VALDOSTA
STATE
UNIVERSITY

How to Stay TRU to ITSM

Presented by

Quinncy Thomas & Sterlin Sanders

interactUSG | SEPTEMBER 12-14
The Classic Center
Athens, Georgia

Items of Discussion

VALDOSTA STATE UNIVERSITY

Information Technology at VSU

Who We Represent

- More than 11,500 Students, 1400 Faculty and Staff
- 4000 + PCs, 90% HP 5 % Apple 5% Other
- iVanti Service Desk 7.8
- 235 Smart Classrooms with 90 Labs
- MS Office 365 Campus
- Resolve 25,000+ incidents Annually
- 15 Full-time TSS Staff, 50+ Student Assistants

9,303 UNDERGRAD

2,238 GRADUATE

11,541 TOTAL ENROLLMENT

488 FULL-TIME FACULTY

VALDOSTA STATE UNIVERSITY

900 Faculty & Staff

4,000 + PCs HP 90% Apple 5% Other 5%

40 Managed Student Xerox MFP

235 Smart Classrooms with 90 labs

Development of the Technical Response Unit (TRU)

Status Quo – 2012

- Managing:
  - 56 computer labs
  - 101 technology-enhanced classrooms
  - 1,600 computers

- With:
  - 3 FTEs
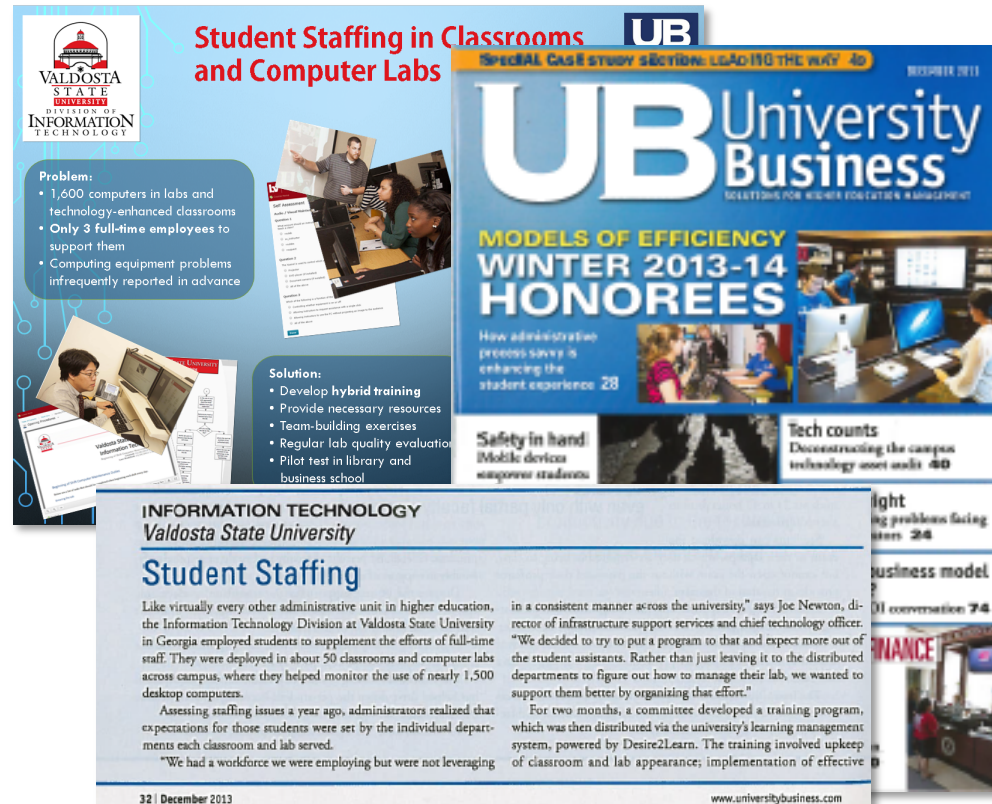 - On average, 2–4 student assistants per lab with limited duties

TLC Program – 2013

- TLC Maintenance Program
- Better leverage student staffing
  - Hybrid training
  - Appropriate resourcing
  - Team building
  - Regular lab evaluations
- Pilot in library and business school

TLC Pilot Results

- Quality increase in most locations
- 256% issues addressed preemptively
- Recognition:
  - University Business Magazine (December 2013)
  - 2014 UBTech Conference

TRU Initiative – 2014

- Technical Response Unit
- Evolution of TLC
- Goals:
  - Further increase preemptive support
  - Establish 15 minute incident response time
  - Enhance customer service
  - Identify departmental needs
  - Provide cost savings

What is ITSM?

