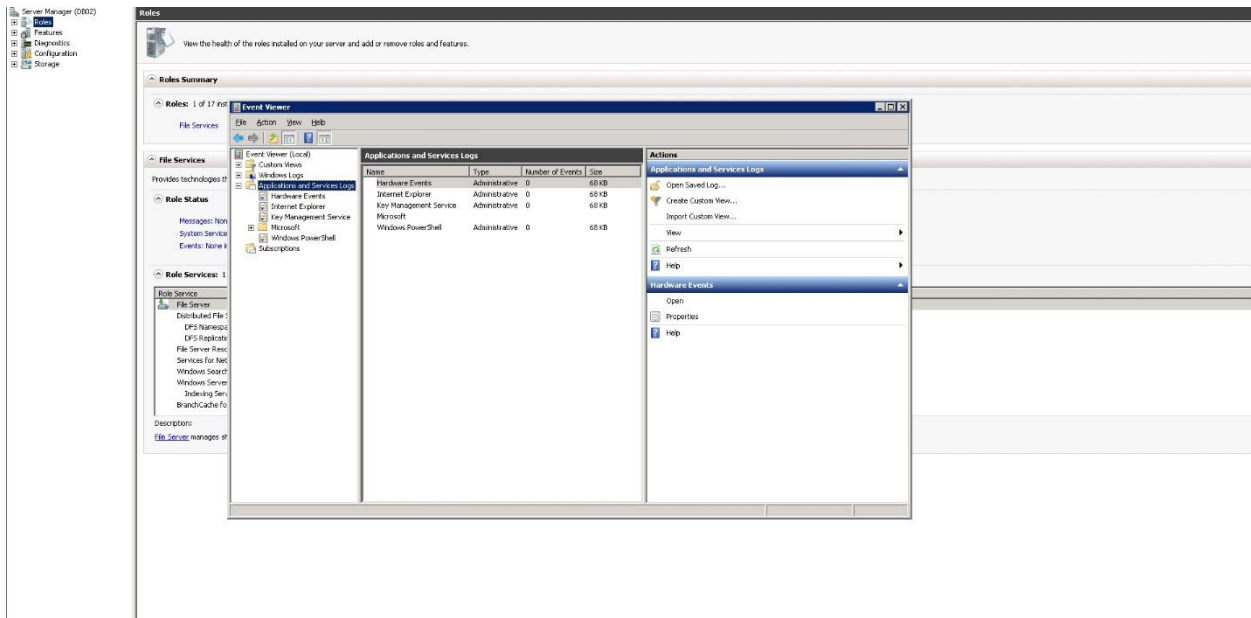


17	No seats available	Joni Rankin	Tracking only	Erinn Miller	
18	No seats available	Joni Rankin	Tracking only	Marla Drinnen	Enrollment problems
22	Learner is showing on FA report with incorrect p/d/c	Joni Rankin	Tracking only	Crystal Rogers-FA	Data entry error
23	No Seats Available	Marilyn Clements	Tracking only	Angela Merchant 111-20-0643	Enrollment problems
24	Inability to transfer calls to Registrar office	Crystal Roach	Pending		Phone
25	Transfer long distance call	Trenton Williams	Tracking only		Phone
26	Coach phone failure	Karen Wright	Resolved		Phone
27	Voicemail problem at the base	Lisa Booth	Resolved		Phone
28	Phone Tree Issue	Shirley Baker	Active	Rick Kanester 405-202-0814	Phone
29	Business Portal	Trenton Williams	Active		Data entry error
30	Powercampus non functional-Scanning very slow	Trenton Williams	Tracking only		Response time
31	Learner Complained about the new technology fee	Augusto OrtizDeVillate	Resolved	111-19-6992	Learner Complaint
32	Has Questions...no response	Susan Backofen	Resolved	Adam Brockett	Response time
33	Has Issues, no response	Stephen Ferguson	Resolved	Bradlee Brown	Response time
34	Needs assistance with class recommendation	Stephen Ferguson	Resolved	John Locke	Response time
35	Learner has questions, but has yet to receive a reply	Stephen Ferguson	Resolved	Israel Alvarado	Response time
36	no response from inquiry	Susan Backofen	Resolved		Response time
37	VA not billed	Susan Backofen	Resolved	Stephanie Anderson	Response time
38	Blackboard Not Working for Students	Eloy Mendoza	Resolved	11178780	Black Board
39	Graduate book not available	Susan Backofen	Resolved		Lack of information
40	LEADS15 not listed in Spring 2	Susan Backofen	Resolved		Response time
41	Customer Service	Susan Backofen	Resolved		customer service
42	students not loaded in Bb	Susan Backofen	Tracking only		Response time
43	Password reset inconsistently working	Susan Backofen	Resolved		Email
44	students not logging in to email	Susan Backofen	Tracking only		Email
45	Learner claimed to not have known about SCKANS.EDU account	Amy Lash Esau	Tracking only	Douglas Barrett	Lack of information
46	CJ inquiry to MC	Amy Lash Esau	Tracking only		Misdirected Inquiry
47	Misinformation regarding financial aid	Susan Backofen	Resolved		Inconsistent information

