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2003

UNM HSLIC Strategic Plan 2003-2005

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**UNM Health Sciences
Library and Informatics
Center**

**Strategic Plan with Status Reports
2003 - 2005**

Updated & Distributed 12/20/04
(v11)

HSLIC Expressions of HSC Core Values

Integrity, accountability and decisiveness in commitment to excellence:

- "We make timely, informed decisions that engage the trust of all stakeholders."
- "We are accountable to our funding agencies and to the people we serve."
- "We follow-through and maintain confidentiality in response to our customer questions and needs."
- "We maintain a strong service attitude."
- "Information is accessible, accurate and provided in a timely fashion."

Compassion and respect in our interactions with students, patients and colleagues:

- "We actively listen and respond with empathy."
- "We communicate honestly and compassionately."

Diversity in people and thinking:

- "We work together in seeking and embracing appropriate diverse perspectives to maximize outcomes with respect to the urgency of the issue."

Effective utilization of our resources: employees, patrons, funding, facilities, technology, partners, time, collections

- "When we make decisions, we carry them out and we support each other throughout the process."
- "We make strategic high value decisions regarding the assessment and use of our resources."
- "Our resource decisions elicit the respect of our stakeholders."
- "We balance the allocation of resources based on short and long range needs."
- "We foster an environment that is conducive to the appropriate and effective use of our resources."

Advancement of our institutional mission while supporting professional and personal growth:

- "We seek and embrace professional and personal development opportunities."
- "We encourage and facilitate learning."
- "We are committed to learning and improving individually and as an organization."
- "Mistakes are openly acknowledged and learned from."

HSLIC Managers and Leaders Will...

1. Make sure employees have the tools to do their jobs;
2. Help employees to be successful through encouragement, guidance, training and running interference when necessary;
3. Provide an effective two-way conduit;
4. Provide clear expectations.

The HSLIC Mission Statement

We improve and enhance human health through support, innovation, and leadership in the organization, delivery, and use of quality information. We create an environment that fosters the development and sharing of knowledge for the UNM Health Sciences Center and its partners.

The HSLIC Vision Statement

Through commitment to the expertise of multidisciplinary teams, the UNM HSLIC employees create innovative, high quality solutions to complex information and technology challenges. These solutions provide the means for answering the most important questions of human health.

GOAL 1: Develop and maintain programs, products and services that consistently provide added value.

OBJECTIVES & STRATEGIES:

1.1 Ensure products and services are easy to use, meet high standards, and have the ability to be customized <i>HSLIC will assess the physical and virtual environment, products, and services from the customer perspective; develop and implement those that meet best practices; and evaluate customer satisfaction outcomes.</i>						
<ul style="list-style-type: none"> • Collections • Desk services • Copiers • Applications • Services • Facilities 						
Strategy	Completion Date (CY)			Evaluation Schedule	Team Leader	Status
A. Establish web usability testing as part of web development process <ul style="list-style-type: none"> • Documentation/policy • Plan for web development process developed by Web Administrator 	2003				R: Perform some initial tests (4Q03); Documentation (3Q03)	K Wiley w/ C. King, H. Phillips, D. Groth 12/04 – Complete – Using guidelines for testing as part of HSC web re-launch.
B. Re-assess reproduction services (printers and copiers) <ul style="list-style-type: none"> • Copy machines • Services match customers • Annually prepare report / recommendations at end of FY • Evaluate MFPs (multi-function printers) 	2003 2003	→ → 2004	→ → →	→ → →	R/I: Explore existing contract options (3Q03); If working with Xerox, replace machines (3Q03); Contact copier vendors regarding fee-for-print options (3Q03); University Services copier contract renewal (3Q04); possible installation of fee-for-print package (3Q04)	D. Carr w/ R. Adcock, D. Zincke, R. Armijo, E. Aalseth, R. Saavedra, W. Kinney 12/04 – Complete.
C. Assess physical environment from internal and external customer perspective annually, and recommend budget		2004	→	→	PS/R: Analyze LibQual data regarding this issue (2Q03); Identify criteria by which we will examine environment, e.g., AAHSL, ADA (3Q03); Query staff periodically (4Qannly); Propose budget annually for improvements (4Qannly)	D. Carr w/ S. Bergen, D. Zincke, E. Merta, I. Hendrix, P. McBride, M. Cummings, B. Jewel 12/04 – On Hold. Pending “Increase feedback systems to and from customers for long-term planning and operation monitoring” initiative at 1/05 retreat. – Need to make assessment process a strategic objective.
D. Ensure User Support Desks work as cohesive group, customer satisfaction is increased, and		2004			I/PS: Analyze comments/data from cyclical Medical School block evaluations(ALL); Analyze LibQual	D. Carr w/ R. Adcock, M. Cummings, S. 12/04 – On Schedule for Completion in 2004. <i>Follow-up issues:</i> How do we

1.1 Ensure products and services are easy to use, meet high standards, and have the ability to be customized

HSLIC will assess the physical and virtual environment, products, and services from the customer perspective; develop and implement those that meet best practices; and evaluate customer satisfaction outcomes.

