MOBIUS
Linking Missouri's Academic Libraries

March 16, 2000

MOBIUS Consortium Office
1999 Assessment

Section 8 of the Host Institution Agreement between UM and the MOCBHE on behalf of the MOBIUS Consortium provides that the MOBIUS Consortium Office (MCO) and the MOBIUS Executive Committee will conduct an annual formal assessment of the services provided by the MCO to MOBIUS members.

MCO is assessed on the basis of the services and standards specified in the Host Institution Agreement and the Service Policy Agreement. In addition, the assessment will consider the performance of the vendors who work with the MCO in the provision of services to MOBIUS members. The steps in the assessment process are:

- Members of the MOBIUS Executive Committee individually complete the assessment form;
- Simultaneously the MCO conducts a self-assessment and completes the assessment form;
- The MOBIUS Executive Committee develops a combined MEC rating based on the individual ratings by the MEC members;
- The MOBIUS Executive Committee and the MOBIUS Executive Director then meet to discuss the results of each assessment and together develop a final assessment.
- The final assessment is published to the MOBIUS membership.

MCO performance for each item on the assessment form is rated according to the following scale:

1 - Much worse than expected
2 - Worse than expected
3 - Performance met expectations
4 - Better than expected
5 - Much better than expected

PERFORMANCE AGAINST STANDARDS Service Policy Agreement Section 6			
Standard	**Executive Committee**	**MCO Rating**	**Combined Rating**
6.1 System Availability	**4.0** (4 reporting, range 3-5)	**3**	**3.5**
6.2 System Capacity	**3.9** (4 reporting, range 3-4)	**3**	**3.5**
6.3 System Response Time	**3.9** (4 reporting, range 3-4)	**3**	**3.5**
6.4 Network Capacity	**3.5** (2 reporting, range 3-4)	**3**	**3.3**
6.5 Training	**3.0** (3 reporting, range 2-4)	**3**	**3.0**
6.6.1 Primary Support	**3.8** (3 reporting, range 3-4)	**3**	**3.4**
6.6.2 Progress Reporting, Cat1	**3.8** (3 reporting, range 3-4)	**2**	**2.9**
6.6.3 Progress Reporting, Cat2	**3.8** (3 reporting, range 3-4)	**2**	**2.9**
6.7 New Software Releases	**3.0** (2 reporting, range 3-3)	**3**	**3.0**
6.8 Special Projects	**3.5** (2 reporting, range 3-4)	**3**	**3.3**

VENDOR PERFORMANCE			
Vendor	**Executive Committee**	**MCO Rating**	**Combined Rating**
Innovative Interfaces	**3.0** (7 reporting, range 2-5)	**3**	**3.0**
Lanter Corporation	**3.9** (9 reporting, range 3-5)	**3**	**3.5**

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SUPPORT SERVICES
Host Institution Agreement Section 7.1

Service	Executive Committee Rating	MCO Rating	Combined Rating
7.1.1 Human Resource Service	**3.8** (6 reporting, range 3-5)	**3**	**3.4**
7.1.2 Procurement Services	**3.5** (4 reporting, range 3-4)	**3**	**3.3**
7.1.3 Accounting Services	**3.2** (5 reporting, range 3-4)	**2**	**2.6**
7.1.4 Data Center Services	**3.6** (5 reporting, range 3-4)	**4**	**3.8**
7.1.5 MOREnet Backbone	**3.5** (6 reporting, range 3-4)	**3**	**3.5**
7.1.6 Space and Facilities	**3.1** (8 reporting, range 3-4)	**3**	**3.1**
Advisory Group Support	**3.6** (7 reporting, range 3-5)	**3**	**3.3**
Governance Support	**4.0** (7 reporting, range 3-5)	**3**	**3.5**

DIRECT SERVICES
Service Policy Agreement Section 5

Service	Executive Committee Rating	MCO Rating	Combined Rating
5.1 System Implementation	**4.5** (6 reporting, range 4-5)	**4**	**4.3**
5.2 Help Desk	**3.7** (7 reporting, range 3-4)	**3**	**3.4**
5.3 Problem Tracking System	**3.2** (5 reporting, range 2-4)	**3**	**3.1**
5.4 Routine System Maintenance	**3.0** (3 reporting, range 3-3)	**3**	**3.0**
5.5 New Software Releases	**3.0** (3 reporting, range 3-3)	**3**	**3.0**
5.6 Data Communications	**3.3** (3 reporting, range 3-4)	**3**	**3.2**
5.7 Training	**2.8** (4 reporting, range 2-3)	**3**	**2.9**
5.8 Documentation	**3.2** (6 reporting, range 2-4)	**3**	**3.1**
5.9 Special Projects	**3.7** (6 reporting, range 3-5)	**3**	**3.4**
5.10 Statistics	**3.2** (6 reporting, range 2-4)	**2**	**2.6**
5.11 Vendor Relations	**3.7** (7 reporting, range 3-5)	**3**	**3.4**

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