

PROGRESS REPORT

Working Group Name: Establish a university-wide Help Desk and ticketing system.

Working Group #: 36

Chair: Ed Pierson

Date: April 20, 2022

Update on Actions Taken Since Last Report:

The Working Group continues to meet as a collective team. We have divided up into 4 sub teams.

- Sub Team 1 – Identify the required initial first touch contact solutions.
 - Task 1*
 - *Promote a single-point-of-contact model for all IT services by consolidating various IT ticketing systems into a single platform with automated workflows designed behind all IT services.*
 - Task 2*
 - *Provide intuitive and dynamic customer experiences through directed contact support lanes based on customer personas (e.g. Teaching Faculty vs Research Faculty, IT Professionals needing expedited support, etc.).*
 - Task 3*
 - *Offer robust and comprehensive self-service options through a comprehensive service catalog, dedicated knowledge management team, and unified self-service portal.*
- Sub Team 2 – Identify the communications tools and methodology. - Working with the survey data gathered, the team will determine the set of tools best utilized to communicate with customers from the different communities of support.
- Sub Team 3 – Identify the helpdesk services needed by Academic / Research customers.
- Sub Team 4 – Career pathing, supporting the helpdesk staff. Working in conjunction with the ITAC subcommittees and our HR partners, determine career paths for each of the primary areas of the helpdesk environment.

Next Major Issue to be Addressed:

Each of the sub teams are meeting 1-2 times per week and doing a report out to the main working group. The teams have completed their primary writeup and will present them in the April 25th meeting for review by the working group

Problems or Barriers Encountered and Solutions Identified:

Shortages of staffing within the IT teams will limit the availability of staff to build the new infrastructure needed to consolidate services. Training for support staff in the various targeted teams will be extensive and impact the ability of the organization to implement all areas quickly.

Deliverables Completed:

In process but not completed.

Timeline for Completion of Remaining Deliverables:

- Identify the recommendations for how to contact customers for resolution and to accelerate the solution: April 29th
- Identify the communication processes, tools, and methodology: April 29th
- Identify the helpdesk infrastructure and support team support needed by the Academic and Research groups: April 29th
- Define the key elements to support our IT staff career planning: April 29th
- Prepare the final working group report: May 9th.