User Support Services Recommendation

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Introduction

• User Support Services (USS) project broken into two phases:
  1. USS recommendations
  2. Implementation of approved recommendations

• USS recommendations aim to:
  • Increase efficient use of IT support resources
  • Drastically reduce or eliminate duplication of user support for IT services
  • Consolidate support tools, processes, and services
  • Create a consistent user experience
USS Project Scope

*Service Desk includes Help Desk and Desktop Support
Project Approach

• 27 subject matter experts from 13 different departments were divided into four focus groups aligned with USS scope.

• Focus groups walked through five steps, that were aligned to USS scope, to develop recommendation for their respective areas.
Project Recommendation Deliverables

• Recommend service level definitions
• Document service delivery models in all units today
• Recommend single delivery model for campus
• Recommend approach for escalated service and support
• Recommend help desk geographical distribution
• Include assumption of extended hours/chat support for online education

*Organizational structure and staffing changes are recommended by CIO based upon project team service model recommendations*
Recommendation Areas

1. Delivery Models
2. Support Models
3. Hours and Online Support
4. Geographical Locations
5. Focus Group Specific Recommendations
1 - Delivery Models

An IT delivery model is made up of the technology (e.g. tools, applications, etc.), policies, processes, and people that are required to deliver and support IT services.
### Policies & Process

#### Services
- Core, common, unique categories
- Comprehensive support plans

#### Support
- Service Desk - Single point of contact
- Zone IT support

#### Desktop & Lab Management
- Purchasing standards
- Enterprise Device Management

#### Printing
- CTX printer servicing

#### Knowledge Management
- Knowledge Centered Support

#### Continual Improvement
- Feedback & metrics

### Technology & Tools

#### Centralized Support Tools
- Ticketing system
- Remote support
- Chat
- Asset Management

### People

#### USS Staff
- One organizational structure
- # of staff determined by ratio of technician to user or device

#### Student Employees
- Hiring, training, and management centralized and standard

#### Training
- Dedicated trainer role(s)
- USS staff cross-training
- Professional development
A support model defines how a customer can get IT support, support expectations, and how the customer’s issue is handled from creation to resolution.
# Support Tiers

<table>
<thead>
<tr>
<th></th>
<th>Service Desk Tier 1</th>
<th>Specialized IT Professionals Tier 2</th>
<th>Enterprise Dev./Serv. Owners Tier 3</th>
</tr>
</thead>
</table>
| Core Services        | Intake & triage  
Basic troubleshooting  
Basic install, config, etc. | Handles escalations  
Advanced troubleshooting  
Handles complex issues | Handles escalations  
Advanced troubleshooting  
Handles complex issues  
Full administrative and system level rights |
| Common Services      | Intake & triage  
Basic troubleshooting to a certain point then escalate | Basic troubleshooting  
Handles complex issues | Advanced troubleshooting |
| Unique Services      | May intake & triage | Basic troubleshooting  
Handles complex issues | |
| Staffing             | Student employees/ITC1  
ITC2 and above  
OSNA or OAs | ITC2 and above  
OSNA or OAs | OSNA or OAs |
| Skills               | Generalists good at resolving more tech issues | Broader, deeper tech knowledge  
Specialized knowledge  
Domain area expert | |

**Intake & triage** refers to the initial process of gathering information about a request or issue.

**Basic troubleshooting** involves addressing common problems that require straightforward resolution.

**Advanced troubleshooting** deals with more complex issues that require deeper technical knowledge.

**Handles escalations** indicates the ability to manage situations that require higher-level intervention or expertise.

**Full administrative and system level rights** grant the necessary authority to perform comprehensive administrative and system-level tasks.

