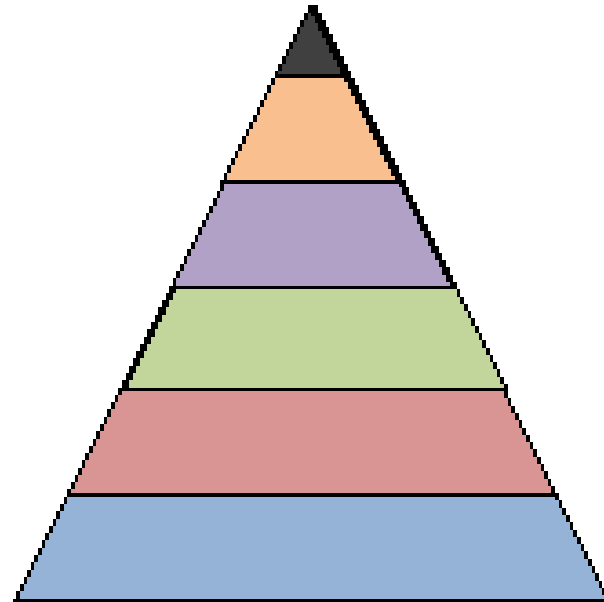
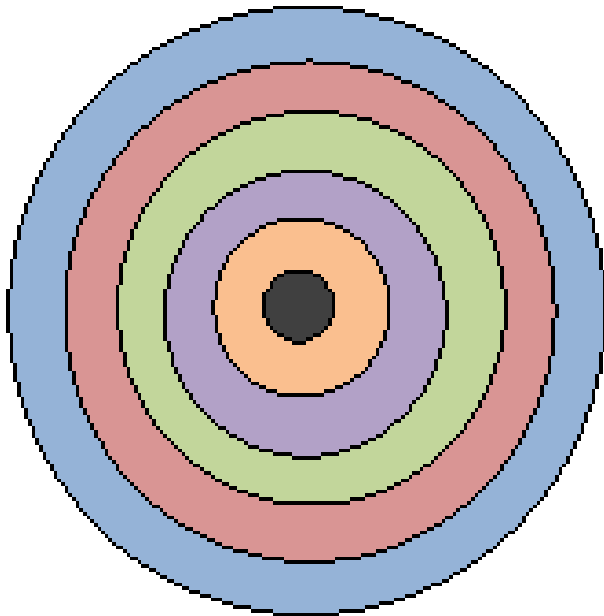


