



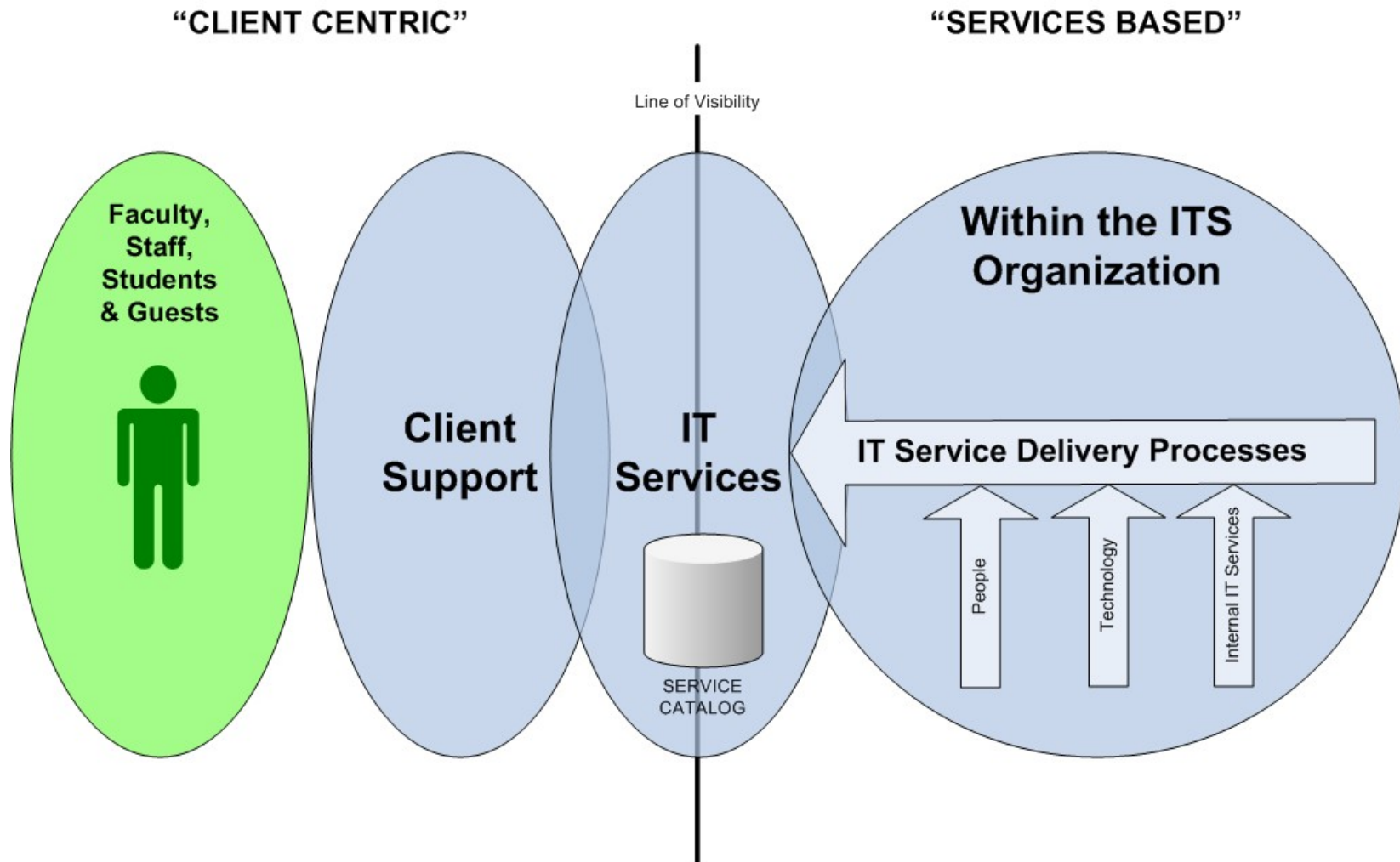
UC SANTA CRUZ

**ITTP Phase III:
ITS Support Center Project**

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New IT Services Model





Campus Help Desks: Current State

- **Multiple Help Desks across campus**
- **Multiple modes of client support and interaction (drop-in, email, web, telephone, etc.)**
- **Scope of services supported varies by help desk**
- **Clients may have to call multiple numbers to get help e.g. account management issues**
- **Some clients don't have access to a help desk**



