



How to Stay TRU to ITSM

Presented by

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interactUSG

SEPTEMBER 12-14
The Classic Center
Athens, Georgia

Items of Discussion

- 1 About VSU/Development of TRU
 - 2 What is ITSM?
 - 3 ITSM Audience Poll
 - 4 Implementation of ITSM
 - 5 Helpdesk Transformation to SC
 - 6 Responsibilities of TRU
 - 7 Pros and Cons of ITSM
 - 8 Future Implementation and Questions
-



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



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





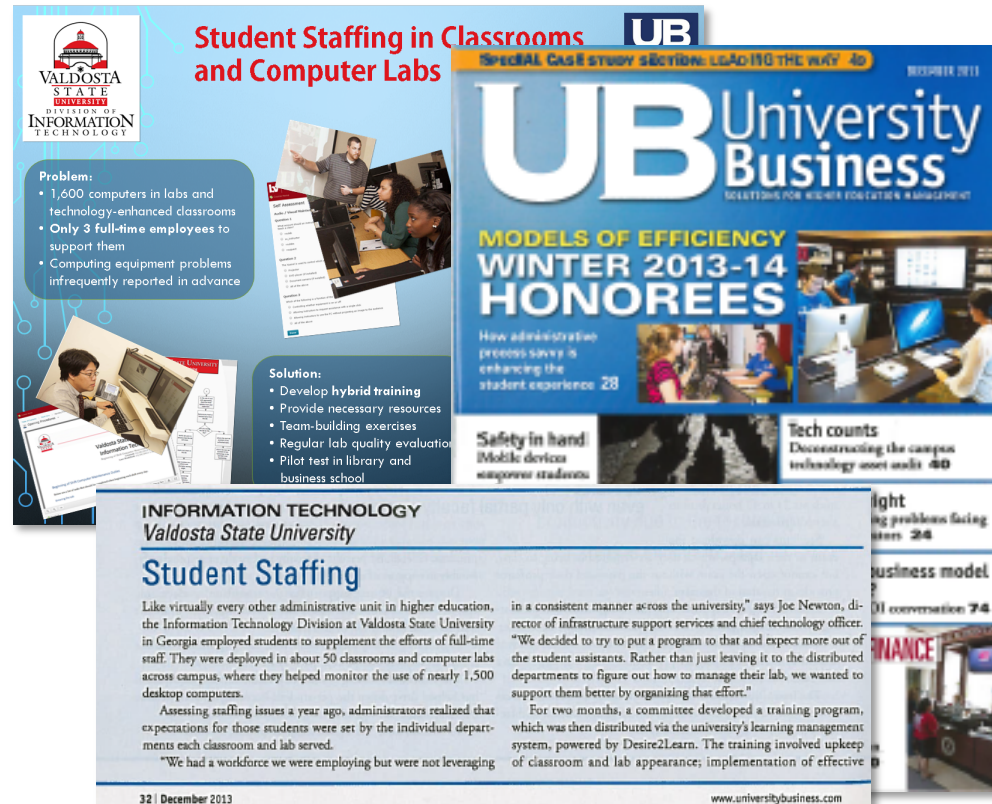
TLC Program – 2013



- 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



Student Staffing in Classrooms and Computer Labs **UB**

VALDOSTA STATE UNIVERSITY DIVISION OF INFORMATION TECHNOLOGY

Problem:

- 1,600 computers in labs and technology-enhanced classrooms
- Only 3 full-time employees to support them
- Computing equipment problems infrequently reported in advance

Solution:

- Develop hybrid training
- Provide necessary resources
- Team-building exercises
- Regular lab quality evaluation
- Pilot test in library and business school

INFORMATION TECHNOLOGY
Valdosta State University

Student Staffing

Like virtually every other administrative unit in higher education, the Information Technology Division at Valdosta State University in Georgia employed students to supplement the efforts of full-time staff. They were deployed in about 50 classrooms and computer labs across campus, where they helped monitor the use of nearly 1,500 desktop computers.

Assessing staffing issues a year ago, administrators realized that expectations for those students were set by the individual departments each classroom and lab served.