# SCS Communication Plan



July 2009

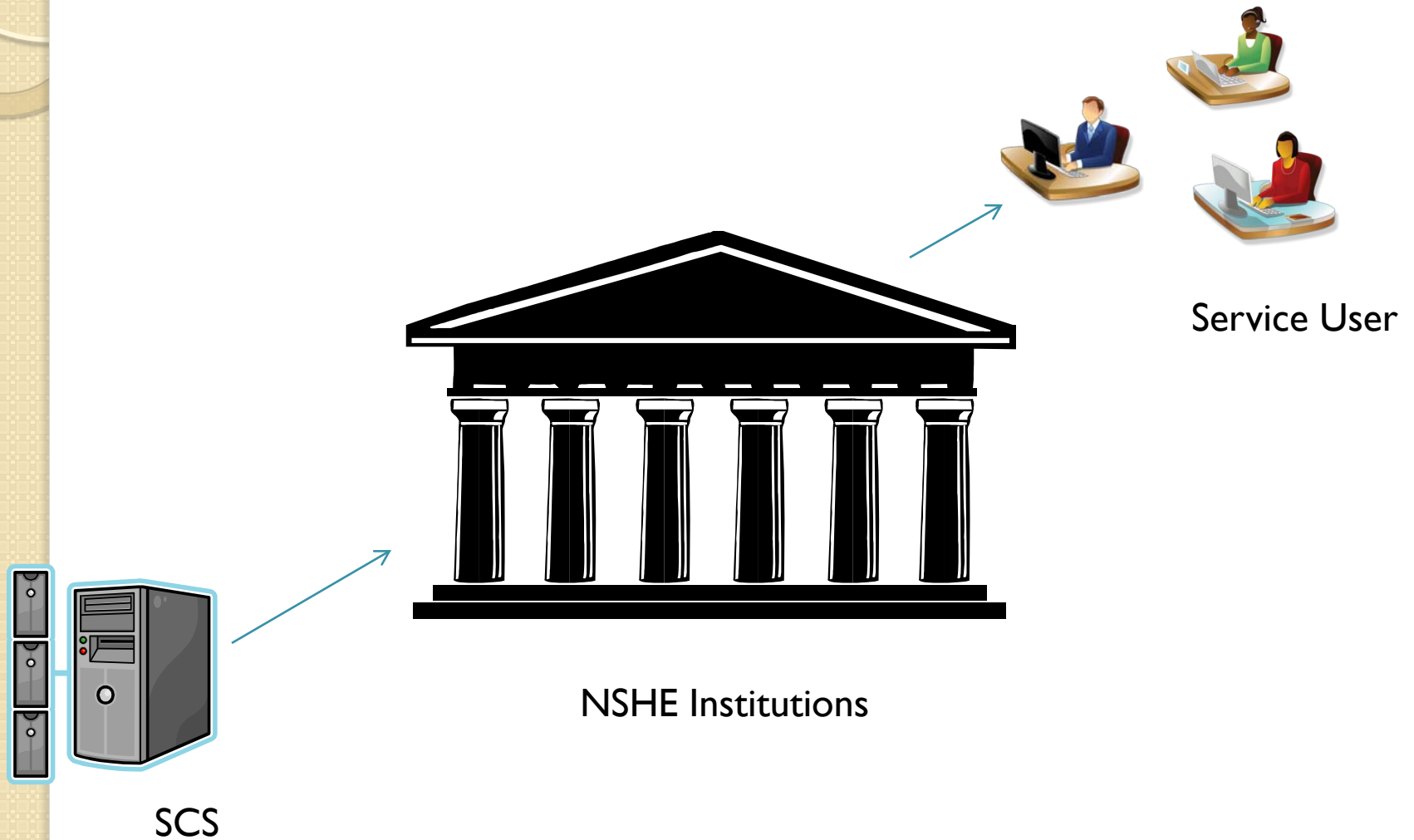
# Understand the Needs

- Information on SCS Services
- Information on SCS Plans/Initiatives
- Information on Systemwide Contract pricing
- Better planning with NSHE institutions
- Information on Projects
- Open channels of communication
- Transparency to SCS operations
- Regular two-way dialogue with campuses
- Information exchange at multiple levels of the organization

# Understand the Needs

- How to request or track the status of a project
- How to get help or report a problem and track it
- What are other campuses doing in IT?
- Service availability and outage notification
- What's new?
- How to contact us
- What's in the budget for enhancements/infrastructure?
- Information on Committee Activity
- Technical information for functional and technical campus leads

# How is information shared?



# Communication Plan Goals

- To Improve SCS's reputation
- To provide effective two-way communication methods for its audiences/stakeholders
- To bring more transparency to SCS operations/information
- To ensure SCS audiences have access to accurate, timely and meaningful information they need to succeed in their missions
- To increase the Advisory Group's awareness of SCS Communication strategies and challenges

# Who we are?

- Mission: SCS exists to provide system-wide Information Technology services aligned with the needs of the Nevada System of Higher Education and its institutions, affiliates, and partners.
- Vision: SCS is an exemplary provider of select IT services to the Nevada System of Higher Education

# Who are our Stakeholders?

- NSHE
- Campuses
- Legislature
- Public

# Who are our Audiences?

- SCS Advisory Group
- System & Campus Leadership
- CTOs
- Campus User Groups/Interest Groups
  - SIS User Groups (4)
  - Financial User Group
  - HR User Groups (2)
  - Connectivity Group
  - Security Interest Group
  - Distance Learning
  - Help Desk User Group
  - Campus IT Communities
- Systemwide Software Committee
- SA Unit Employees
- Public



# Communication Methods/Channels

- Our plan will focus on both Proactive and Reactive communication methods
- Proactive:
  - Newsletters
  - Presentations
  - Surveys/Assessments
  - Website
- Reactive
  - Responses to help/problem requests
  - Emergency notifications
  - Ad hoc requests for information