- *Collections*
- *Desk services*
- *Copiers*
- *Applications*
- *Services*
- *Facilities*

Strategy	Completion Date (CY)			Evaluation Schedule	Team Leader	Status
mechanisms of collaboration are developed				data (2Q03); Conduct IT Services Survey (4Q03)	Bergen, E. Merta, W. Roberts	continually evaluate? Measurements and standards? Hold for feedback systems initiative?
E. Implement InfoEd products <ul style="list-style-type: none"> • Create/communicate service that helps find and access funding sources for: <ul style="list-style-type: none"> ○ Researchers ○ HSLIC faculty/HSLIC projects 		2004		<i>I/PS</i> : Distribute Project Plan (2Q03); Begin staged implementations (3Q03); Begin HSC marketing of GENIUS module (2Q03); Investigate where InfoEd training lies(3Q03)	L. Byrd w/ K. Wiley, D. Carr, J. Eldredge, C. Karcher	12/04 – Complete.
F. Improve usability and security of remote access technologies <ul style="list-style-type: none"> • Manage proxy services • Implement Novell portal • Implement Thin Client 	2003	→ 2004	→ 2005	Management of proxy services (2Q03); Feedback mechanism 4Q04; Assignment & Priority 1Q05	B. Metzner w/ C. Goble, H. Phillips, D. Scott, J. Edmister, I. Stearns <i>Follow-up:</i> Add Rebecca Harris or Kathy Mondragon	12/04 – In Progress but redefining scope. Group recommends improving usability & security of remote access technologies by developing feedback mechanism, defining priority & assignment mechanism over deployment of specific products. <i>Follow-up issues:</i> What do we mean by remote access? What are our RA services? What are our feedback mechanisms?
G. Help define and develop effective archival systems policies, e.g., what we store and what we don't store for print and electronic			2005	Study issues and best practices(2Q03); Suggest solutions and define Policy (3Q04)	K. Wiley w/ P. McBride, K. Hagen, C. King	12/04 – Early in Progress. Group developed team charter and will make recommendations for revised evaluation schedule.

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- *Collections*
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Strategy	Completion Date (CY)			Evaluation Schedule	Team Leader	Status	
(1) Define policy (2) Reassess							
H. Investigate and implement document management software to manage HSC-wide policies within the HSLIC and all of HSC		2004			<i>PS:</i> Participate on evaluation committee (1Q03); Purchase (2Q03); Roll-out (2Q03); Define HSC policies for use of system(3Q03); Define expanded use beyond pilot project; Define curriculum objectives	K. Wiley w/ S. Morley, J. Eldredge, C. King, UNMH	12/04 – Complete.
I. Identify gaps/potential gaps in business continuity, and identify and communicate business standards for ensuring continuity	2003				Systems Inventory (2Q03); Gap analysis (4Q03); Full documentation (3Q04)	B. Metzner w/ P. Hicks, G. Gaillard, S. Tolito	12/04 – On Hold. Pending “prepare HSC-wide business continuity plan” initiative at 1/05 retreat.
J. Assess and manage the collections in a manner that demonstrates good stewardship of our resources: financial, human and physical		2004	→	→	<i>PS:</i> Close out final aspects of Government Depository program status (4Q04); RDG completes weeding of 4 th Floor monographs (4Q04); Begin inventory of 4 th Floor collection of monographs (2Q05); Shift 4 th floor to take advantage of space gained by the weed (4Q05); Complete revision of Collection Development Policy Manual (with PERC & RDG) (1Q06)	C. King w/ K. Mondragon, R. Armijo, R. Harris, B. de Lancey	12/04 – In Progress and Ahead of Schedule.
K. Develop mechanism to keep abreast of new HSC research fronts and educational programs in order to keep the collections relevant and current		2004	→	→	<i>PS:</i> Working with RDG and liaison program, identify who has connections with which programs (1Q04); Establish regular reports as a part of each RDG meeting (1Q04); Set up	C. King w / C. Fierro, H. Phillips, RDG Selector Group (J. Teal, D.	12/04 – Complete. Now placed with Selectors Group.