"We had a workforce we were employing but were not leveraging in a consistent manner across the university," says Joe Newton, director of infrastructure support services and chief technology officer. "We decided to try to put a program to that and expect more out of the student assistants. Rather than just leaving it to the distributed departments to figure out how to manage their lab, we wanted to support them better by organizing that effort."

For two months, a committee developed a training program, which was then distributed via the university's learning management system, powered by Desire2Learn. The training involved upkeep of classroom and lab appearance; implementation of effective

UB University Business
SOLUTIONS FOR HIGHER EDUCATION MANAGEMENT
DECEMBER 2013

MODELS OF EFFICIENCY
WINTER 2013-14 HONOREES

How administrative process saves is enhancing the student experience 28

Safety in hand
Mobile devices empower students

Tech counts
Deconstructing the campus technology asset audit 40

Lighting problems facing... 24

business model... 74

FINANCE

32 | December 2013 www.universitybusiness.com



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



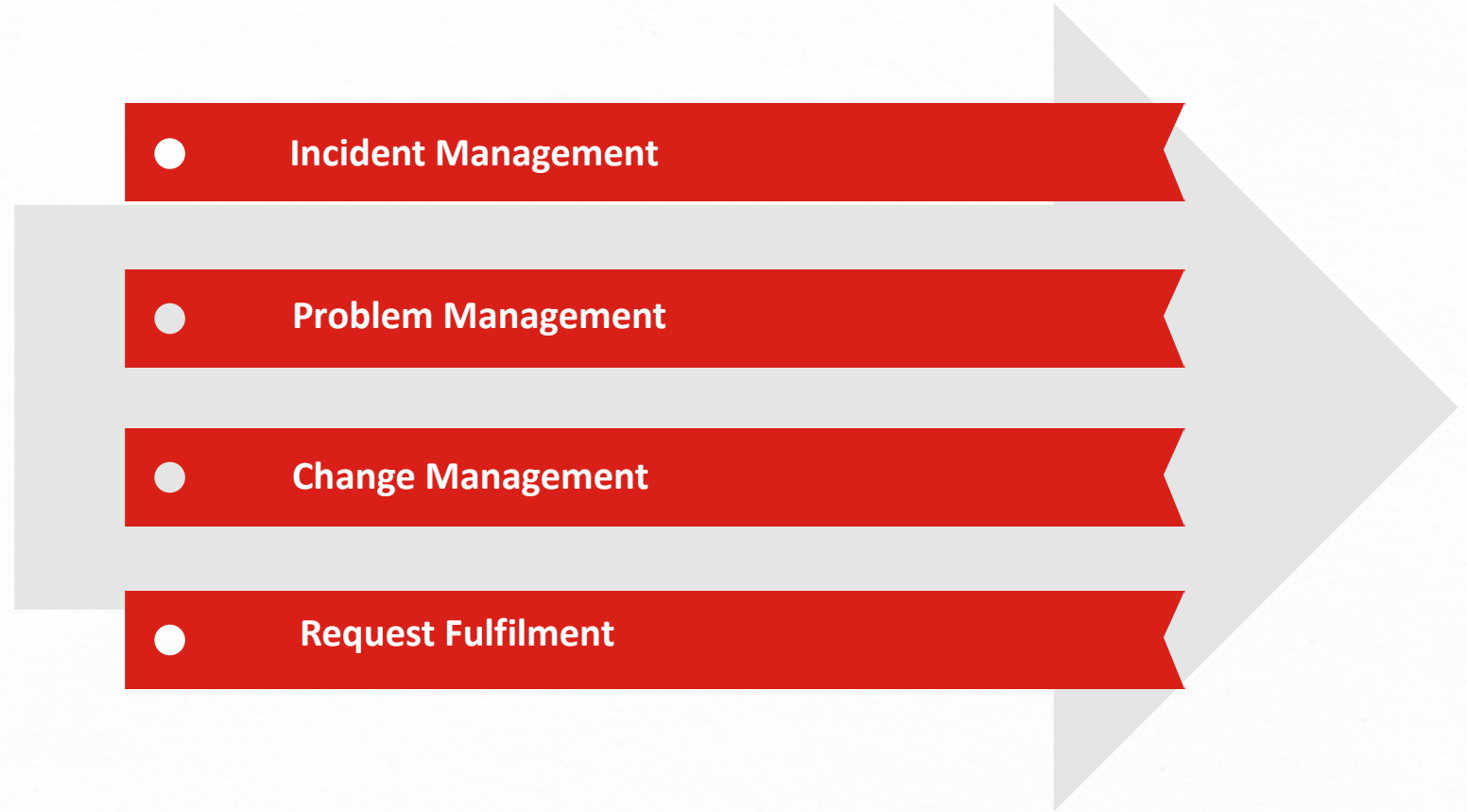
What is ITSM?