# Advisory Group Communication

- Monthly meeting agendas
- SCS Service Catalog
- Cost of Services (annual commitment)
- Network Services Report (annual)
- Strategic Planning Efforts (stoplight chart)
- Futures
  - SCS Director presentations
  - Metrics
  - SCS Website redesign

# SCS Website Redesign

- September 2008
- Website is primary vehicle for information/communication
- Easy to navigate/find information
- Content must be current
- Direct Stakeholder Feedback
- Continuous Improvement

# Stakeholders Survey

## » What Is System Computing Services?

- People Don't Know What SCS Is Or Does
- "I Have Never Seen Anything Articulated"

## » What Is The Purpose Of The SCS Website?

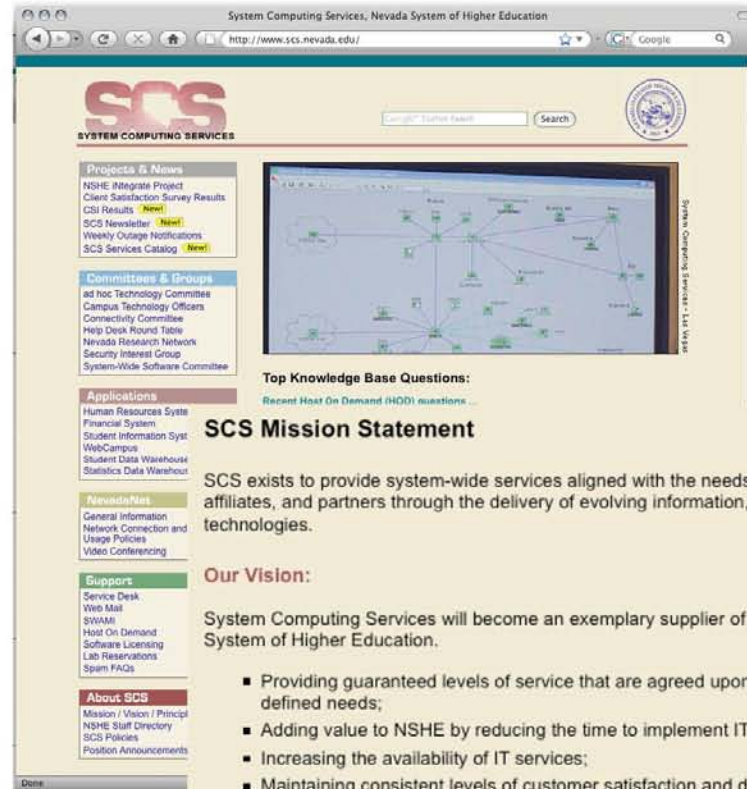
- Define What SCS Is
- Provide Services Information

## » How Can The SCS Website Be Improved?

- Improve Content Organization
- Provide Clear Information On Service
- Make Site Easier To Navigate
- Update Interface Design
- Keep Content Up-To-Date
- Improve Value Of Content

## » Messaging

- What Is System Computing Services (SCS)?
- What Does SCS Provide?
- What Value Does SCS Provide To Customers?



### Guideline Principles:

- Application hosting
- We will always align our IT strategies and investments with customer priorities.
- We will always seek technically sound, secure, reliable, and financially responsible ways to deliver our services.
- SCS will always use sound audit, change management, testing procedures, and quality control to provide reliable, stable, flexible, secure and robust systems for our customers.
- We will always work closely with our customers to understand and anticipate their needs.
- We will always provide excellent services as defined by our customers' requirements and feedback.
- We will never let distance from our customers and from our colleagues impact our ability to collaborate, communicate, and succeed in our mission.