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- Collections
- Desk services
- Copiers
- Applications
- Services
- Facilities

Strategy	Completion Date (CY)			Evaluation Schedule	Team Leader	Status
				automatic literature searches to identify emerging research fronts at HSC (2Q04); Regularly share results with all selectors (3Q04)	Carr, S. Morley, C. Karcher, I. Hendrix, J. Eldredge)	

1.2 The HSLIC will develop, implement, evaluate customer-oriented educational programs
HSLIC will assess information and technology literacy needs; investigate appropriate instructional methods and educational resources; implement the best means for educational support; and evaluate educational outcomes.

Strategy	Completion Date (CY)			Evaluation Schedule	Team Leader	Status
A. Fully integrate rigorous evaluation components into all library and informatics educational activities as a means of ensuring continuous quality improvement <ul style="list-style-type: none"> • Assess student training program re: lit searches 	2003	→	→	→	J. Eldredge w/ C. Karcher, J. Bynum, I. Hendrix, S. Morley	12/04 – Near Completion. Group is has completed an evaluation form in spring 2004. Group proposes to continue to develop the Instruction Evaluation from 3&4Q04.
B. Determine/implement best means for supporting faculty/staff re: copyright guidelines	2003				J. Eldredge w/ J. Erlandson, J. Perea, J. Pester, C. Karcher, W. Roberts	12/04 – In Progress, Midpoint. Group, working directly with Richard Mertz, piloted an in-service early 2004. Group proposes to submit proposal for CME 3Q04 an offer the course 4Q04.
C. Expand outward services		2004			J. Teal w/ C.	12/04 – Near Completion.

1.2 The HSLIC will develop, implement, evaluate customer-oriented educational programs
HSLIC will assess information and technology literacy needs; investigate appropriate instructional methods and educational resources; implement the best means for educational support; and evaluate educational outcomes.

Strategy	Completion Date (CY)				Evaluation Schedule	Team Leader	Status
<ul style="list-style-type: none"> Establish Department Liaison Program into HSC & its partners 					with HSLIC faculty (2Q03); Publicize and implement program (flyer, template for e-mail to department chair, all faculty make contact) (3Q03); Devise and implement evaluation (1Q04)	Karcher, S. Morley	Publicizing through flyer only element left to do. Sub-committee of Selectors Group.
D. Implement Hall of Achievement (virtual/physical)		2004	→	→	<i>I:</i> Apply for 2-4 grants (4Q03); Implement projects for funding received (4Q04); Hire Special Program Manager (4Q04, pending funding); Conduct HSC community assessment (3Q04); Organize advisory committee (4Q04); Continue to apply for grants (2-4 each CY); Implement projects for funding received (4Q05-06); Prepare to occupy physical space (2Q06).	L. Hall w/ H. Buchanan, A. Sklar, J. Teal	12/04 – In Progress. <i>Follow-up issues:</i> When is this strategy complete as a strategy and taken off the Strategic Plan?
E. Investigate ways to deliver quality targeted information via the web <ul style="list-style-type: none"> Downloading packaged articles on various topics/month 			2005		<i>I/PS/R:</i> Literature/web search of possible options (1Q05); Search for possible vendors (1Q05); Set up web page link with information and instructions(4Q05)	D. Carr w/ S. Morley, A. Sklar, H. Phillips, G. Colasurdo	12/04 – Near Completion and in Evaluation Phase. Pending feedback from Ellen Cosgrove. Operationalize through Liaisons and ESDL job description.
F. Online delivery of instructional sessions		2004			Complete literature review 4Q04; Analyze literature review 2Q05; Make recommendations 3Q05.	J. Eldredge w/ S. Morley, C. Karcher, I. Hendrix	12/04 – In Early Progress.

1.3 Incorporate R&D and emerging technologies that benefit customers

Strategy	Completion Date (CY)				Evaluation Schedule	Team Leader	Status
A. Establish/implement means to continually identify and assess technologies in “NM Research Corridor” & beyond.			2005		<i>I:</i> Identify contacts in Research Corridor (2Q04); Gather marketing materials on each, including corporate objectives (3Q04);	S. Bowler-Hill w/ Outreach Coordinator, H. Buchanan, G.	12/04 – Group has not met. Group will meet to revise strategy text and evaluation schedule in 4Q04.