- **ITSM (or IT Service Management)** refers to the implementation of quality IT services that meet the needs of the business.

- Ensures people, processes, and technology provide value to a business.

- Improves business performance through better IT delivery.

- Bridges communication between IT and the customer.

  - 26 Process disciplines

VSU IT Implementation ITSM

ITSM processes used at VSU

- Incident Management
- Problem Management
- Change Management
- Request Fulfilment

Why Use ITSM

- **Reduce IT costs**
- **Improve quality of service**
- **Improve customer satisfaction**
- **Improve governance and reduce risk**
- **Increase competitive advantage**
- **Improve flexibility**
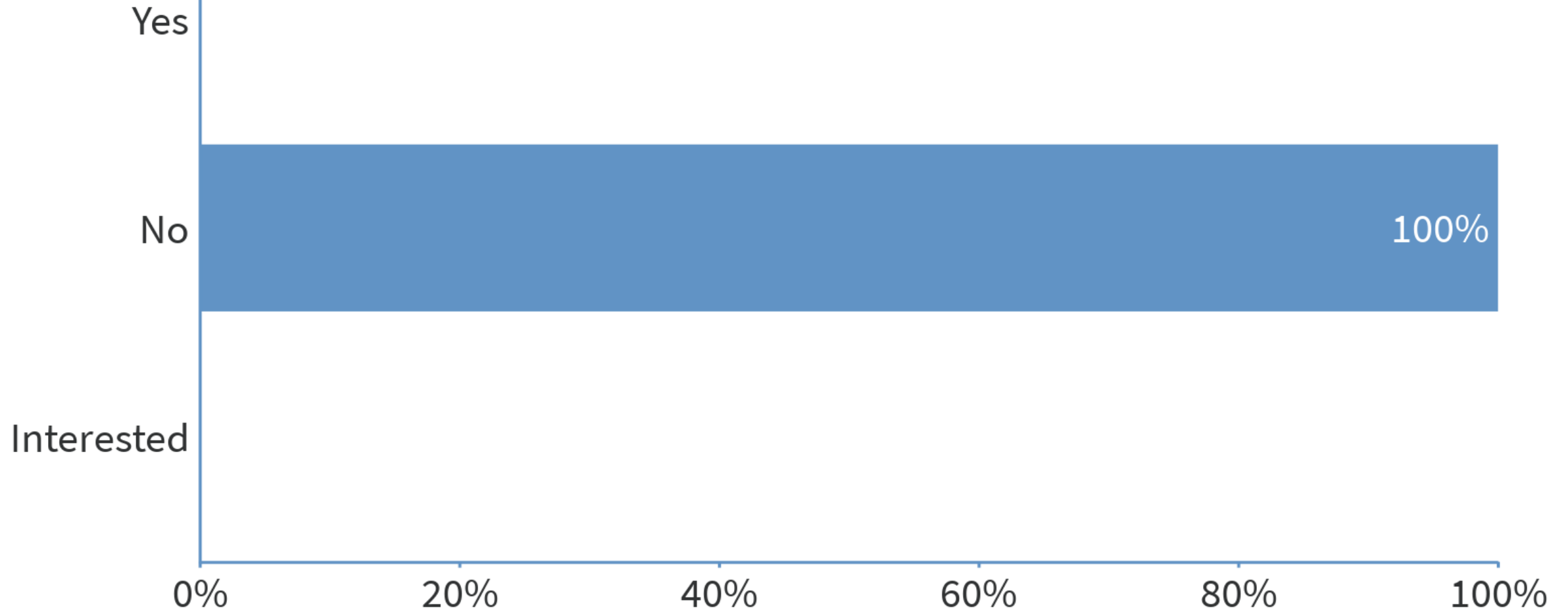- **Increase agility for new IT services**

Lets Vote! – ITSM Use

- Step 1: Send a text to cell# 22333
- Step 2: Enter following text contents STERLINSANDE734
- Step 3: Prepare to text your choice of A,B, or C
- Step 4: Be sure to text LEAVE to exit the poll after voting

TRU Incident Management

- **ITIL incident management** (IM) is the practice of restoring services as quickly as possible after an **incident**.

- Ex: Creating a service request wireless issue

- Incident Management via Ivanti LANDesk Servidesk 7.8

TRU Problem Management

- The primary objectives of **problem management** are to prevent **problems** and resulting incidents from happening, to eliminate recurring incidents, and to minimize the impact of incidents that cannot be prevented.

