

Type	Goal	Deliverable (MEETS)	Measurable (MEETS)	EXCEEDS
Professional Development	Provide professional development to team members and pursue professional development to improve skills that support the work of your position.	<p>Pursue professional development that improves your skills and ability to perform job duties.</p> <p>Provide cross training to improve team performance, sustain production levels even when employees are absent, and increase employee motivation by gaining new skills.</p>	<p>Appropriately engage team members in meaningful cross training throughout the year on relevant technical topics.</p> <p>Engage in professional development activities through research, campus resources, etc..(more specific...)</p>	<p>Create actionable improvements to organization and technology based on knowledge attained.</p> <p>and/or</p> <p>Complete certifications related to your current position</p>
Warranty Service	Successfully provide warranty service to students on an annual basis.	<p>Resolve student warranty issues.</p> <p>Receive reimbursements from vendor.</p> <p>Maintain vendor specified repair goals.</p> <p>Prevent damage of student computers.</p>	<p>Based on feedback and observation.</p> <p>Very few reimbursements denied by vendor.</p> <p>Meet min. specified repair goals set by vendors</p>	<p>Improve vendor positive rating</p> <p>and/or</p> <p>No reimbursements denied based on fault of technician.</p> <p>and/or</p> <p>No damage attributed to fault of technician.</p> <p>and/or</p>

			<p>Infrequent damage of technology.</p> <p>Satisfied customers</p>	<p>Actionable improvements and efficiencies suggested and implemented in PirateTechs</p>
Inventory	<p>Successfully protect, manage, and maintain ECU assets and inventory annually.</p>	<p>Document equipment in WASP including the location, movement, surplus, trade-in, and replacement of assets according to team guidelines.</p> <p>Communicate the verification of assets in a timely manner. This includes ITCS team communication, communication with fixed assets, and communication with ITCS administration.</p>	<p>All assets are accounted for including fixed and team inventory.</p> <p>All fixed assets are in the appropriate location when spot checked by auditors.</p> <p>All team inventory is up to date and the inventory is documented.</p>	<p>Record inventory digitally or by other methods to improve identification.</p> <p>and/or</p> <p>Document periodic verification of inventory.</p> <p>and/or</p> <p>Complete spot checks and annual fixed asset identification and schedule appointment one week prior to the deadline.</p>

<p>Projects</p>	<p>Successfully, manage and/or participate on annual team projects as assigned.</p>	<p>Project documented in TeamDynamix per team project requirements such as charter, minutes, changes, purchasing information, time, and comments</p> <p>Create the project plan outlining milestones &amp; tasks and estimating time. Use team project plan templates where possible.</p> <p>Monitor the project scope and/or tasks.</p> <p>Ensure deadlines are met.</p> <p>Communicate regularly with stakeholders and project team members.</p>	<p>Project status is updated weekly</p> <p>Tasks completed as stated</p> <p>Project is completed on time unless delays are documented and approved by supervisor</p> <p>All time is tracked and updated on a weekly basis</p> <p>Project is managed and closed out per team project requirements.</p> <p>Stake holder expectations are met at the close of the project.</p>	<p>Completed early and under budget.</p> <p>and/or</p> <p>Completes training at ECU and/or external training resources to improve leadership and ability to excel in project function or coordination and demonstrated application of knowledge to active projects.</p> <p>and/or</p> <p>Stakeholder expectations overwhelming met and / or expectations exceeded.</p>
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<p>Help Desk (increase % year after year)</p>	<p>Successfully provide service management support to the ECU community including students, staff, faculty, prospective students, and other stakeholders.</p>	<p>Tickets created for calls received.</p> <p>Provide quality customer service.</p> <p>Accurate information input in tickets.</p> <p>Document new information in team WIKI.</p> <p>Escalate service issues to correct team as appropriate.</p>	<p>Calls match tickets 80%</p> <p>Receive an overall rating of 3.0 on the customer service survey</p> <p>Infrequent occurrence of inaccurate information in tickets</p> <p>Resolve tickets on first response 70% of the time.</p>	<p>The number of calls match tickets 90% of the time</p> <p>and/or</p> <p>Receive an overall rating of 4.5 on the customer service surveys</p> <p>and/or</p> <p>Frequently add helpful information to the WIKI</p> <p>and/or</p> <p>Frequently develop documentation or instructions that can be shared with users to help more quickly resolve issues.</p>
<p>Consulting</p>	<p>Successfully provide quality technical consulting to all ECU clients while providing excellent customer service.</p>	<p>Provide quality consulting to faculty, staff, and students.</p> <p>Provide best practices and solutions that meet client needs.</p> <p>Provide training and tutorials as needed.</p> <p>Keep up to date on current and new technologies and trends.</p>	<p>First contact is within 8 hrs</p> <p>Tickets are completed in timely manner</p> <p>Time on tickets is tracked</p> <p>Tickets are created for phone calls and emails OR</p> <p>Document client support with tickets</p>	<p>Actionable improvements and efficiencies suggested and implemented within the organization.</p> <p>and/or</p> <p>Resolves issues without supervisor involvement.</p> <p>and/or</p> <p>Receives frequent customer accolades and high ratings on customer surveys.</p>