1.3 Incorporate R&D and emerging technologies that benefit customers						
Strategy	Completion Date (CY)			Evaluation Schedule	Team Leader	Status
<ul style="list-style-type: none"> • Host annual “brainstorming conference” 				Determine key players/departments from UNM (3Q04); Organize and plan for conference (3Q05)	Gaillard, CIRT	
<p>B. Annually determine emerging technologies to be evaluated by HSLIC, as a development site for future HSC/HSLIC use.</p> <ul style="list-style-type: none"> • Annually identify and integrate personal electronic devices in HSLIC environment <ul style="list-style-type: none"> ○ Syncing stations ○ Wireless standards ○ G3 phones • Electronic reference service • Collaborate in publishing e-resources 		2005		<p>R: Review existing technology within HSLIC (1Q04); Develop procedure for pilot implementations in HSLIC (1Q05)</p> <p>Annual</p>	R. Adcock w/ J. Tregear, D. Groth, E. Aalseth, G. Gaillard, H. Phillips,	12/04 – Near Completion. Website for viewing upcoming technologies and status” 4Q04.
<p>C. Establish development of pilot environments for the development of IT applications, operating systems, and networks</p>		2004		Develop guidelines 1Q05, Test guidelines in a pilot implementation 3Q05; Evaluation of process 4Q05.	B. Metzner w/ J. Abrams, K. Wiley, L. Ye, H. Phillips as needed	12/04 – In Early Progress with realigned Strategy and Scope.

GOAL 2: Continually develop and assess internal systems to ensure effective support of HSLIC programs, products and services

OBJECTIVES AND STRATEGIES:

2.1 HSLIC will establish means and criteria to encourage, collect, and communicate among all levels						
Strategy	Completion Date (CY)			Evaluation Schedule	Team Leader	Status
<p>A. Assess HSLIC staff meetings and committees for effectiveness and efficiency</p>		2004		<p>PS: List all existing meetings /committees, their members & functions (3Q03); Determine how groups interact & communicate. Know interlocking members & structural hierarchy of communication. (1Q04); Make</p>	C. King w/ C. Goble, E. Merta, S. Bowler-Hill	12/04 – Near Completion.

2.1 HSLIC will establish means and criteria to encourage, collect, and communicate among all levels						
Strategy	Completion Date (CY)			Evaluation Schedule	Team Leader	Status
				recommendations to OMT for needed changes. (1Q04)		
B. Internal communications <ul style="list-style-type: none"> • Define and communicate newly established roles/responsibilities and their impact on employees <ul style="list-style-type: none"> - Ensure expectancies are clearly defined • Establish forum for on-going education re: what each HSLIC employee does. • Establish system for communicating info re: HSLIC interaction with HSC activities. • Establish mechanism for coordinating/communicating projects and policies (status changes, evaluations of) • Assess & determine appropriate function of e-mail • Establish mechanism for communicating Strategic Plan • Establish effective information feedback loop • Assess effectiveness of sharing minutes from meetings & morning messages; recommend new strategies • Recognize responsibility of the one seeking info 		2004		<i>PS:</i> Conduct communications audit covering current means of communication, e.g., morning message, meeting minutes, e-mail; and knowledge of organization, e.g., roles of units, roles of individuals (4Q03); Develop a communications plan for internal communications assuring that it includes a means for bi-directional feedback (4Q04); Implement communications plan (4Q04 – 1Q05); Evaluate communications plan (2Q05)	J. Teal w/ G. Gaillard, H. Guenther, E. Aalseth, E. Merta, A. Corn, J. Perea, S. Bowler-Hill	12/04 – Complete. Group to meet semi-annually, then reconvene in '06 to re-administer survey.

2.2 HSLIC will define, integrate, and evaluate the HSLIC expression of HSC core values into our workplace						
Strategy	Completion Date (CY)			Evaluation Schedule	Team Leader	Status
A. Develop plan for integrating core values:		2004	➔	<i>I:</i> Develop criteria to measure core values(1Q05); Make	M. Kerlee w/ J. Abrams, S.	12/04 – In Early Progress. Team developing a charter.