Issue Listing

17	No seats available	Joni Rankin	Tracking only	Erinn Miller	
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47	Misinformation regarding financial aid	Susan Backofen	Resolved		Inconsistent information

Project Listing



One example of System logs: This is for one database server

Account:	3150-61600-1-0	Description:	Dues & Memberships-Info Services	Beginning Balance:	\$0.00		
Trx Date	Jrnl No.	Orig. Audit Trail	Distribution Reference	Orig. Master Number	Orig. Master Name	Debit	Credit
7/23/2014	194.8311	PMTRX00003040	Purchases	1404	Winfield Rotary Club	\$89.19	
				Net Change		Ending Balance	
						\$89.19	\$0.00
Account:	3150-61850-1-0	Description:	Laptop Program-Info Services	Beginning Balance:	\$0.00		
Trx Date	Jrnl No.	Orig. Audit Trail	Distribution Reference	Orig. Master Number	Orig. Master Name	Debit	Credit
7/24/2014	195.068	PMTRX00003046	Purchases	016072PM	KPM Computer Systems	\$1,100.00	
8/6/2014	195.945	GLTRX00070251	Purchases			\$393,105.60	
8/7/2014	195.690	PMTRX00003061	Purchases	NM26648	CDW Government Inc	\$31.63	
8/7/2014	195.691	PMTRX00003061	Purchases	NL42669	CDW Government Inc	\$189.78	
8/7/2014	195.692	PMTRX00003061	Purchases	NM03743	CDW Government Inc	\$4,523.09	
8/21/2014	197.175	PMTRX00003079	Purchases	082114	VISA	\$3,212.00	
8/21/2014	197.175	PMTRX00003079	Purchases	082114	VISA	\$289.06	
10/24/2014	200.339	PMTRX00003126	Purchases	102414	VISA	\$127.89	
4/21/2015	209.070	PMTRX00003287	Purchases	042115	VISA	\$57.49	
				Net Change		Ending Balance	
						\$402,636.54	\$0.00
Account:	3150-61851-1-0	Description:	Desktop Program-Info Services	Beginning Balance:	\$0.00		
Trx Date	Jrnl No.	Orig. Audit Trail	Distribution Reference	Orig. Master Number	Orig. Master Name	Debit	Credit
10/24/2014	200.339	PMTRX00003126	Purchases	102414	VISA	\$26.80	
12/22/2014	203.420	PMTRX00003185	Purchases	122214	VISA	\$291.05	
12/22/2014	203.420	PMTRX00003185	Purchases	122214	VISA	\$82.74	
				Net Change		Ending Balance	
						\$400.59	\$0.00
Account:	3150-63600-1-0	Description:	Network Maintenance-Info Services	Beginning Balance:	\$0.00		
Trx Date	Jrnl No.	Orig. Audit Trail	Distribution Reference	Orig. Master Number	Orig. Master Name	Debit	Credit
7/9/2014	194.118	RECVG00001136	Purchases	RCT1161	Velocity TechSolutions	\$3,998.00	
8/21/2014	197.175	PMTRX00003079	Purchases	082114	VISA	\$40.00	
9/2/2014	197.011	PMTRX00003078	Purchases	34556	Applainsys Limited	\$678.00	
10/1/2014	198.953	PMTRX00003106	Purchases	0309163IN	High Touch Inc	\$300.00	
10/8/2014	198.952	RECVG00001153	Purchases	RCT03497	CDW Government Inc	\$11,329.85	
10/24/2014	200.339	PMTRX00003126	Purchases	102414	VISA	\$369.98	
1/7/2015	203.320	RECVG00001165	Purchases	RCT04003	CDW Government Inc	\$1,675.00	
1/14/2015	203.549	RECVG00001166	Purchases	RCT04022	PHD Virtual Technologies Inc.	\$2,124.00	
3/4/2015	206.178	PMTRX00003238	Purchases	45918	Hometown True Value Hardware	\$45.71	
4/10/2015	208.013	PMTRX00003270	Purchases	319762.321175.322877	High Touch Inc	\$3,000.00	
				Net Change		Ending Balance	
						\$23,560.54	\$0.00
Account:	3150-63601-1-0	Description:	Network Services-Info Services	Beginning Balance:	\$0.00		
Trx Date	Jrnl No.	Orig. Audit Trail	Distribution Reference	Orig. Master Number	Orig. Master Name	Debit	Credit
7/9/2014	194.1951	PMTRX00003020	Purchases	14247	Turn-of-the-Century Enterprises	\$5,903.85	
7/9/2014	194.196	PMTRX00003020	Purchases	14250	Turn-of-the-Century Enterprises	\$8,496.95	
7/9/2014	194.197	PMTRX00003020	Purchases	14249	Turn-of-the-Century Enterprises	\$258.35	
7/9/2014	194.198	PMTRX00003020	Purchases	14251	Turn-of-the-Century Enterprises	\$348.85	
7/11/2014	194.433	PMTRX00003035	Purchases	2925100	AT&T Capital Services Inc.	\$205.25	
7/11/2014	194.436	PMTRX00003035	Purchases	302316336	Hewlett-Packard Financial Services Co	\$3,548.36	