# SCS Customer Survey

2. Please rate how important the following website features are to you:						
	Extremely Important	Very Important	Undecided-Not Sure	Not Important	Not at all Important	Response Count
Access General SCS Information	29.3% (17)	3 46.6% (27)	12.1% (7)	6.9% (4)	5.2% (3)	58
Access Training Information & Schedules	17.5% (10)	6 35.1% (20)	24.6% (14)	15.8% (9)	7.0% (4)	57
Open Trouble Tickets & Service Requests	1 33.3% (19)	31.6% (18)	14.0% (8)	10.5% (6)	10.5% (6)	57
Monitor Progress of Tickets & Requests	24.1% (14)	10 31.0% (18)	22.4% (13)	13.8% (8)	8.6% (5)	58
View Project Status Reports	14.0% (8)	9 33.3% (19)	21.1% (12)	15.8% (9)	15.8% (9)	57
Collaborate with Others	20.7% (12)	22.4% (13)	25.9% (15)	17.2% (10)	13.8% (8)	58
Store Documentation	24.6% (14)	5 36.8% (21)	15.8% (9)	10.5% (6)	12.3% (7)	57
View SCS Policies & Procedures	12.1% (7)	4 41.4% (24)	19.0% (11)	22.4% (13)	5.2% (3)	58
View Best Practice Documentation	6.9% (4)	8 34.5% (20)	25.9% (15)	22.4% (13)	10.3% (6)	58
View Application Usage Reports	0.0% (0)	19.3% (11)	43.9% (25)	14.0% (8)	22.8% (13)	57
Access a Support Knowledgebase	8.6% (5)	4 41.4% (24)	25.9% (15)	15.5% (9)	8.6% (5)	58
Subscribe to Announcements & Notifications	19.3% (11)	5 36.8% (21)	17.5% (10)	17.5% (10)	8.8% (5)	57
View Announcements & Notifications	17.2% (10)	2 50.0% (29)	10.3% (6)	15.5% (9)	6.9% (4)	58
answered question						58

## Questions

- » Is SCS providing these services properly?
- » Is SCS communicating/educating about these services?
- » Does SCS agree with this priority listing?
- » Is SCS focusing on the appropriate services?
- » Are there any easy "base-hits" listed here?

## SCS Customer Survey

4. Thinking back to previous experiences using the SCS website, how satisfied are you with:						
	Not Satisfied	Somewhat Satisfied	Neutral	Satisfied	Very Satisfied	Response Count
Ease of Navigation	13.8% (8)	19.0% (11)	19.0% (11)	43.1% (25)	5.2% (3)	58
Ease of Finding Desired Information	17.5% (10)	14.0% (8)	26.3% (15)	38.6% (22)	3.5% (2)	57
Accuracy & Relevance of Information	3.7% (2)	18.5% (10)	24.1% (13)	42.6% (23)	11.1% (6)	54
Visual Appeal	8.8% (5)	14.0% (8)	38.6% (22)	31.6% (18)	7.0% (4)	57
Page Load Times	1.8% (1)	3.5% (2)	28.1% (16)	49.1% (28)	17.5% (10)	57
Overall Website Experience	5.4% (3)	16.1% (9)	28.6% (16)	46.4% (26)	3.6% (2)	56
<b>Questions</b> » What can be done to get the approximately 28 customers moved from the "Not Satisfied" column, "Somewhat Satisfied" column, and "Neutral" column to the "Satisfied" column?  » Is 48% of customers being listed as less than satisfied acceptable?					<i>answered question</i>	<b>58</b>
					<i>skipped question</i>	<b>2</b>



## SCS Customer Survey

What can we do to improve the SCS website? Is there any information you feel should be on the SCS website that is not? Are there features you feel should be available on the SCS website that are not?