- Ex: Multiple Incidents experiencing wireless issues

TRU Change Management

- To ensure that standardized methods and procedures are used for efficient and prompt handling of all changes to control IT infrastructure, in order to minimize the number and impact of any related incidents upon service.

- Ex: Applying network patch or hardware change

Pros/Cons of ITSM

+   **PROs**

- ✓ Improved process organization
- ✓ Time Efficient
- ✓ Cost Savings

-   **CONs**

- ○ IT Department Buy-In
- ○ Time Investment for initial startup

The Solutions Center is the first of its kind at Valdosta State University and the entire University System of Georgia!

PURPOSE AND BACKGROUND

- Created to improve student experience by **reducing queue wait times** and implementing end-to-end case management.

- Improvements and new designs in automation, analytics, and telecommunications provide a data-driven environment to **improve service to students.**

- Callers will now be able to speak with one representative that can answer many common questions and only get transferred for issues requiring specialized expertise, which **reduces campus runaround and end-user frustration.**

IMPACTS ON ADMISSIONS

Before the Solutions Center

Total Calls:	40,437
Average Wait:	0:39
Max Wait:	1:26:34
Calls Handled:	22,648
Average Call Time:	2:05
Abandon Rate:	**43.99%**

07/15/2015 - 02/28/2016
Admissions Only

After the Solutions Center

Total Calls:	37,647
Average Wait:	0:15
Max Wait:	29:46
Calls Handled:	36,267
Average Call Time:	3:47
Abandon Rate:	**3.67%**

07/15/2016 - 02/28/2017
Admissions, IT, and Welcome Center

VALDOSTA STATE UNIVERSITY

"By partnering with the Solutions Center, our time has been re-allocated from answering general phone questions, and we are able to focus on higher level projects that impact the university."

- Ryan Hogan, Director of Admissions

STAFFING MODEL

	IT	Admissions	Housing	Solutions Center
Annual Calls	17,734	43,465	10,475	71,674
Full-Time Staff	1	1	1	3
Student Assistants	8	8	1	17
Total Employees	9	9	2	20
Annual Calls Per Agent	1,970	4,829	4,829	3,584
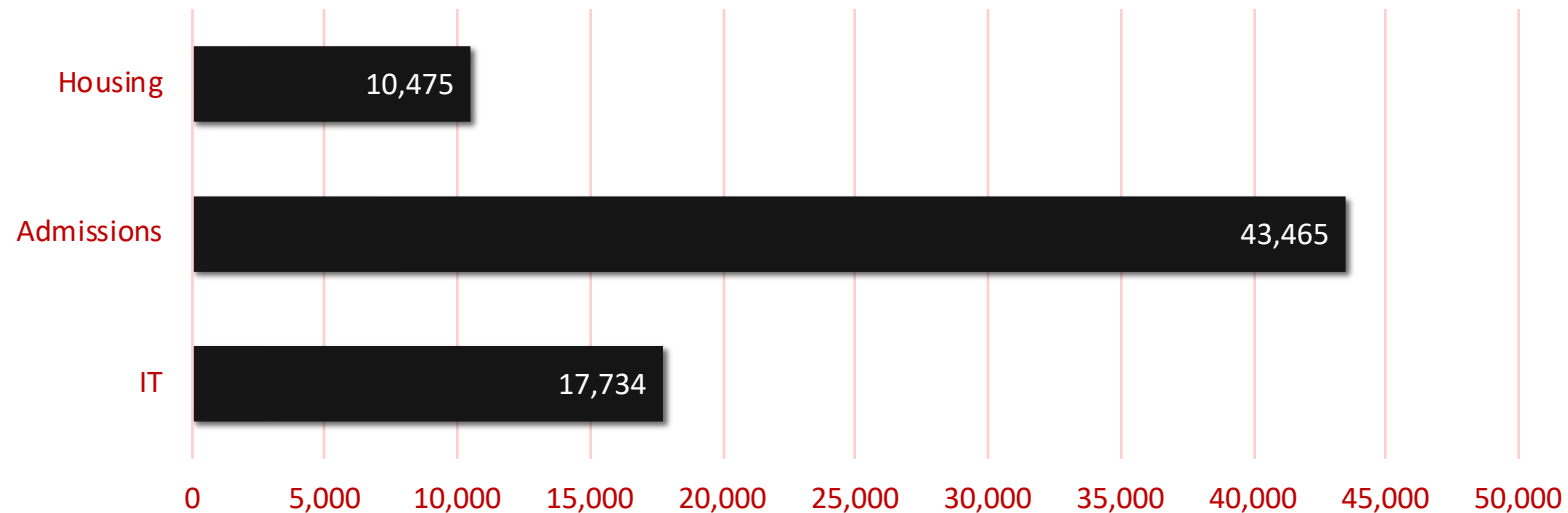
TRU Responsibilities