			Positive feedback received from clients	
Development	Develop custom solution as assigned by established deadline.	<p>Develop solutions based on approved client proposal.</p> <p>Follow development process per team procedures including planning, development, quality assurance (QA), user acceptance testing (UAT) and deployment.</p> <p>Follow development standards per team procedures for design, coding, OWASP and sensitive data.</p> <p>Follow development requirements per team procedures for accessibility, responsive layout, and branding.</p> <p>Follow development deployment per team procedures using Jenkins and Github.</p>	<p>Developed solution meets requirements identified in proposal.</p> <p>Developed solution meets team requirements for accessibility, responsive, branding.</p> <p>Developed solution meets team requirements for design, coding, OWASP and sensitive data.</p> <p>Process is followed for each deployment as indicated in TeamDynamix .</p> <p>Deployment to production has minimal unplanned downtime.</p> <p>Solution is managed correctly with each deployment in TeamDynamix including time tracked, comments, etc.</p>	<p>Completed early to user's satisfaction</p> <p>and/or</p> <p>Completed all requirements and optional requests per proposal</p> <p>and/or</p> <p>All assigned projects are completed successfully where within staff control.</p>
Managers (Wendy)	Manage staff	Monitor team projects and/or tickets for completion and timely updates.		

		Identify training/professional development that supports or improves skill need for team functions		
Supervision / Team Lead	Serve as team lead ensuring excellent support to campus constituents.	<p>Monitor team projects and/or tickets for completion and timely updates.</p> <p>Keep up to date on new technologies and trends.</p> <p>Provide technical leadership to team members.</p> <p>Facilitate problem resolution and positive organizational and team spirit.</p> <p>Identify issues and resolve or escalate to promote excellent quality of service.</p>	<p>Review tickets confirming they are handled timely and completed</p> <p>Communicate frequently with team members on technical issues and to share information.</p> <p>Share research and technical information frequently.</p> <p>Frequently reach out across units to share information.</p> <p>Frequently identify and resolve issues before they become problems.</p> <p>(Supervisor observation/ Team Feedback)</p>	<p>High functioning team with very infrequent communication issues.</p> <p>and/or</p> <p>Actionable improvements and efficiencies suggested and implemented within the organization.</p> <p>and/or</p> <p>Successful participation in cross unit team projects.</p>
Walk-in Help Desk	Successfully provide quality service and support to clients using the Walk-in Help Desk while providing excellent customer service.	<p>Provide excellent customer service to clients using the Walk-in Help Desk.</p> <p>Create tickets for support issues.</p>		

