Unit Representative Meeting

December 2011
Agenda

• End-User Services Overview
• What makes a Shared Service Provider
• Table Discussion & Feedback
END-USER SERVICES
(“THE BUNDLE”)
How we got here...

Standing IT governance
Domain Comm. | IT Council | IT Executive Comm.

Program-specific IT governance
Dean’s Advisory | Administrative Unit Advisory | Program Steering

Project-specific governance
Strategy | Working | Steering
IT Executive Committee Decisions

• Move forward with design phase
  – End-User Computing (Desktop)
  – Network
  – Information Assurance (Security)
  – Storage
  – Cloud (Servers)

• Package as a single bundle of services

• ITS appointed as shared services provider for these services

• Central admin before academic and research
Why bundle?

• Current services have highly variable quality at a highly variable cost

• New bundled services
  – maintain / improve service quality
  – improve the consistency of user support
  – reduce the overall cost

• Create a holistic user experience while minimizing end user and workforce disruption
End-User Services

**Tiered User Groups**
- Faculty
- Classroom
- Research
- Sr. Leadership

**Tiered Support**
- Customization
- Desk Side Support
- Service Desk and Self Service

**Technology**
- Meet the Technology Needs of Most Users (End-User Computing)
- “Backend” Services (Network, Storage, Servers, and Security)
- Foundational Shared Service Capability (User support, request for service, operations, cost and quality transparency)
Upcoming Activities

• Complete change management plan activities
  – Service definition
  – Technical migration
  – Workforce strategy
  – Communications strategy
  – Faculty, staff, student

• Identify pilot units

• Explore implementation timeline
QUESTIONS & FEEDBACK
WHAT MAKES A SHARED SERVICE PROVIDER
A Shared Service Provider…

• Customer-led governance
  – Priorities primarily set by university customers

• Repeatable
  – Processes and procedures

• Transparent
  – Measures cost and quality
A Shared Service Provider...

• Customer-led governance
  – Priorities primarily set by university customers
  – *Customer Relationship Management*
  – *Portfolio & Project Management*

• Repeatable
  – Processes and procedures
  – *Service Management, Operations & Availability*

• Transparent
  – Measures cost and quality
  – *IT Cost Management*
For example...

What are we doing differently to plan for, roll-out, and support End-User Services?
QUESTIONS & FEEDBACK
TABLE EXERCISE
Table Exercise – Part 1

How will you define success for the End-User Services bundle within your Unit?
Table Exercise – Part 2

When and to what extent would you recommend that we reach out to faculty and staff in your Unit?

What do you need from us to communicate about the progress of NextGen projects to your staff? *(How can we help you?)*
THANK YOU!