Example Trial Balance

	Approved Budget	Internal Allocation (Must match Budget)	Difference between I and C	\$20,167	Running Total						
1	\$1,521,548										
2	14-15 Detail Plan	\$1,591,548	\$1,571,381	(\$13,736)							\$1,605,284
3		Budgetted	Allocated	O/U	Quantity	Unit price	Additional	Yearly Amount	Payment Period	Due	To
48	GoDaddy SSL Certificate #28053183				0	\$50		\$0	Yearly	September	GoDaddy
49	GoDaddy SSL Certificate #28053183				0	\$50		\$0	Yearly	December	GoDaddy
50	GoDaddy SSL Certificate #28053183				0	\$50		\$0	Yearly	October	GoDaddy
51	Network Solutions Domain Name #20028939				1	\$35		\$35	Yearly	May	Network Solutions
52	Network Solutions Domain Name #27303123				1	\$35		\$35	Yearly	August '16	Network Solutions
53	ApplianSys Cachebox				1	\$700		\$700	Yearly	November	ApplianSys
54								\$0			
55	3150-63602-1-0		\$27,000					\$27,000			
56	Hub/Router/AP replacement				1	\$5,000		\$5,000			
57	Servers				1	\$5,000		\$5,000			
58	Telecommunications Equipment				1	\$3,000		\$3,000			
59	Contracted Services				1	\$10,000		\$10,000			
60	A/V Projectors				1	\$4,000		\$4,000			
61								\$0			
62	3150-63601-1-0		\$154,500					\$198,372			
63	SBIS - 100 MB MPLS				12	\$6,000		\$72,000	Monthly	Monthly	AT&T
64	Wichita East 20MB MPLS				12	\$3,000		\$36,000	Monthly	Monthly	AT&T
65	Wichita West DSL				0	\$75		\$0	Monthly	Monthly	AT&T
66	OKC DSL				12	\$80		\$960	Monthly	Monthly	AT&T
67	Voice Lines and Circuits - ATT/COX				12	\$2,100		\$25,200	Monthly	Monthly	AT&T
68	2 Dialup Lines (221-3375)				12	\$100		\$1,200	Monthly	Monthly	AT&T
69	Long Distance - ATT/COX				12	\$600		\$7,200	Monthly	Monthly	AT&T
70	SC Answering Service				12	\$380		\$4,560	Monthly	Monthly	Tel-co Inc.
71	AT&T Equipment Lease				12	\$205		\$2,460	Monthly	Monthly	AT&T
72	HP Lease (Network)				12	\$3,550		\$42,600	Monthly	Monthly	HP
73	HP Lease (Additional AP)				12	\$516		\$6,192	Monthly	Monthly	HP
74								\$0			

Internal budget allocation and planning

7	102	End user device upgrades & updates - Image Development	Darin Hart	0						
8	103	End user device upgrades & updates - Image Update	Darin Hart	0						
9	104	End user device upgrades & updates - Imaging	Darin Hart	0						
10										
11	200	Server upgrades & updates - Monitor server OS updates	Scott Ireland	0						
12	201	Server upgrades & updates - Image Development	Scott Ireland	0						
13	202	Server upgrades & updates - Image Update	Scott Ireland	0						
14	203	Server upgrades & updates - Imaging	Scott Ireland	0						
15										
16	300	Network device upgrades & updates	Scott Ireland	0						
17										
18	400	Applications upgrades & updates - Change management	Bobby Smith	0						
19	401	Applications upgrades & Monitor client & application updates	Bobby Smith	0						
20										
21	500	Server environment management - Manage data backups	Scott Ireland	0						
22	501	Server environment management - Monitor server logs	Scott Ireland	0						
23										
24	600	Network environment management - Manage tape backups	Scott Ireland	0						
25	601	Network environment management - Monitor tape backup logs	Scott Ireland	0						
26	602	Network environment management - Monitor network error lights	Scott Ireland	0						
27	603	Network environment management - Monitor packeteer	Scott Ireland	0						
28	604	Network environment management - Monitor barracuda (inbound/outbound)	Scott Ireland	0						
29	605	Network environment management - Monitor barracuda reports	Scott Ireland	0						
30	606	Network environment management - Monitor support@sckans.edu	Scott Ireland	0						
31	607	Network environment management - Monitor wireless network	Scott Ireland	0						
32	608	Network environment management - Monitor rogue access points	Scott Ireland	0						
33	609	Network environment management - Morning Test Call	Scott Ireland	0						
34	610	Network environment management - Cable TV System Check	Scott Ireland	0						
35	611	Network environment management - Backup Phone System	Scott Ireland	0						
36	612	Network environment management - Active Directory	Scott Ireland	0						
37	613	Network environment management - DNS	Scott Ireland	0						
38	614	Network environment management - DHCP	Scott Ireland	0						
39	615	Network environment management - WINS	Scott Ireland	0						
40	616	Network environment management - Commvault	Scott Ireland	0						
41	617	Network environment management - Exchange	Scott Ireland	0						

Process Maturity Model Matrix