



## Project Status and Priority Report – March 2011

### A. Trends/Threats/On the Radar

#### i. TRecs All

##### On the Radar

- Document Repository stability issue affects job applicants across campus
- TRecs Vacancies
- WinMagic – laptop disk encryption
- Legislative changes and requests for information
- Mobile device security policy
- Social media policies
- PCI compliance mandate

#### ii. TRecs Development

##### On the Radar

- Background Check for employees without one on file
- ERP UI planning
- Python adoption planning

#### iii. TRecs Web

##### On the Radar:

- Facilities Services: Building Information System [in planning]
- Utilities: Online Power Status System [in planning]
- Human Resources: Student Employee of the Year Awards System [in planning]
- Emergency Preparedness: New Web Site [in progress]
- University Operations: Unit branding on Web sites [continuing]

##### New in March:

- UT Sustainability Portal [Mar. 3]  
<http://www.utexas.edu/sustainability/>
- Facilities Services Cleaning Schedules [Mar. 17]  
<http://www.utexas.edu/facilities/services/cleaning/>
- Utilities Web site refresh (w/Google Custom Search) [Mar. 22]  
<http://www.utexas.edu/utilities/>

##### Overall Site Health Stats for February:

- Pages with no broken links or anchors: 98% (no change)
- Pages with 100% Section 508 compliance: 98% (no change)

#### University Operations Top 10 “Heavy Hitters” – March 2011

Rank	Web Page	Page Views (hits)
1	HRS Employee Discount Program Offers	39,897
2	UTPD Campus Watch Archives	38,534
3	HRS Home Page	19,914
4	PTS Interactive Shuttle Route Maps	17,964
5	PTS Shuttle Calendar	15,003



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Rank	Web Page	Page Views (hits)
6	PTS Shuttle Info	14,934
7	Longhorn Aquatics 2011 American Short Course	14,216
8	PTS Home Page	13,425
9	Emergency Status XML	13,010
10	HRS 2011 Service Award Recipients	11,808

#### iv. TRecs System Integration

- Backup and file server planning
- Two new Database Analysts hired
  - Sini Abraham
  - Lucy Morshed
- Dashboards

#### v. TRecs Support

##### On the Radar

- New Audio/Video Specialist hired
  - Alex Mendez
- Windows 7 and Office 2010 planning

#### Service Desk Weekly Statistics for the Month of March 2011

Phone Statistics	Goal: 90% Answered by live staff	
	Total Calls	Answered %
Monthly Total/Avg %	335	78%

Sysaid Statistics	Goal: 95%		
	Service Requests Completed	Responded < 4 hrs %	Resolved < 30 hrs %
Monthly Total/Avg %	677	98%	95%

#### Customer Satisfaction Survey for the Month of March 2011

Overall, how satisfied are you with the technical support you received from TRecs support?	
Total Number of Responses	9
Answer Options	Response Percent
Very Satisfied	100.00%
Satisfied	0.0%
Neutral	0.0%
Dissatisfied	0.0%
Very Dissatisfied	0.0%

Color codes defined:

- Green** – achieved goal
- Yellow** – within 10% of goal
- Red** – outside of 10% goal

To see previous months PAO Status Reports, please visit the Projects and Administration web site at: <https://www.utexas.edu/operations/trecs/services/project/>



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### B. Next Project Up

- i. Space occupancy
- ii. Email notification for work orders
- iii. Improving PTS online credit card handling
- iv. Background check

### C. Items Delivered

- i. Athoc deployment to building contacts
- ii. Procure system for Child Care Center
- iii. GASB45 reporting process
- iv. HRS Job Application review

### D. PAO Top Ten Current University Operations Portfolio Projects

AVP Portfolios	Item	Status	Est Comp Date	Proj Mngr	Liaison	Comments
Campus Planning and Facilities Services	CPFM - FAMIS Forms and Reports Conversion	02. Initiation Phase	12/31/2011	Rich Janes	Liz Beaman	Reviewing outsourcing options
Campus Planning and Facilities Services	CPFM - Document Management System	04. Execution Phase	1/31/2011	Roy Ruiz	Liz Beaman	Pending user acceptance
Human Resource Services	HRS - Leave Case Management System	02. Initiation Phase	05/2011	Randy Ritch	Rich Janes	
Human Resource Services	HRS - Background Check	04. Execution Phase	05/2011	Ethan Diehl	Rich Janes	Need file from state. Will store data locally.
Human Resource Services	HRS Staff Council Election	04. Execution Phase	06/2011	Randy Ritch	Rich Janes	
OPS Portfolio	ERP UI Web Framework	04. Execution	4/20/2011	Julie Murphy	Roy Ruiz	Tentative delivery date.
University Services	International Travel to Restricted Destinations approval process	04. Execution	4/1/2011	Randy Ritch	Windy Hardaway	
Safety and Security	RSAN API Updates - Phase I	04. Execution	1/31/2011 (Jeremy)	Randy Ritch		
Safety and Security	PTS PCI Compliance	02. Initiation Phase				
Safety and Security	S - Fleet Customer Web Interface	04. Execution Phase	05/2011	Rich Janes		Infrastructure work that will also be used by other projects is pushing this project schedule back.



## Technology Resources

# Project Status and Priority Report – March 2011

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### E. PAO Bottom Five University Operations Portfolio Projects

AVP Portfolios	Item	Status	Projected Completion Date	Liaison	Proj Mngr	Comments
Campus Services	CPFM - Convert WORQS to Python	05. On Hold	TBD			
Campus Services	CS - Longhorn Aquatics Online Store	05. On Hold	TBD	Windy Hardaway	Windy Hardaway	
Campus Services	CS - Copy Center Count Usage Report	05. On Hold	TBD	Lisa Stolf	Randy Ritch	Looking for resources
Human Resource Services	HRS - FML Letters w/Short Term Disability Blurb	05. On Hold	TBD	Rich Janes	Rich Janes	