- **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





ITSM processes used at VSU



VSU IT Implementation ITSM

ITSM



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
-



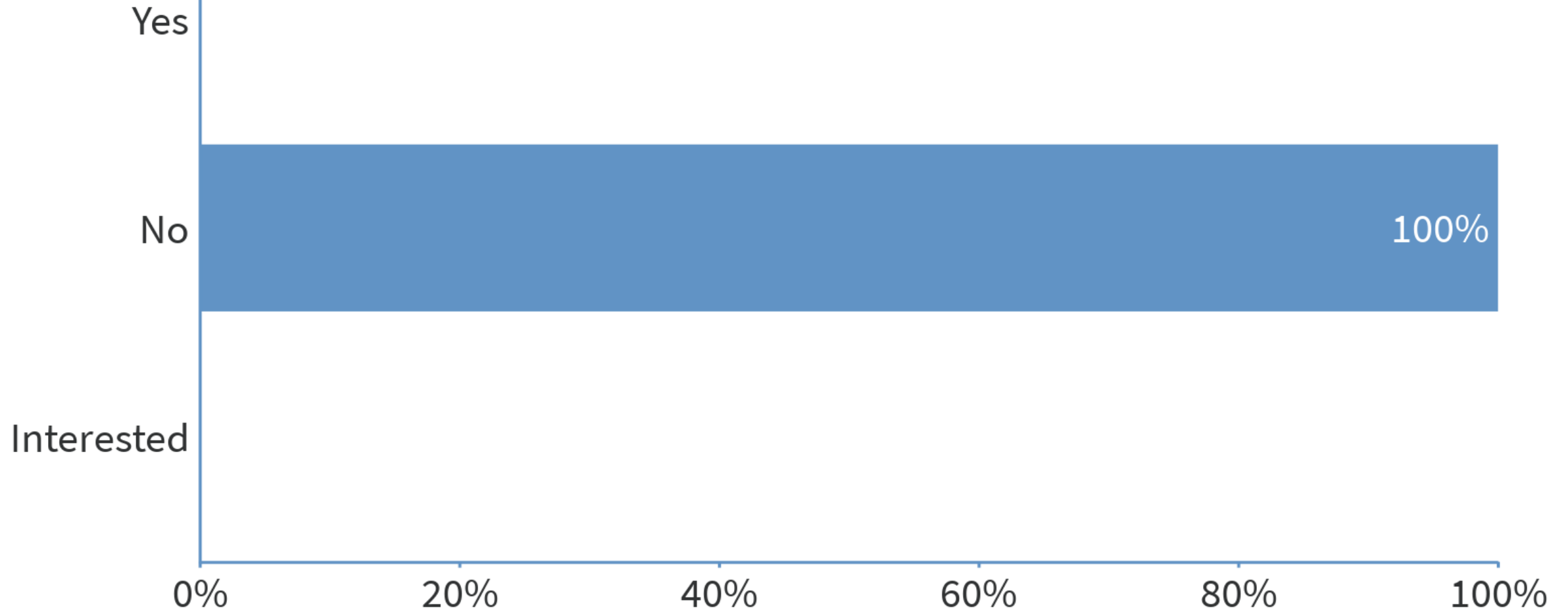


Lets Vote! – ITSM Use

- 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



Do you use ITSM at your campus?