Current Campus Help Desks (Sample)

Unit	# of Users Supported	Ticket system	Hrs of Operation/Mode of Interaction
SOE	1500 Faculty, Staff, Grad, Guest	email to RT	9-5 M-F closed 12-1pm, walk in/call in
Arts	200 Faculty, Staff, Grad, lecturers, Guest	email, phones, drop in	
PB&Sci	1200 Faculty, Grad, Researchers, visiting profs.	email to RT separate emails per managed group	No phone support. No "Help Desk". Weekend support provided via email only.
COAST	200 all staff, 40 servers	Homegrown	7am-5pm M-F and weekend support via email. Email, Phone and drop-in support Mac and PC platforms supported
Humanities	550 clients and 600 machines. Faculty, 60 Staff, 200 Grad 8 servers	Homegrown Ticket system, Staff avail. 7am-6pm	8am-5pm phone support. Staffed from 7-6pm. Requests to the email list are discouraged.
SocSci	400 Fac. 200 Staff 200 Grad 150 Special 7 servers to be replaced with xServes Filemaker server	No ticket system- techs are located near clients.	Drop-in, "see in hallway", minimal phone support. Home and travel support provided and lots of 1:1 personal support.
Staff HR	35 staff + Applicants 3 servers 2 Kerr Labs AV equip.	CTSS RT system. Provide support in person and via remote desktop and drop in.	