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<p>Application Administration</p>	<p>Successfully provide application administration for assigned applications annually.</p>	<p>Establish and update the application procedures per team guidelines which includes the responsibility matrix, user/account management, appropriate password administration, user education, business rules, data imports, stakeholders, and vendor information.</p> <p>Maintain the application per team procedures which includes upgrades, security, user maintenance, fully testing and documenting upgrades, etc...</p> <p>Identify and understand the application user needs, including the application usage.</p> <p>Establish guidelines on application usage based on contract parameters and ECU policy.</p>	<p>Document procedures on Sharepoint and review/revise annually prior to the deadline.</p> <p>Document administrator privileges and assigned user roles.</p> <p>Monitor vendor website or contact vendor to ensure application is up to date or at current version per team guidelines.</p> <p>Documentation and accounts management up to date, monitored, purged, etc.</p> <p>No occurrence of preventable security incidents.</p> <p>Review, analyze, and document user statistics and feedback.</p> <p>Immediately document vendor issues and resolutions.</p> <p>Review contract and security information during renewal and update accordingly.</p> <p>Periodically reach out to users to solicit feedback, input, and thoughts on how to improve services.</p>	<p>Implement a new feature, application, or process.</p> <p>and/or</p> <p>Consistently go above and beyond when solving application issues.</p> <p>and/or</p> <p>Create an online tutorial or new instructions for the application that improves application administration.</p> <p>and/or</p> <p>Overwhelmingly positive customer service.</p>
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SUPPORT	Provide quality and timely technical support, while also providing excellent customer service.	Monitor ticket queue throughout the day to ensure tickets are	SLA violations remain below 90%	SLA violations remain below 95% and/or

		<p>addressed in a timely manner.</p> <p>Tickets are created for phone calls and email.</p> <p>Tickets are updated by each staff as they are worked on. This includes adding notes, documenting all interaction with client(s), and updating the ticket status as it changes.</p> <p>Excellent customer support provided to clients</p> <p>Updating technical documentation as required.</p>	<p>Review of tickets shows that all tickets are up to date and completely documented.</p> <p>Time on tickets is documented.</p> <p>Review survey results from Team Dynamix. Survey results must average a 4 or above.</p> <p>Review technical documentation</p>	<p>Survey results average out to be a 4.5 or above.</p> <p>and/or</p> <p>Actionable improvements and efficiencies suggested and implemented within the organization.</p>
AV Design	Successfully provide quality technical AV to ECU while providing excellent customer service.	<p>Provide quality AV design/consulting to departments and colleges.</p> <p>Keep stake holders updated.</p> <p>Provide best practices and solutions that meet client needs.</p>	<p>All design and consulting requests are tracked by tickets or projects and are completed in timely manner.</p> <p>All time on tickets is tracked</p> <p>Tickets are created for phone calls and emails</p> <p>Positive feedback received from stakeholders.</p>	<p>Review recommend and update standards for classrooms</p> <p>and/or</p> <p>Overwhelming positive customer feedback.</p> <p>and/or</p> <p>Actionable improvements and efficiencies suggested and implemented within the organization.</p>

		<p>Provide training and tutorials as needed.</p> <p>Keep up to date on current and new technologies and trends.</p>	Adhere to team maintenance schedule	
Software Management	Successfully manage contracts and distribution for assigned software annually	<p>Maintain SharePoint site containing relevant contract information such as renewal date, cost per year, allowed users, export controls, any limitations such as on/off campus, only ECU owned machines, home use, etc.</p> <p>Annually review usage #s, software distribution methods, client satisfaction.</p> <p>Survey users when necessary on continue usage.</p> <p>Hold regular software meetings with stakeholders to evaluate the contract renewal including information on SP site and information collected as specified above.</p>	<p>Check download center periodically to ensure software is accessible per requirements</p> <p>Conduct review of software contract renewal in a timely manner prior to renewal</p> <p>Contracts do not expire prior to renewal.</p> <p>All analytics readily available and reviewed.</p>	<p>Hold review of software contract renewal 3 months ahead of schedule</p> <p>and/or</p> <p>Ensure proposed changes for following year are evaluated and reviewed as planned.</p> <p>and/or</p> <p>xxxxx</p>