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



VALDOSTA STATE UNIVERSITY
SERVICE DESK

User name:

Password:

Log on



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

A screenshot of the TRU Problem Management system's 'New Incident' form. The interface has a red header bar with navigation links: Home, Mail, Print, Preferences, and Change Service Desk password. The user is logged in as Sterlin J Sanders. The left sidebar shows the 'Inventory Home' menu with options like 'New Incident', 'Faculty/Staff 2016', 'Delivery Service Request', 'Equipment Outprocessing', 'Computer Prep', 'Surplus', 'Incident Search', 'Advanced Search', 'Incident Dashboard', 'Notice Dashboard', 'Incidents I Am Watching', 'Inventory Workload', 'Task Workload', and 'Fac/Staff 2018 Refresh'. The main form area is titled 'New Incident' and includes buttons for 'Save and close', 'Save', and 'Cancel'. It is divided into several sections: 'User Details' (User, Full Name, Preferred Full Name, Email, Phone, Department, Job Title), 'Requested For (if other than User)' (Requested For, Full Name, Preferred Full Name, Email, Phone, Department, Job Title), 'Incident Details' (Category, Summary, Details, Response Level, Source, Building, Room, Resolve on Creation checkbox), 'Initial Assignment' (Group, Analyst), and 'Asset Details'. The form fields are mostly empty, with some highlighted in light red.



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

The screenshot displays the 'New Change' form in the TRU Change Management system. The interface includes a navigation menu on the left with options like 'All Changes', 'Change Management', 'Change Search', 'Change Tasks by Group', and 'Change Report'. The main form area is titled 'New Change' and contains several sections: 'Requestor Details' with fields for Requestor, Login ID, Preferred Full Name, Email Address, Phone, Department, and Job Title; 'Change Details' with fields for Summary, Details, Impact, Priority, Area of Change, Downtime Projected, Downtime Actual, and Scheduled Date; 'Affected Asset' with fields for Type and Item; 'Backout Plan' with a Backout Plan field; 'EAS Details' with fields for Projected Time Spent and Actual Time Spent; 'Current Assignment Details' with fields for Group and Analyst; and 'Information' with fields for Status and Created. The top of the page shows the user is logged in as Sterlin J Sanders and the time zone is UTC-05:00.

