

The IT Scorecard is intended to present a graphical snapshot of the current status and historical trends of our key performance indicators (KPIs). The Scorecard is a valuable tool for analyzing information in hopes of managing performance, making better decisions and identifying opportunities for improvement.

**IT Projects and Initiatives**



**High and Medium Risk/Complexity IT Projects & Initiatives (in progress)**

Project	Description	Responsible	Target Date	Status
Migration of Faculty/Staff email to Office 365	Migration of faculty and staff email to Office 365.	IT	12/31/2019	Have started migrations on Faculty departments and completed 7 of the list so far. The rest are on schedule for completion by Aug 7. Working with the rest of GW, University Relations, and Advancement to get them on the migration schedule.
Jepson Science Center Expansion and Renovation (Capital Projects)	Expansion and renovation of the Jepson Science Center (40,000 sq to addition)	IT for technology activities only/College of Arts and Sciences	12/31/2019	Network equipment for Jepson has been shipped and received and IT is beginning work to configure. The building should be ready for equipment to be installed by end of next month.
Cardinal Payroll	Replacement of CIPPS payroll system	COV/Finance/IT	10/31/2021	No change in status: DOA currently working with DHRM to define requirements for Cardinal HCM to completely replace BES, PMIS and CIPPS. Go-live likely in calendar year 2021, with phase 1 go live in Spring 2021 and phase 2 Fall 2021. In addition it was recently announced that Cardinal will be moving to the cloud. DOA is working with VITA and DPB now. This will have an impact on agencies and once begun will move rapidly.
Seacobeck Renovations	IT activities associated with renovations to Seacobeck.	IT/Facilities/Office of President	1/31/2020	Still in early stages of renovation/construction work. Seacobeck final AV design is ongoing. ITSS will work to refine the design with vendors and collect bids.

**Status Key:**  
Project on target for scope, schedule & budget  
Project in jeopardy for missing target scope, schedule or budget  
Project missing target for scope, schedule or budget

**IT Support Services**

### HelpDesk Support Metrics

	Jan	Feb	Mar	Apr	May	June
Tickets Created	870	880	845	1098		
Tickets Closed	828	875	823	1076		
Closed on 1st Call	460	370	396	543		
Remaining Open	445	455	478	502		

\*Note: Due to formatting constraints the graph represents only 6 months.

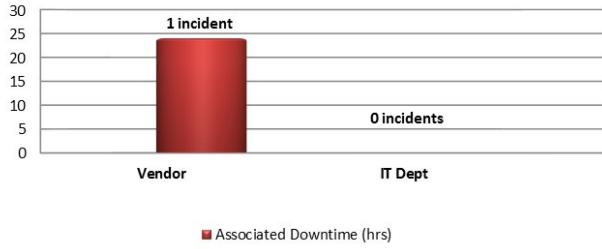
### Top 3 Ticket Categories - April 2019

Total Tickets Created: 1098

Category	Ticket Count	Percentage
Password Issues	388	35%
Software	272	25%
Hardware	145	13%
Remaining	293	27%

**IT Availability**

**Unplanned Downtime  
April 2019**

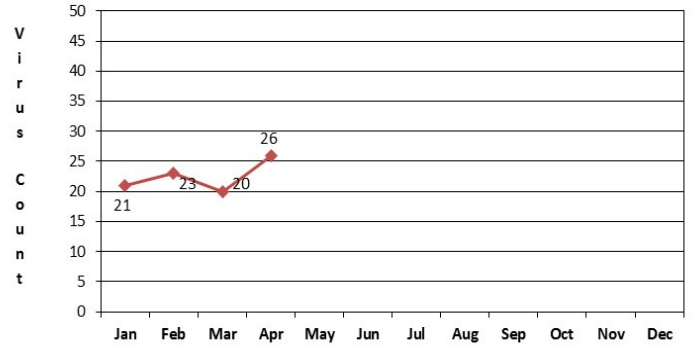


Date	System/Process Impacted	Source	Duration	*Impact
4/6/2019	Eagle Landing network down	Vendor	24	2

**IT Security**

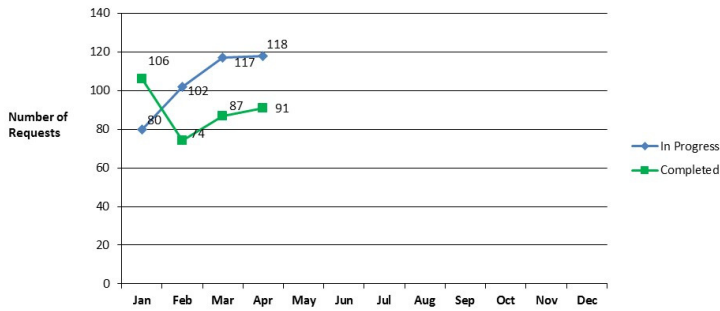
**Virus Detection - April 2019**

26 unique viruses detected on 77/1401 machines (5%)



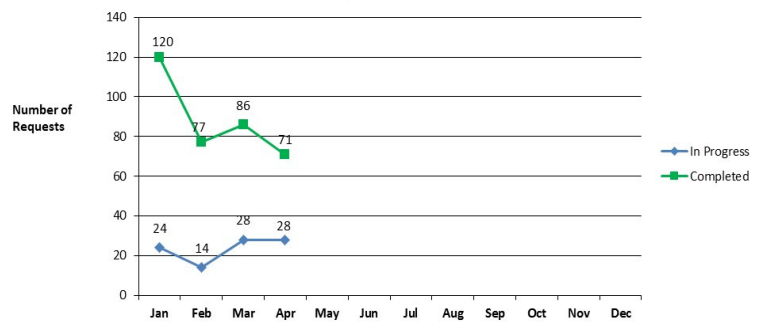
**Enterprise Application Services**

**Development Requests  
April 2019**



Development Requests include: New and enhanced reports, processes and applications, training, user support, and problem resolution

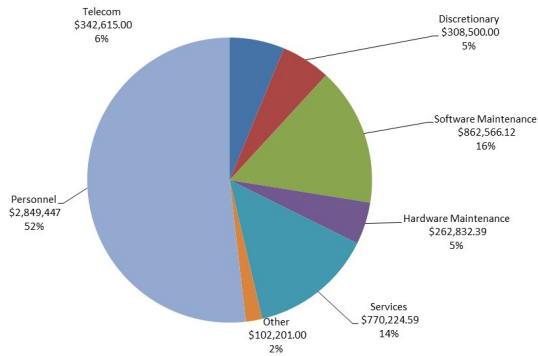
**DB Administration Requests  
April 2019**



DB Admin Requests include: Banner upgrades, Oracle maintenance; security, developer support, 3rd party tool support

**IT Business Office**

**IT Budget by Category**



**Budget to Actual by Category**