		<p>Make software available via approved methods</p> <p>Keep software versions up to date</p> <p>Support users in obtaining software</p> <p>Take responsibility for the success of software distribution.</p> <p>Identify ways to improve the process.</p>		
Communication	Successfully develop communication and technical instruction for the campus.	<p>Create communications for new products, services and process changes.</p> <p>Send monthly technology newsletter digests to campus.</p> <p>Create technical instruction for new products services and process changes.</p> <p>Distribute required information as specified (eg. Peer to Peer).</p>	<p>Develop communication plans for new product launches and large initiatives.</p> <p>Content accurate and free of errors.</p> <p>Communications sent on schedule.</p> <p>Frequent meeting with ITCS units to extract information.</p> <p>Frequent meetings with units external to ITCS to review communication materials .</p>	<p>Review materials with focus groups (internal and external) including different customer groups to receive feedback and inform communications.</p> <p>Actionable improvements and efficiencies suggested and implemented within the organization.</p>
Video Production	Successfully provides quality education and research	Produces quality education and research	First contact with the client is within 8 hours.	Overwhelming receive positive feedback and consistently exceed customer expectations.

	<p>video productions to clients while providing excellent customer service.</p>	<p>video productions for use in classrooms, online education, and in research publications as requested by clients.</p> <p>Collaborates with the client to plan, develop, and design video productions based on best practices and solutions that meets their needs.</p> <p>Follows team guidelines and industry standards for video equipment setup and video production.</p> <p>Follows the university video captioning requirements and assists clients as needed.</p> <p>Keeps up to date on new technologies, techniques, and trends.</p>	<p>Positive feedback received from clients.</p> <p>Meet customer expectations.</p> <p>Videos are completed in timely manner, completed correctly, and meet the client's deadline.</p> <p>Tickets are completed with time spent on video including all work done, phone calls, emails, and meetings.</p> <p>Communicate and document findings. Provide information to clients, team, and supervisor.</p> <p>Ensures all video productions follow the university video captioning requirement.</p>	<p>and/or</p> <p>Videos are completed accurately, a week before the deadline.</p> <p>and/or</p> <p>Actionable improvements and efficiencies suggested and implemented within the organization.</p>
Event Recording	<p>Successfully provides quality educational and academic event recording as requested by ECU clients while providing excellent customer service.</p>	<p>Produces quality educational and academic event recordings to support and enhance campus and distance education programs.</p>	<p>First contact with the client is within 8 hours. Positive feedback received from clients.</p> <p>Events are recorded according to schedule and meet the client's needs. The link is distributed to the client.</p>	<p>Overwhelming receive positive feedback and consistently exceed customer expectations.</p> <p>and/or</p> <p>Events are recorded accurately and according to schedule. The link is distributed to the client within 2 hours of being captioned.</p>

		<p>Collaborates with the client to schedule and determine the details of the event to provide best practices and solutions for a successful recording.</p> <p>Follows team guidelines and industry standards for video equipment setup and event recording.</p> <p>Follow the university video captioning requirements and assists clients as needed.</p> <p>Keeps up to date on new technologies, techniques, and trends.</p>	<p>Tickets are completed with time spent on recording including all work done, phone calls, emails, and meetings.</p> <p>Communicate and document findings. Provide information to clients, team, and supervisor.</p> <p>Ensures all event recordings published online follow the university video captioning requirement.</p>	<p>Actionable improvements and efficiencies suggested and implemented within the organization.</p>
Supervision of Students	Successfully supervise students.	<p>Provides face to face training to student workers</p> <p>Monitor student productivity.</p> <p>Approve Time in Kronos</p> <p>Ensure students are knowledgeable of security procedures</p>	<p>Ensures student workers have taken the required training .</p> <p>Approve time in Kronos in a timely manner.</p> <p>Ensure quality work is provided.</p>	

		and follow best practices. Create and monitor student schedules.		
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