2.2 HSLIC will define, integrate, and evaluate the HSLIC expression of HSC core values into our workplace							
<ul style="list-style-type: none"> Establish means to provide feedback re: behaviors aligned or unaligned with expressions of core values, e.g., performance reviews; Incorporate in policies/procedures, and in recruitment criteria 					recommendations for implementation (2Q05); Communicate to managers, supervisors, & employees through internal communications plan (3Q05); Incorporate in performance review process, including revising HSLIC policies & procedures as necessary (4Q05).	Bergen, M. Cummings, I. Hendrix, L. Romero, M. Seyl, E. Yaeger	
B. Investigate ways to “give back” to the community	2003				R: Define project (4Q03); Complete project (1Q04); Develop policy regarding HSLIC giving back to the community (2Q05)	C. King w/ M. Cummings, C. Meyer, M. Seyl	12/04 – In Progress.

2.3 Define, implement, and evaluate the following HSLIC internal management systems:						
<ul style="list-style-type: none"> Human Resources Financial Policies and Procedures Quality Improvement 						
Strategy	Completion Date (CY)			Evaluation Schedule	Team Leader	Status
A. Establish management training program <ul style="list-style-type: none"> Articulate processes teams must address to accomplish objectives (e.g., seek expertise outside HSLIC) <ul style="list-style-type: none"> See Team Leader responsibilities & protocol Articulate employee responsibilities re: strategic objectives <ul style="list-style-type: none"> Include in performance appraisals 		2004		Identify UNM management classes/development courses for employees (2Q05); Make recommendation for quarterly brown bag series on management topics (3Q05); Articulate team responsibilities and measure criteria (3Q05); establish evaluation form for Team Leaders (4Q05)	M. Kerlee w/ G. Gaillard, C. King, S. Bowler-Hill	12/04 – Group has not met.
B. Establish effective means for good account management: <ol style="list-style-type: none"> Financial Accounts <ul style="list-style-type: none"> Brio w/ SCT Banner Integrate HSLIC shadow system with SCT Banner External Client Accounts 	2003		2004	PS: Identify relevant data for redesign of HSLIC management system (2Q03); Implementation of Access database for Financial accounting (3Q03); Implementation of BRIO report writing tool (4Q03); Attend Banner	M. Kerlee w / V. Scott, C. Fierro, K. Hagen J. Eldredge w/	12/04 – Near completion. 12/04 – Group has not met.

2.3 Define, implement, and evaluate the following HSLIC internal management systems:

- **Human Resources**
- **Financial**
- **Policies and Procedures**
- **Quality Improvement**

Strategy	Completion Date (CY)				Evaluation Schedule	Team Leader	Status
					financials training (2Q04); Adjust shadow system for FY 2005	Outreach Coordinator & Distance Services Task Force	
C. Establish systems documentation development and standards, and recommend procedure for HSLIC		2004	→	→	<i>PS:</i> Identify available tools and categorize documents (1Q04); Develop formal charter to guide work effort of team. Collect samples of document types. Begin review of strengths/ weaknesses and align with IT Standards documents. Consider naming conventions and investigate standards in like institutions (3Q04); Finish review of samples and other sites. Develop recommendations for each category. Present recommendations and solicit feedback. (4Q04); Based on feedback, propose transition plan (1Q05); Ongoing – Annual review of standards and procedure.	G. Gaillard w/ D. Groth, P. Hicks, K. Mondragon, S. Bergen, S. Bowler-Hill	12/04 – In Progress, Midpoint. Group going to use Team Charter. <i>Follow-up issue:</i> Identify deliverables.
D. Establish and define internal management standards/means for measuring quality (e.g., user-friendly, etc). <ul style="list-style-type: none"> • Ensure core services run at private industry standards for reliability and performance. • Assess current consistency of service standards & interpretation of policies • Establish benchmark systems 		(defined) 2004	(measure) 2005	→	Define scope (2Q04); Criteria for standards; Methodology; Measure (2Q05)	K. Wiley w/ J. Teal, R. Adcock	12/04 – Group has not met. Group will be convened to re-evaluate the strategy and make recommendations for revisions.
E. Identify means to find, increase			2005		I: Assess stability of current funding	M. Kerlee w/ L.	12/04 – On Hold. Pending