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



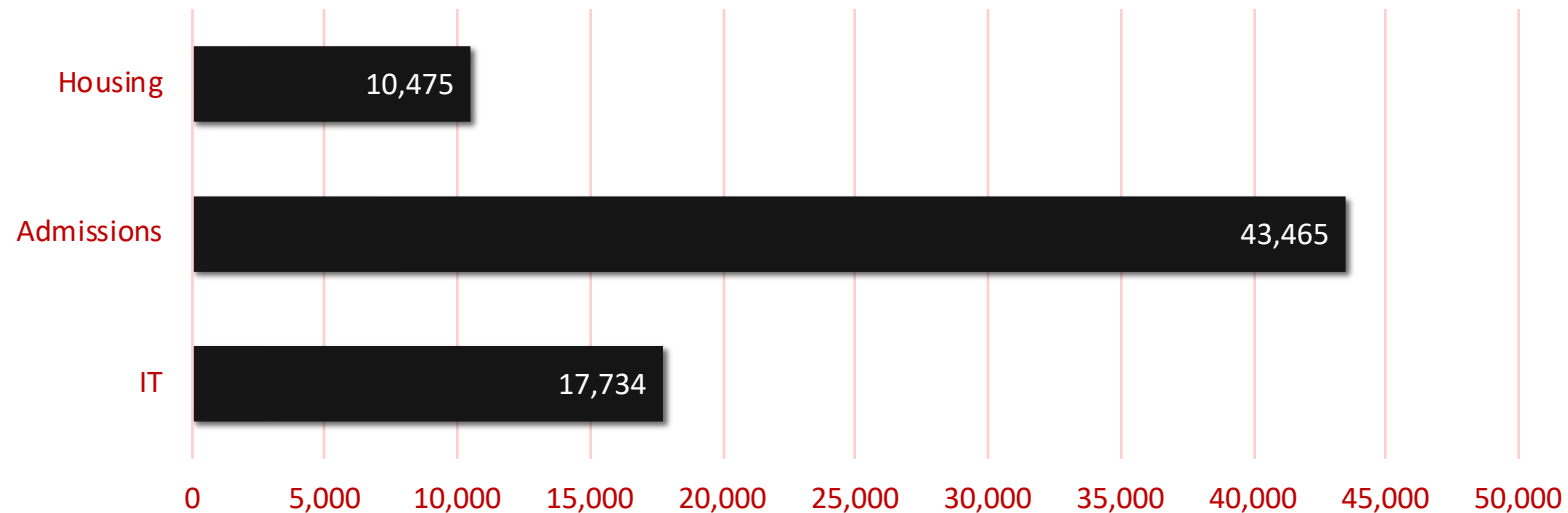


“By partnering with the Solutions Center, our time has been re-allocated from answering general phone questions, and we are able to focus on higher level projects that impact the university.”