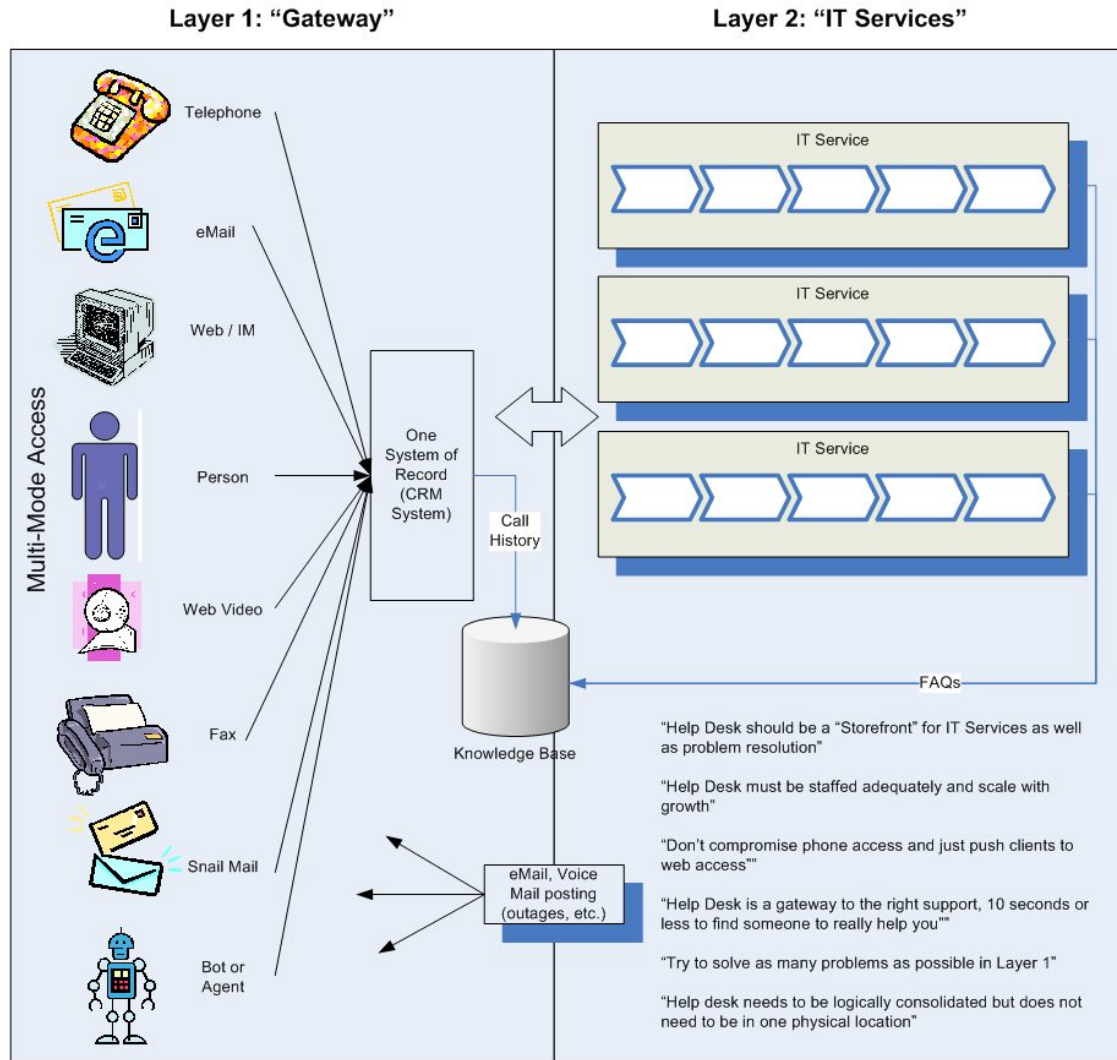


Future State Vision

One Phone Number
1-800-XXX-XXXX



- "Should not matter who the client first calls to get help – they should not have to know"
- "Always give people the choice to talk to a human being"
- "Thin, transparent phone tree"
- "Enable phone fast-path routing if clients do know the specific help they need"
- "Help desk staff should have strong institutional knowledge"



- "Help Desk should be a "Storefront" for IT Services as well as problem resolution"
- "Help Desk must be staffed adequately and scale with growth"
- "Don't compromise phone access and just push clients to web access"
- "Help Desk is a gateway to the right support, 10 seconds or less to find someone to really help you"
- "Try to solve as many problems as possible in Layer 1"
- "Help desk needs to be logically consolidated but does not need to be in one physical location"



Project Goal

Implement an integrated Support Center that provides all IT-related client support for the UC Santa Cruz campus.



Project Objectives

- 1. Provide an initial ITS Support Center framework by April 2005.**
- 2. Deliver a comprehensive phased implementation plan for a more robust system by April 2005**
- 3. Define a support philosophy that embodies a client-centered support culture by May 2005.**



Scope of Support Center

- **Provide Incident support and access to IT Services (IT Storefront)**
- **Will eventually include all assistance currently provided by IT-related campus Help Desks for support UCSC faculty, staff and students.**
- **Provide Enterprise Application support**
- **Will not include:**
 - Non-IT related support requests (Clients will be referred)
 - IT support requests that fall within the domain of “Blue Diamond” local services



Project Deliverables

Project Deliverable	Description
ITS Support Center Organization Structure	<ul style="list-style-type: none">• Organization Chart• Staff roles & responsibilities (Job Descriptions)• Staff FTEs required by Job Classification Level and Role• Staff Recruitment, Assessment and Retention Plan• ITS Support Center Training Plan for staff
Client Interaction Model.	A definition of the desired future customer experience as they interact with the new consolidated ITS Support Center. Will include: <ul style="list-style-type: none">• Client Interaction Map (A graphic depiction of customer interaction with the Support Center)• Client use cases.• Client Service Principles
Support Center Functional Requirements.	A definition of the functional requirements necessary for an ITIL (IT Infrastructure Library) framed support operation.
Support Center Processes and Procedures.	A design of the underlying Support Center processes and procedures to operate the Support Center and to train the Support Center staff. These process models will be integrated with other ITS process models under development e.g. Service Management and Core Technologies.



Project Deliverables (Continued)

Project Deliverable	Description
Operational Client Centric Support Center Philosophy	Definition of the ITS Support Center Service philosophy A Client Satisfaction Assessment Group will be created to incorporate past ITTP client survey data into a needs portfolio aligned with the ITS services catalog by May 2005.
ITS Support Center Phased Implementation Plan	<p>Phase 1 will include the implementation of an interim central ticket system to meet the basic Support Center needs and will include authentication to a web portal tracking request. Project team will begin the identification of CRM system requirements for IT Asset Management. Timeline: February - June 2005.</p> <p>Phase 2 will involve CRM system acquisition and procurement Timeline: July 2005 – June 2006.</p> <p>Phase 3 will commence installation and implementation of the CRM system, as well as testing and incorporation of asset tracking. Timeline: July 2006 - June 2007.</p>



Questions

- **What are your expectations of the Support Center (Help Desk)?**
- **What advice do you have for the Project Team to be successful?**
- **What questions do you have?**