**Generalists** are knowledgeable in a variety of technical areas but may be less specialized in any one.

**Specialists** possess in-depth knowledge in specific domain areas, allowing them to handle complex issues effectively.

**Domain area expert** denotes having the most comprehensive knowledge and experience in a particular field or system.
Support Workflow

Service Desk
Walk-up Desk / Ticket / Phone / Remote
- Robust Tier 1 Support for all Core Services
- Limited Tier 1 Support for all Common Services
- Ticket Logging / Escalation Support for all Services
- Outage/Incident identification and escalation

Specialized IT Professionals
Ticket / Phone / Deskside / Remote
- Tier 2 for all Core/Common Services
- Tier 1-3 for Unique Services

Enterprise Developers/Service Owners
Ticket / Phone
- Tier 3 for all Core/Common Services

Vendors
## Service Level Expectations Model

<table>
<thead>
<tr>
<th>Tiers</th>
<th>Standard</th>
<th>Urgent</th>
<th>Critical</th>
<th>Support Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1 (simple request)</td>
<td>First Touch: Resolution:</td>
<td>First Touch: Resolution:</td>
<td>First Touch: Resolution:</td>
<td>20 x 7</td>
</tr>
<tr>
<td>Tier 2 (moderate request)</td>
<td>First Touch: Resolution:</td>
<td>First Touch: Resolution:</td>
<td>First Touch: Resolution:</td>
<td>M-F, 8am-5pm</td>
</tr>
<tr>
<td>Tier 3 (complex request)</td>
<td>First Touch: Resolution:</td>
<td>First Touch: Resolution:</td>
<td>First Touch: Resolution:</td>
<td></td>
</tr>
</tbody>
</table>
3 - Hours & Online Support
## Hours & Online Support

<table>
<thead>
<tr>
<th>Business Hours</th>
<th>Extended Hours</th>
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| • Walkup service desk hours should be consistent across physical locations  
  • Align with class hours  
  • Hours determined during implementation once we know exact locations of service desks and building hours | • 20 by 7 support to support online education  
  • At least one service desk should have extended walk-up hours |

<table>
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<tr>
<th>Contact Points</th>
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</table>
| • In-person/walk-up  
  • Phone  
  • Ticket  
  • Chat/remote access if user approved | • Phone  
  • Ticket  
  • Chat  
  • Chat/remote access if user approved |
4 - Geographical Locations
Locations based upon goal of 7 min walk to any user in assigned service area.

Locations choices are constrained by available spaces on campus.
**Call Center & Off-Campus Support**

<table>
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<tr>
<th>Central Call Center</th>
<th>Off-Campus Support</th>
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</table>
| • Answer IT service request phone calls  
• Co-located with service desk or independently located |
| • Unstaffed remote kiosk at off-campus locations  
• Kiosk would have a screen where someone could walk-up, press a button, and have a USS tech available for video chat |
5 – Focus Group Recommendations
## Issues to include through implementation

<table>
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<tr>
<th>Accounts &amp; Access</th>
<th>Lab Management</th>
<th>Knowledge Management</th>
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</thead>
<tbody>
<tr>
<td>• Easier password recovery process</td>
<td>• Standard client management tools</td>
<td>• Confluence for internal knowledge base</td>
</tr>
<tr>
<td>• Timely access to resources needed to begin work at initial hire</td>
<td>• Hardware and software purchasing and management done in coordination with EDM</td>
<td>• UO Service Portal for external knowledge base</td>
</tr>
<tr>
<td>• Two-Step Login for all of campus and password change requirements evaluated</td>
<td>• Central pay-to-print system</td>
<td>• Knowledge manager role</td>
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<td>• Reduce general campus logins to one (i.e. eliminate separate DuckWeb login)</td>
<td>• Prices set campus wide; provisions to allow depts to pay to provide their students “free” printing</td>
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Proposed Organizational Structure

Number of USS teams and structure to align with geographic locations on Eugene and Portland campuses
Next Steps

May 2019

- Communication Work
  - IT Steering Committee
  - Senior Leadership
  - Campus town halls
  - Implementation planning

June 2019

- Begin Implementation
  - Ticket system and managed desktop application projects
  - Begin implementation of new structure

Fall 2019

- Begin offering 20 x 7 extended hours for fall term 2019
- Begin chat support and remote access (with user approval) for fall term 2019

June 2019 – June 2020

- Pilot and iterate migrations in a few units
- Roll implementation broadly based on learning
- Relocate physical help desk and staff locations
Questions?