

User Support Services Recommendation Report: A Summary

Friday, May 10, 2019

The recommendations made in the User Support Services (USS) report aim to achieve the following goals:

- 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

User Support Services are service desk (desktop support and help desk), accounts and access management, knowledge management (how-to article development and revision), and computer lab management.

The recommendations in the report were developed by 27 subject matter experts from 13 different departments who were divided into four focus groups aligned with USS scope. The groups then worked through five steps to develop recommendation for their respective areas.

Recommendations

The report recommends delivery models, support models, hours and online support recommendations, geographical locations, and recommendations for specific improvements to address during implementation. Delivery models define policies, processes, technology, tools, and most importantly, the staffing who provide support. Support models define how customers receive IT support, support levels, and the process used to address customer requests from creation to resolution.

- Delivery model: services will be organized into three categories: core, common, and unique. Core services are campus-wide and non-duplicative in nature (e.g. WiFi); common services are prevalent but are used by a subset of campus (e.g. Banner).
- Support model: customers should receive support in-person, via phone, help tickets, and chat (with the option for remote assistance with user approval) during business hours.
- Hours and Online Support recommendations indicate that service desks should be open the same hours across campus during the business day and take into account class schedules. Outside of business hours (to be determined), Information Services will provide phone, ticket, and chat support for a total of 20 hours per day, 7 days per week. (This is an increase from the support hours provided today, which are 11 hours per day, 5 days per week during fall, winter, and spring terms.)
- Service will shift from a department-based model to a zone model, where service points are distributed geographically across Eugene's main campus so that everyone is within a 7-minute walk of the nearest service location. Since space on campus is tight, the decisions about geographic locations will be made later in the implementation project.

- The groups also recommended specific improvements to include during implementation. Some of those recommendations are:
 - Easier password recovery for lost passwords
 - Timely access to resources needed to begin work at initial hire
 - Deploy two-step login (two-factor authentication) for all users, and re-evaluate password requirements
 - Consolidate to one pay-to-print system
 - Create a more standardized system for purchasing and managing devices for faculty and staff

Next Steps

During May, Jessie Minton, chief information officer, is meeting with a wide range of stakeholders, including the Transform IT Steering Committee, senior leadership team, dean's council, Board of Trustees, IT Directors and their staff, and all university stakeholders through two Town Halls on Transform IT. In the background, project staff will begin developing a project plan for implementation, which will be shared at a later date. Minton has received full support from the Transform IT Steering Committee to proceed with implementation.

In June, staff will begin the implementation phase of the USS project, and at the start of fall term 2019, Information Services will provide phone, ticket, and chat support for 20 hours per day, 7 days per week.

By June 2020, the project team will pilot and iterate migrations for several units and implement role-based information sharing to improve cross-training of IT staff.

The User Support Services Report

A full version of the User Support Services Report is available on the Transform IT website at <https://transformit.uoregon.edu/documents>.