- Tier1/Tier2 Support
- 15min first responder to designated calls
- Wireless Support in Residence Halls
- Lab/Classroom routine maintenance/zoning
- Tutoring
- Campus Event Support

Key Strategic Locations

- 1 FTE
- 7 strategically placed offices with 3-5 student assistants each

Preemptive Support

- Routine on-site maintenance

- Pelco Endura camera system

- Xerox CentreWare Web

- Reduction in workload for other IT areas

▼ Other Consumables				
Replaceable Unit	**Serial Number**	**Max Capacity**	**Level**	
Toner Bottle CRU	N/A	13530 Tenths of Grams	10% Remaining	
Xerographic CRU module	N/A	600000 Impressions	35% Remaining	
Fuser CRU module	N/A	422000 Impressions	526454	
Waste Toner Bottle CRU	N/A			

| ▼ Paper Trays					
Tray	**Size**	**Media**	**Max Capacity**	**Level**	
Tray 1	Letter (8.5 x 11")	standard	500 Sheets	½ Full	
Tray 2	Letter (8.5 x 11")	standard	500 Sheets	½ Full	
Tray 3	Letter (8.5 x 11")	standard	2000 Sheets	½ Full	
Tray 4	Letter (8.5 x 11")	standard	1600 Sheets	½ Full	
Bypass Tray	Legal (8.5 x 14")	standard	100 Sheets	Empty	

