

1. Mission Fulfillment

How does your department support/strengthen the college's ability to fulfill its mission and vision?

Mission: Central Oregon Community College promotes student success and community enrichment by providing quality, accessible, lifelong education opportunities.

Vision Statement: To achieve student success and community enrichment, COCC fosters student completion of academic goals, prepares students for employment, assists regional employers and promotes equitable achievement for the diverse students and communities we serve.

Please provide your department's mission statement, including specifically how your department contributes to (check one or both):

Student Success
and/or

Community Enrichment

Department Mission Statement:

The Application Systems Team develops, maintains, and supports software applications utilized by faculty and staff to foster students' academic success, improve college operations, and enhance community enrichment.

2. Department Purpose

The Application Systems team consists of four software programmers that are responsible for supporting the college's Ellucian Banner enterprise resource planning (ERP) platform and related system integrations. This includes providing technical advice and support to end-users, troubleshooting issues, creating reports and data extracts, and data analysis as well as responding to various other requests from college staff. The Application Systems Team works closely with our Business Analysts, System Administrators, Network Engineers and Database Administrators to support numerous enterprise software applications for COCC.

The Application Systems Team is one of nine teams within the Information Technology Systems department located in Pioneer Hall and has a modest annual materials, supplies and professional development budget of approximately \$21,000 dollars.

3. Department Strengths

What are your department's greatest strengths and/or most significant accomplishments during the past 1-3 years that support your department mission? What are the real, proven, consistent, documented elements of your department that make you stand out?

- **STRONG INTERPERSONAL SKILLS**
 - *Willingness to interact with staff and understand business processes.*
 - *Ability to bridge the communication gap between functional and technical personnel.*
 - *Our team is mutually respectful and communicates well with one another.*
- **TECHNICAL DOCUMENTATION EXPERTISE**
 - *Implemented and refined documentation best practices.*
 - *Implemented and continue to refine testing and validation procedures.*
 - *Commitment to document technical processes.*
 - *Coordinating support of staff help desk and integrations by Department.*
- **DIVERSE TECHNICAL EXPERIENCE**
 - *Programming proficiency (varying by team member) with SQL, PL/SQL, Pro*C, Java, shell scripting.*
 - *The applications systems team members bring a significant amount of experience from past professional roles.*

4. Department Challenges

Describe any challenges that may negatively impact accomplishing your department mission. What are the opportunities for improvement in your department? What internal and external factors challenge your area? Please use the terms "internal" and "external" in any way that is relevant to your department.

CHALLENGES:

- **LACK OF DOCUMENTATION AND INSTITUTIONAL KNOWLEDGE**
 - *Disparate technologies and applications*
 - *Three of four team members have been with COCC less than one year.*
 - *Data access and security procedures have often been ad-hoc.*
- **KEEPING UP WITH NEW AND CHANGING TECHNOLOGY**
 - *Training required on new software applications (Groovy & Grails)*

- *Some Application Systems members may require training in some of the languages mentioned in strengths above. All are lacking Groovy on Grails expertise*
- *Limited understanding of Banner, from the business side.*
- *Primary application is hosted with frequent updates*
- **APPLICATION SYSTEMS TEAM ROLE NOT CLEARLY DEFINED**
 - *Many business unit owners have been conditioned to solve problems by first requesting software development without evaluating existing business processes.*
 - *There is no solid “vision” for our department outside of the walls of our department*
 - *Business units have relied on Application Systems Team to perform functional work, such as manual submission of final tax documents.*

5. Department Outcomes

What are your department’s outcomes? What do you want to occur because of your services? (Limit total number of outcomes to 5 or 6 maximum). Identify 1-3 outcomes you will focus on this year.

GOALS:

1. Improve Application Systems Team standards for development, testing, source control, validation, and documentation.
2. Provide a secure environment for interacting with college data
3. Establish “Application Systems culture” and share it with colleagues.

CURRENT YEAR OUTCOMES:

1. Review and update documentation for Applications Systems team as measured by number of new/modified/removed documents from OneNote.
2. Continue to identify and address Argos security and data integrity as measured by completed steps in Argos review.
3. Define our team's role in business processes as measured by meetings with functional users from each department.

6. Measurement Tools and Timeline

How will you measure your success toward the 1-3 outcomes and mission fulfillment? What tools will you use? (Survey, budget, Institutional Effectiveness department data, banner/Argos, etc.) How frequently will you gather relevant data? Data will be reviewed and reported at least **annually (see p 5).**

- 1) Success of this outcome will be measured via taking a count of documents that have been added, changed, or removed from our central documentation platform. This count will assume that any of these activities in accordance with our documentation practices will improve overall documentation.
- 2) Success of this outcome will be measured by completion of identified steps for Argos review.

3) Success of this outcome will be measured by identifying functional users and completing a round of introductory meetings with each of them to establish roles in support model.
Use the following page as a tear out organizer for your timeline.

Plan submitted every **three years**.

It will serve as a reference for resource allocation, activities, and planning during the three year cycle.

Administrative Department Review Summary and Timeline

Department: _____ Dates of Plan: _____

Department Mission: _____ Annual Report Due: _____

Outcome	Activity(s) and Measurements What are you doing to accomplish outcomes? When and how will you assess effectiveness?		Data Report Schedule When will you collect and report data to PAT Lead?
	Term/Year		Term/Year

**Administrative Department Review
2020-2021 Report**

Due: _____

Report submitted annually.

Data and analysis from three annual **Reports** will inform a new **Plan**.

6. Measurement Tools and Timeline
How did you measure your success toward the 1-3 outcomes and mission fulfillment? What tools did you use? How frequently did you gather relevant data? Use Administrative Department Review Summary and Timeline tear out (p. 4 of Administrative Department Review) to help answer this section.
7. Data
What data have you gathered that inform your department's effectiveness?
8. Summary and Analysis: Continuous Improvement (Report-to be completed annually when data are available)
What do these data suggest about your department's effectiveness? Which measurements are strong and affirming? Consider the following points. <ul style="list-style-type: none">• Have you accomplished your outcomes? Is there a need for a new direction? Which measurements indicate an area that you would like to focus on for improvement?• Identify the goals and improvements that your department is committing to over the next year to help you accomplish your outcomes.• What support do you need from the college to carry out your planned improvements? Identify your biggest area(s) of need to help accomplish outcomes. Review question #2, including staffing, budget, services, and location.