End-User Services for Central Administrative Units

Service Description Review

Unit Representatives
February 20, 2012
Today’s Objectives

1. Briefly Review IT Rationalization Projects

2. Review the End-User Services Support Model

3. EUS Service Description -- Present and Solicit Feedback
   • Key Features of the Service
   • Key Quality and Support Expectations

4. Answer Questions and Discuss Next Steps
IT Rationalization Initiatives: High-Level Time Line and Approach

**Calendar years**

<table>
<thead>
<tr>
<th>2012</th>
<th>2013</th>
<th>2014</th>
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</thead>
<tbody>
<tr>
<td>Winter</td>
<td>Spring</td>
<td>Summer</td>
</tr>
<tr>
<td>1</td>
<td>Pilots</td>
<td>3/5: Deploy collab. tools</td>
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<tr>
<td>2</td>
<td>Build</td>
<td>Pilots</td>
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<tr>
<td>3</td>
<td>Pilot &amp; continuous improvement</td>
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<tr>
<td>4</td>
<td>Establish model for service</td>
<td>Operate models in parallel; Use new model for FY2014 budget</td>
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1 - Collaboration
- Email & Cal.
- Docs
- Sites
- Groups
- Blogger
- Talk
- Box

2 - End-User Services
- Desktop
- Network
- Cloud/Servers
- Storage
- Security

3 - ITS Capabilities
- CRM
- Service Mgmt
- Operations & Availability
- IT Cost Mgmt
- Portfolio & Project Mgmt

4 - Funding & Chargeback
End-User Services:
Impact on Fractional FTEs

End-User Computing (Desktop Support)

Storage

Security

Cloud

Mobile device support

Network

Unit-specific work

End-User Services Bundle

Unit-specific work
UNIT PLANNING

Iterative and collaborative planning with each Unit

- Assess EUS offering & specific Unit needs
- Compare options for IT staffing
- Determine implementation details
- Tune plans to support faculty, staff, and students through the change

End-User Services Bundle

Calendar years
The “bundled” projects underway as part of IT rationalization will result in 3 distinct Business Services.

**“Bundled” IT Projects**
- Managed Desktop (End User Computing)
- Network
- Server (“Cloud” – private & public)
- Storage
- Information Assurance (Security)
- Shared Service Provider Capabilities

**Business Services**
- End-User Services
- Information Assurance (Security)
- Server (“Cloud” – private & public)
High-touch users
E.g., Faculty, Researchers, Sr. Leadership

Mainstream users
E.g., Average staff member

Independent users
E.g., Average undergrad student

**Tiered User Groups**

**Customization**

Desk Side Support

Service Desk and Self-Service

**Tiered Support**

**“Front-end” Services** (End-User Computing)

**“Back-end” Services** (Network, Storage, Servers, and Security)

**Foundational Support** (User support, request for service, operations, cost and quality transparency)
1. Full-Service Laptop and Desktop
   • Easy to use, secure computing environment

2. Comprehensive Support Options
   • Local support experts
   • Redesigned service desk (4-HELP)
   • Self-help

3. Special Order
   • Hardware and software for additional needs (e.g., higher capacity workstations) or special-needs (e.g., accessible technology)

4. Software Access
   • Self-service access to extensive U-M store of applications

5. Mobile & Remote Access
   • Access U-M network & users’ personal files
6. **Storage & Back-up**
   - Individual (non-shared) File Access (cloud-based storage)
   - Departmental (shared) File Access

7. **Network**
   - Wired and wireless access to the U-M network

8. **Printing**
   - Printing on demand for devices supported by the service

9. **Network Printers**
   - Managed hardware
   - Managed hardware and supplies
   - No printer support

11. **Loaner Equipment**
    - Short-term use of equipment to satisfy special circumstances

12. **Security**
    - Oversight from Information and Infrastructure Assurance (IIA) team
1. Support Options

- **Local Support Experts**
  - 7:00 am until 5:00 pm Monday through Friday

- **Service Center Support**
  - 6:30 AM until 9:00 PM Monday through Friday
  - 9:00 AM until 4:00 PM on Saturday
  - 12:00 PM until 8:00 PM on Sundays

- **Self-Service**
  - Software downloads and personal file restoration services available
  - Searchable Knowledge database for ‘how to’ questions
    - Available 24/7 with exception of standard system maintenance

- **Executive-level Support**
  - After-hours support will continue as designated by units

- **Core Infrastructure**
  - Network and storage services monitored and supported 24/7
2. **Hardware Repair and Replacement**  
   • 24 business hours for hardware replacement  
   • Weekend and on-demand available for pickup at closest facility

3. **User Onboarding**  
   • Within 72 weekday hours from time of request

4. **Support response times for highest priority (outage) calls**  
   • **Local support**  
     • Dispatch response time within 4 business hours (standard request during support hours above)  
   • **Service Center Support**  
     • Answered in order received  
     • Hold time not to exceed 3 minutes  
     • Dispatch local support within 1 hour of initial contact (during support hours as stated above)  
   • **Self-Service Software Downloads**  
     • No approval required: Immediate download  
     • Approval required: Immediate once approval occurs
• **Clear expectations** of quality and cost resulting from published service level expectations.

• **Meaningful Metrics** that are openly reported provide transparency into the actual cost and the quality of the services.

• **Responsiveness to User Need** through continuous improvement, user satisfaction and innovation adoption channels built into the services.
Questions & Next Steps