Bridging the Tiers
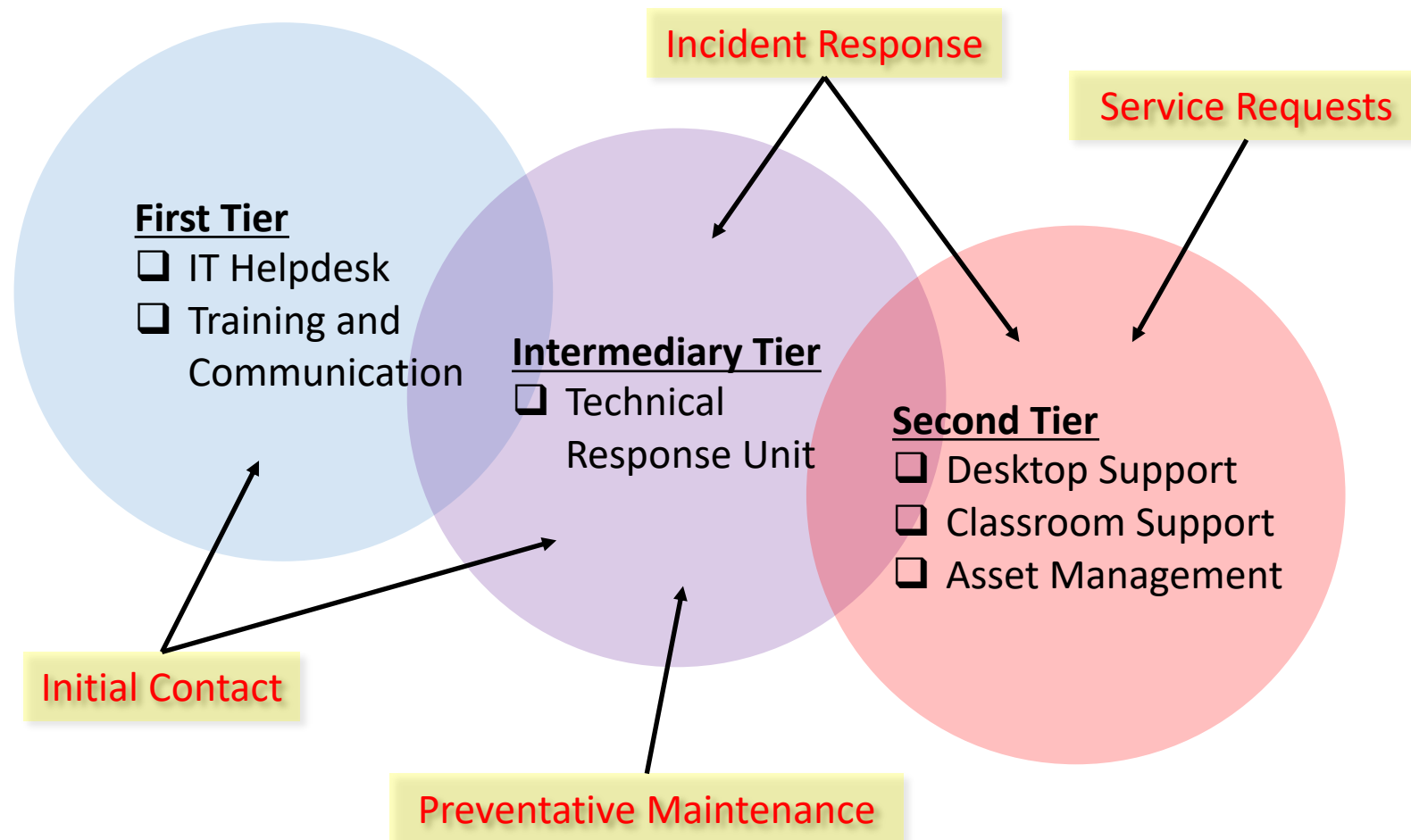
Looking Ahead

- **ITSM Training**
- **TRU and ITSM Expansion**
- **ITIL/ITSM Certifications**

FUTURE
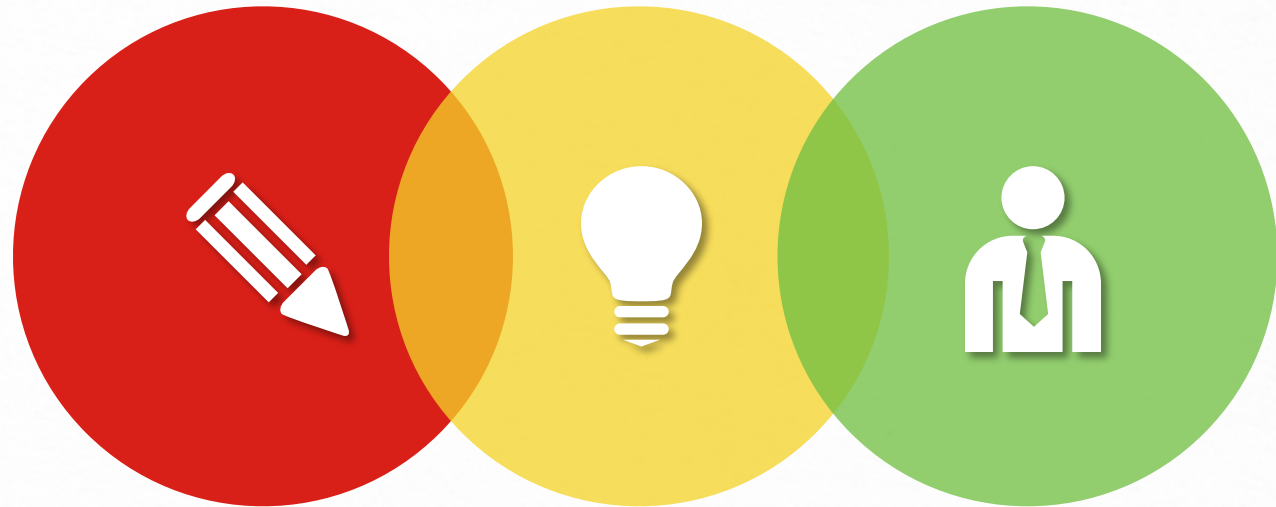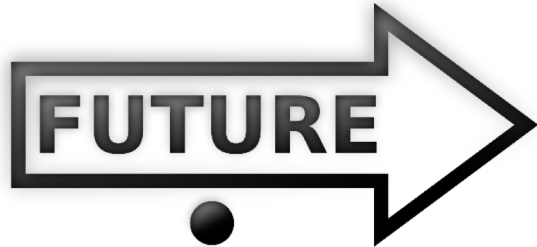
🔴 ITSM Training   🟡 TRU and ITSM Expansion   🟢 ITIL/ITSM Certifications

Thank You!

VALDOSTA STATE UNIVERSITY

Division of Information Technology

Sterlin Sanders
Director for Technical Support Services

OFFICE   229-245-4357
E-MAIL   ssanders@valdosta.edu
ADDRESS   Valdosta State University
          1500 N. Patterson St.
          Valdosta, GA 31698-0000
          Pine Hall 160

VALDOSTA STATE UNIVERSITY

Division of Information Technology

Quinncy Thomas
TRU Coordinator

OFFICE   229-245-4357
E-MAIL   bkli@valdosta.edu
ADDRESS   Valdosta State University
          1500 N. Patterson St.
          Valdosta, GA 31698-0000
          Odum Library 2639