#	Response Date	Response Text	Notes
1.	10/27/2008 8:39:00 PM	Nothing that I can think of.	<ul style="list-style-type: none"> <li>» Suggest an awareness/education campaign about NSHE-SCS.</li> <li>» Use the specific website landing pages as destinations for tracking purposes</li> <li>» Target specific customers based on their needs and services</li> </ul>
2.	10/27/2008 8:42:00 PM	Improve navigation	
3.	10/27/2008 8:43:00 PM	Site organization is poor, hard to find info about what to do after hours. Incomplete information or no info at all on incidents is tough to take.	
4.	10/27/2008 8:44:00 PM	Have ticket request forms and video request form on front page of website.	
5.	10/27/2008 8:48:00 PM	Improved navigation.	
6.	10/27/2008 8:51:00 PM	training available for GBC staff	
7.	10/27/2008 8:56:00 PM	A comprehensive listing of whom, (which phone number), to contact for what issues.	
8.	10/27/2008 9:22:00 PM	Documentation and support links for specific products are hard to find	
9.	10/27/2008 9:30:00 PM	More advertisements on these new features.	
10.	10/27/2008 9:38:00 PM	None	
11.	10/27/2008 10:09:00 PM	Make is easier to navigate - put related information together	
12.	10/27/2008 11:34:00 PM	I like the SCS Services catalog but when you click on a topic on the table of contents, you can't go back unless it is to the beginning - bookmarks would also be good along the side.	
13.	10/28/2008 3:17:00 PM	I think the site assumes people know how to request service. It also assumes that people know what SCS does. How to understand which service you are using is difficult sometimes. I think the web site is not very friendly to a person who is not within SCS. It may be easy for someone in SCS to navigate, but not for those on the outside, especially non-technical users. There are sometimes dead links. Information is out dated.	

Home Page  
http://system.nevada.edu/

**Nevada System of Higher Education**

Home Board of Regents Institutions Contact Us Site Map

Your NSHE Initiatives News Resources Careers

**QUICK LINKS**

- College of Southern Nevada
- Great Basin College
- Desert Research Institute
- Nevada State College
- Truckee Meadows Community College
- University of Nevada, Las Vegas
- University of Nevada, Reno
- Western Nevada College

**RESOURCES**

- Health Sciences System
- Management Assistance Partnership
- Sponsored Projects Office
- System Computing Services
- University of Nevada Press

**BOARD OF REGENTS**

- Board of Regents Meeting Agendas
- Board of Regents Minutes
- Board of Regents Handbook
- NSHE Procedures Manual
- NSHE Code
- NSHE Publications

**DIRECTORIES**

- System Administration Directory
- Campus Directories

**OUR VISION**

The Board of Regents wishes to advance student learning to the highest level, foster the expansion of knowledge through teaching and research, encourage community service, and enrich the lives of our students, our communities, our state, and the nation. In fulfillment of this purpose, we hold the following values at the center of our endeavor:

- Integrity
- Excellence
- Accountability
- Inclusiveness
- Creativity
- Innovation

**NEWS**

- In a February 13 special budget cut brief, Chancellor Rogers shares an analysis of The American Recovery and Reinvestment Act and its impact on the Nevada System of Higher Education.
- The work of the Health Sciences System (HSS) to meet the nursing workforce demands for the state of Nevada has garnered national attention. A team of representatives from Nevada has been invited to participate in a national summit this week to address nursing education and workforce needs of the country.

**FEATURE STORY**

\*\*\* Click here to read all of Chancellor Rogers' budget cut briefs \*\*\*

**EducateNevada.org**

Tell your legislator to support education. Learn more at [EducateNevada.org](http://EducateNevada.org).

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## Facts About Visitors Coming to the SCS Website from the NSHE Website:

- » 40.73% of Our New Visitors Are Coming From the NSHE Site
- » They View Twice as Many Web Pages as Other Visitors
- » They Have Half the Bounce Rate of Other Visitors
- » They Spend About 60% More Time on Our Site Than Other Visitors

System Computing Services, Nevada System of Higher Education  
http://www.scs.nevada.edu/

**SCS SYSTEM COMPUTING SERVICES**

Google Custom Search

**Projects & News**

- NSHE Integrate Project
- Client Satisfaction Survey Results
- CSI Results **New!**
- SCS Newsletter **New!**
- Weekly Outage Notifications
- SCS Services Catalog **New!**

**Committees & Groups**

- ad hoc Technology Committee
- Campus Technology Officers
- Connectivity Committee
- Help Desk Round Table
- Nevada Research Network
- Security Interest Group
- System-Wide Software Committee

**Applications**

- Human Resources Systems
- Financial System
- Student Information System
- WebCampus
- Student Data Warehouse
- Statistics Data Warehouse

**NevadaNet**

- General Information
- Network Connection and Usage Policies
- Video Conferencing

**Support**

- Service Desk
- Web Mail
- SWAMI
- Host On Demand
- Software Licensing
- Lab Reservations
- Spam FAQs

**About SCS**

- Mission / Vision / Principles
- NSHE Staff Directory
- SCS Policies
- Position Announcements

**Top Knowledge Base Questions:**

**Recent Host On Demand (HOD) questions ...**

- How do I find out what version of Java is on my computer?
- HOD and Java are having issues on Internet Explorer! How do I fix the settings in IE?

