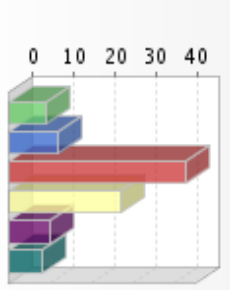
Total # of respondents **112**. Statistics based on **112** respondents **0** filtered; **0** skipped.



**How important is expanding options in MyPack Portal to:**

	Not Very Important 1	2	Somewhat Important 3	4	Very Important 5	Don't Know		Response total
							Not Very Important 1 <span style="color: green;">■</span> 2 <span style="color: blue;">■</span> Somewhat Important 3 <span style="color: red;">■</span> 4 <span style="color: yellow;">■</span> Very Important 5 <span style="color: purple;">■</span> Don't Know <span style="color: teal;">■</span>	

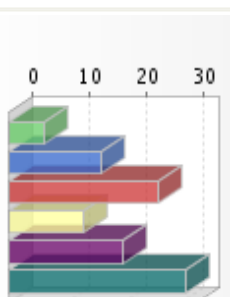
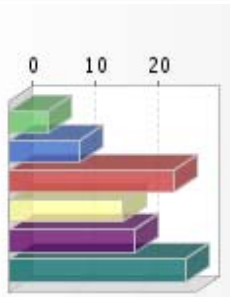


helping OIT meet its vision and mission.	8% (9)	14.3% (16)	33.9% (38)	23.2% (26)	8.9% (10)	11.6% (13)		112
our customers (both internal and external).	8.3% (9)	11% (12)	39.4% (43)	24.8% (27)	9.2% (10)	7.3% (8)		109

Total # of respondents **112**. Statistics based on **112** respondents **0** filtered; **0** skipped.



**How important is improving the financial reconciliation process to:**

	Not Very Important 1	2	Somewhat Important 3	4	Very Important 5	Don't Know	Not Very Important 1 2 Somewhat Important 3 4 Very Important 5 Don't Know	Response total
helping OIT meet its vision and mission.	5.4% (6)	14.3% (16)	23.2% (26)	11.6% (13)	17.9% (20)	27.7% (31)		112
our customers (both internal and external).	5.5% (6)	10.1% (11)	23.9% (26)	16.5% (18)	18.3% (20)	25.7% (28)		109

Total # of respondents **112**. Statistics based on **112** respondents **0** filtered; **0** skipped.



**How important is improving the IT procurement process to:**

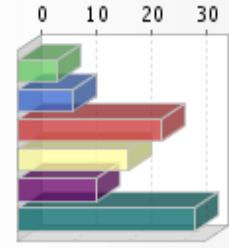
	Not Very Important 1	2	Somewhat Important 3	4	Very Important 5	Don't Know	Not Very Important 1 2 Somewhat Important 3 4 Very Important 5 Don't Know	Response total
helping OIT meet its vision and mission.	4.5% (5)	13.4% (15)	19.6% (22)	23.2% (26)	23.2% (26)	16.1% (18)		112
our customers (both internal and external).	5.5% (6)	16.5% (18)	28.4% (31)	16.5% (18)	17.4% (19)	15.6% (17)		109

Total # of respondents **112**. Statistics based on **112** respondents **0** filtered; **0** skipped.



**How important is exploring ERP improvements to:**

	Not Very Important 1	2	Somewhat Important 3	4	Very Important 5	Don't Know	Not Very Important 1 2 Somewhat Important 3 4 Very Important 5 Don't Know	Response total
helping OIT meet its vision and mission.	6.2% (7)	3.6% (4)	25% (28)	19.6% (22)	16.1% (18)	29.5% (33)		112
our customers (both internal and external).	6.4% (7)	9.2% (10)	23.9% (26)	18.3% (20)	12.8% (14)	29.4% (32)		109

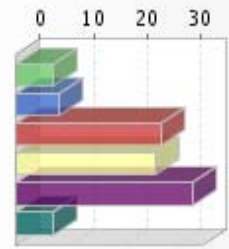
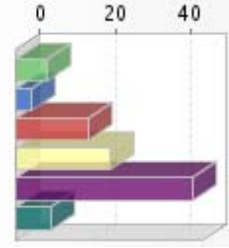
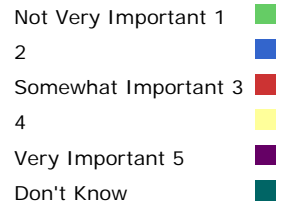


Total # of respondents **112**. Statistics based on **112** respondents **0** filtered; **0** skipped.



**How important is developing a unified OIT Communication Plan document to:**

	Not Very Important 1	2	Somewhat Important 3	4	Very Important 5	Don't Know	Response total
helping OIT meet its vision and mission.	7.1% (8)	3.6% (4)	17% (19)	22.3% (25)	42% (47)	8% (9)	112
our customers (both internal and external).	6.5% (7)	7.4% (8)	25% (27)	24.1% (26)	30.6% (33)	6.5% (7)	108



Total # of respondents **112**. Statistics based on **112** respondents **0** filtered; **0** skipped.