- 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

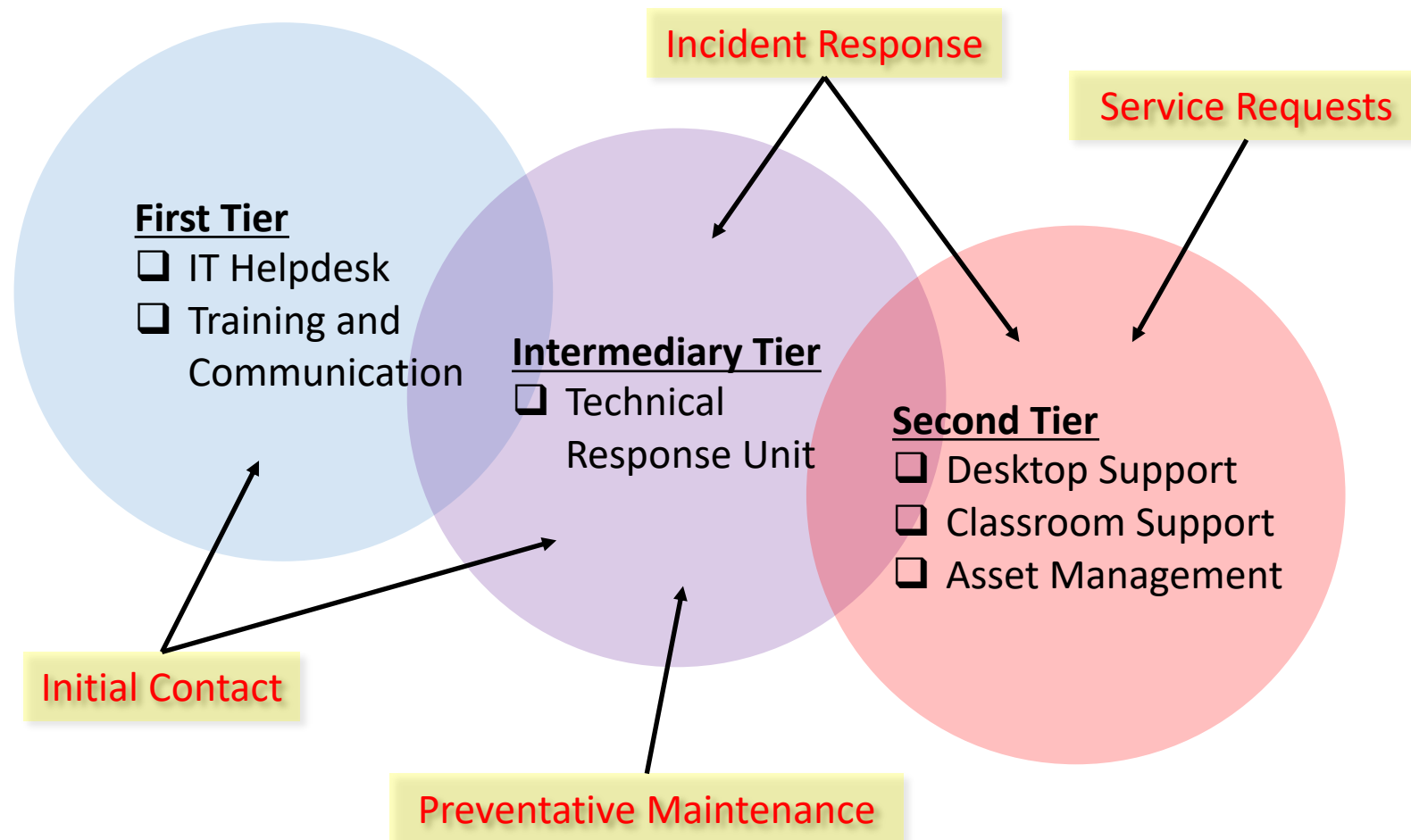


Other Consumables				
Replaceable Unit	Serial Number	Max Capacity	Level	
Toner Bottle CRU	N/A	13530 Tenths of Grams	10% Remaining	<div style="width: 10%;"></div>
Xerographic CRU module	N/A	600000 Impressions	35% Remaining	<div style="width: 35%;"></div>
Fuser CRU module	N/A	422000 Impressions	526454	<div style="width: 526454%;"></div>
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 <div style="width: 50%;"></div>
Tray 2	Letter (8.5 x 11")	standard	500 Sheets	½ Full <div style="width: 50%;"></div>
Tray 3	Letter (8.5 x 11")	standard	2000 Sheets	½ Full <div style="width: 50%;"></div>
Tray 4	Letter (8.5 x 11")	standard	1600 Sheets	½ Full <div style="width: 50%;"></div>
Bypass Tray	Legal (8.5 x 14")	standard	100 Sheets	Empty <div style="width: 0%;"></div>

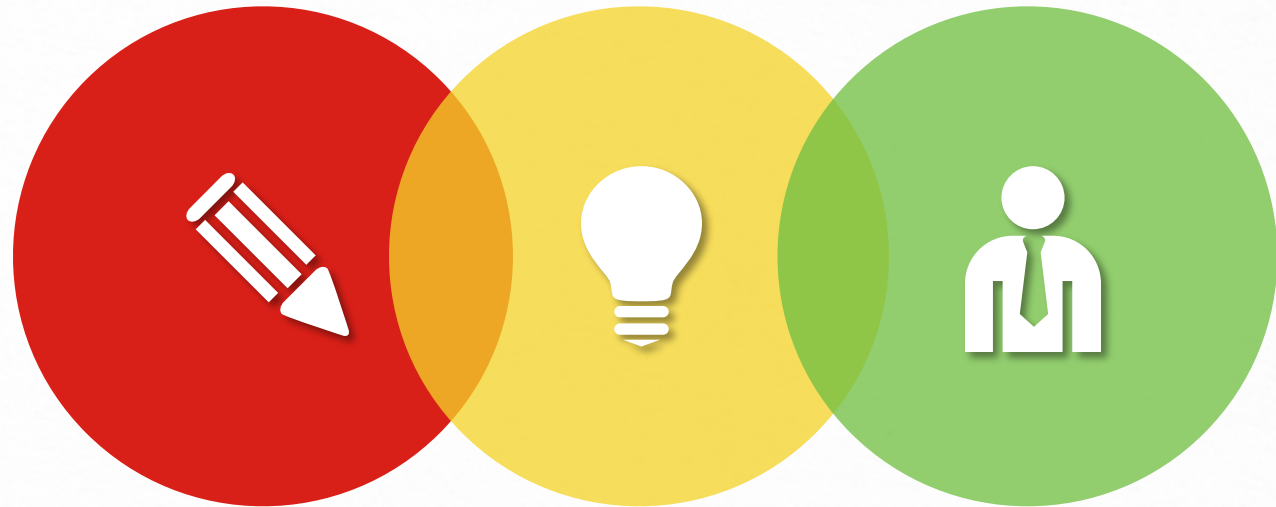
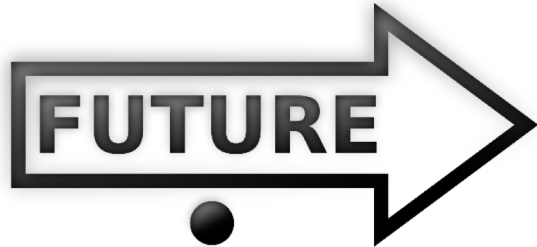


Bridging the Tiers



Looking Ahead

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



● ITSM Training

● TRU and ITSM Expansion

● ITIL/ITSM Certifications



Thank You!



VALDOSTA STATE UNIVERSITY



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