**What are the expanded availability hours for NSHE System-wide business applications?**

- The Student Information System (SIS) and Student Web Registration**  
Monday - Saturday & observed NSHE holidays: 12:30am to 8pm  
Sunday: 8:00am to 8:00pm
- The Financial Accounting System (Advantage)**  
Every day (including observed NSHE holidays): 12:30am to 8pm
- The Human Resource Management System (HRMS), Employee Self Service, and Web Employment Documents**  
Every day (including observed NSHE holidays): 5am to 1am the following day

**How do I get to SIS, HRS, Advantage or Focus now that encrypted access is required?**

If you are using QWS3270 LE or other software that does not support encrypted sessions, call your campus helpdesk to request QWS3270 Secure. You can also try Host On-Demand at: <http://www.scs.nevada.edu/support/hod.php>.

**How do recent changes to the Financial Data Warehouse affect me?**

The login page has moved to: [https://lavendar.scs.nevada.edu:8250/portal/page/portal/BI/SS\\_Login](https://lavendar.scs.nevada.edu:8250/portal/page/portal/BI/SS_Login). Also, your browser must be SSL-enabled. Contact your campus helpdesk for assistance.

**My IBM RACF username has been revoked.**

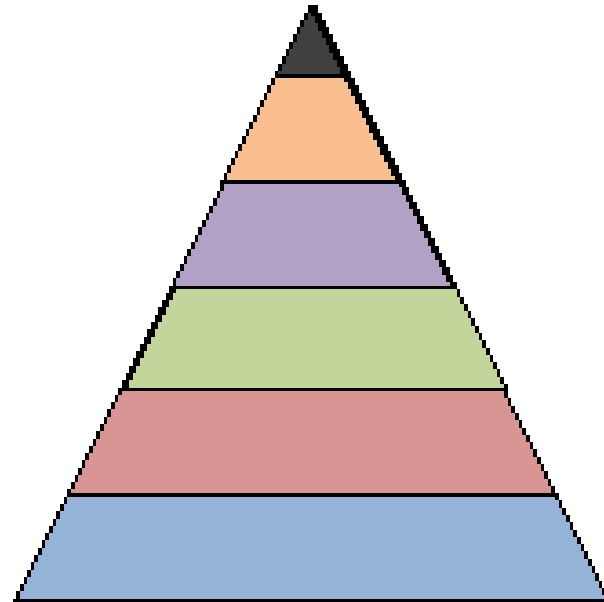
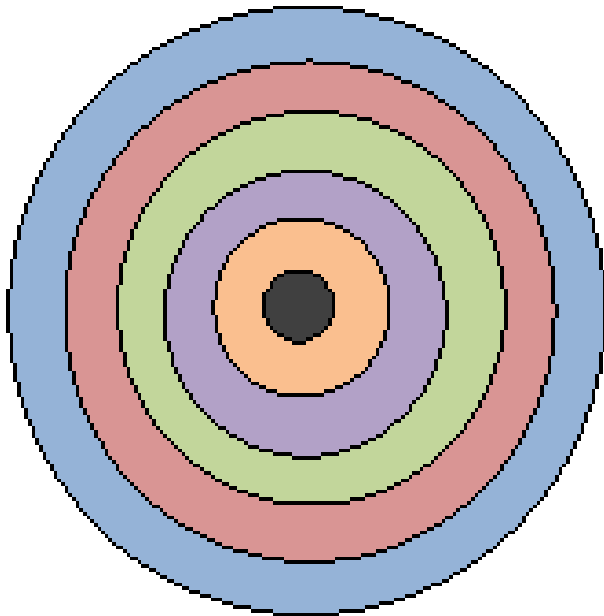
For IBM issues related to your username or password, call your campus help desk to be directed to your campus security coordinator.

**When trying to connect to the IBM I receive a message that I'm already logged in.**





# SCS Communication Plan



July 2009