2.3 Define, implement, and evaluate the following HSLIC internal management systems:						
<ul style="list-style-type: none"> • Human Resources • Financial • Policies and Procedures • Quality Improvement 						
Strategy	Completion Date (CY)			Evaluation Schedule	Team Leader	Status
and diversify funding sources for HSLIC				sources (3Q04); Research academic institutions and medical schools on pricing structures and fee requirements for library and technical services (4Q04); Present report with recommendations to OMT (3Q05)	Romero, D. Carr, D. Groth, R. Adcock, K. Norman, S. Morley, Administrator	“begin marketing initiatives and diversity fund development, especially through establishment of endowment and increasing grant writing” initiative address at 1/05 retreat.
F. Develop a process to encourage faculty to engage in applied research	2003	→	→	→	Offer MLA CE course on EBL to interested HSLIC faculty and others in two-hour increments for CE credit (2Q04); Identify top producers of research among AAHSLD libraries, & interview personnel to ascertain incentives or organizational resources (3Q04); Interview HSLIC faculty, MLS holders, & others as to what they view to be incentives or disincentives (barriers) to conducting & communicating their research (4Q04); Make recommendations (2Q05)	J. Eldredge w/ I. Hendrix, D. Carr 12/04 – In Early Progress. MLA CE class on EBL to be offered 4Q04. <i>Follow-up issues:</i> Should go ahead and start.

GOAL 3: Develop and maintain communication methods that illuminate HSLIC services for customers

OBJECTIVES AND STRATEGIES

3.1 Develop communication plan						
Strategy	Completion Date (CY)			Evaluation Schedule	Team Leader	Status
A. Develop multiple communication plans <ul style="list-style-type: none"> • Market specific HSLIC services • Establish system and access to appropriate resources for customers 		2004			<i>PS:</i> Development of template and several key publications (flyers), e.g., NHD, HSLIC, Outreach, Presentation folders (2Q03);	J. Teal w/ T. Deering, P. McBride, S. Bowler-Hill, H. 12/04 – In Progress beyond Midpoint. After strategy is complete, group will become standing committee to make

3.1 Develop communication plan							
<p>to easily request services</p> <ul style="list-style-type: none"> - Incorporate tech side to Referral Directory • Educate re: KMIT, HSLIC definitions, etc. • Assess communications re: accessing journals • Communicate status of HVAC system. • Market good stewardship of resources (recycling , etc) • Market HSLIC as a value added resource • Develop/print electronic forms for communicating services • Assess effectiveness of current point print materials. 					Assessment of current methods of external communications to include Adobe Medicus, educational handouts, resources and services, facilities (1Q04); Development of communication plans in above areas (3Q04); Implementation of communication plan (4Q04)	Phillips, C.Blair, C. Brandenburg	decisions about publications & publicity materials.
<p>B. Establish system to gather, review, and respond to external customer needs</p> <ul style="list-style-type: none"> • Create customer assessment tool 	2003	→	→	→	<i>PS:</i> Administration of the LibQUAL survey, analysis, and response to data (3Q03); identification of assessment tool for IT services (4Q03); administration of IT assessment tool (2Q04)	<p>LibQUAL: J. Teal w/ S. Bowler-Hill, D. Carr, C. King, S. Morley, H. Phillips, R. Saavedra</p> <p>IT Survey: R. Adcock, S. Bowler-Hill, D. Groth, P. Hicks</p>	12/04 – Near Completion, Post Implementation. Group will split into 2 teams, one for each survey. This strategy will carry through another survey cycle.

3.2 Help the HSC to work as a unique and integrated organization within UNM							
Strategy	Completion Date (CY)			Evaluation Schedule	Team Leader	Status	
A. Work with Public Affairs and other HSC components to make the HSC Intranet a central location for employee information and communication		2004			<i>R:</i> Work with public affairs for content (ongoing) Document Management System as major web based application (4Q03); Define plan for gathering comments, input from other components	K. Wiley w/ T. Deering, G. Colasurdo,	12/04: In Progress Beyond Mindpoint. In conjunction with the HSC Web Relaunch Committee, group will begin usability testing in a few weeks.

					(4Q04); Intranet Usability Plan (4Q03)		
<p>B. Develop a strategy to promote integrated/interfaced info systems that can be used enterprise-wide</p> <ul style="list-style-type: none"> • Determine HSLIC's authority re: integrating tech use • Develop/implement means to integrate tech use by HSC constituents • Network Accounts 	2003	→	→	→	<p>Zero Day Start (4Q03); Synchronize NetID/PSN/GWID with CIRT (1Q04); Identify primary or core technologies for building new applications (4Q04); Identify Account issues effecting internal library system (1Q04)</p>	<p>B. Metzner w/ Gaillard, C. Sharp, D. Carr, S. Bowler-Hill, R. Adcock, UNMH, CIRT</p>	<p>12/04: On Hold. Pending status of "continue to facilitate the integration of information systems" initiative at 1/05 retreat.</p>