Common Help Desk

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Laurel Wadlund - Campus IT Operations
CHD Session Agenda

- 1 H - How
- Providing the ‘complete story’
Who Is Driving?

- The Campus Community has come together for the Common Good

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Who Is Supporting?

- Michele Norin, CIO
- UA IT Strategic Plan
  - Goals are tied to Never Settle
- Community Driven, Centrally Supported
  - Is this a UITS Project? NO
  - Michele is our primary Executive Sponsor
  - UITS is
    - participating, just like other departments
    - representing their own needs, just like other departments
Federate Customer Support on Campus to Capture Gains from Automation and to Maximize Employee Productivity

- Develop and pilot a service catalog to support federated customer support
- Implement institutionally shared issue tracking system with routing and local management
- Provide expedited service to executives and IT professionals
- Implement asset management, software distribution, patch management, and remote assistance solutions
- Improve speed of delivering new capabilities
- Implement a common help desk and IT support experience
What Are We Doing?

- The UA is soliciting proposals from vendors
- To furnish an IT and Business Service Management Solution
- To be used by the broad and diverse campus community
  - Supporting individual department services
  - Central services
  - Collaboratively provisioned (federated) services
- Seeking a cohesive solution to be the foundation of a collaborative, integrated and insightful service delivery operation
- Identifying services prime for collaboration, reducing redundant or repetitive work, improving daily workflows and communications
What Will We Get?

- A new software tool that
  - Incorporates principles of structured service management methodologies, such as ITIL
    - ITIL Analogy – Robert’s Rules of Order
  - Which is highly configurable, incorporates flexible yet robust workflows to manage the daily ‘activity life cycles’
  - Supports work to be done in the units, work to be done centrally, and work to be done spanning across units
  - With an intuitive and easy to use expression, for all users, in all roles.
What Are the Goals?

- A consumer of services must be able to easily find the desired service, understand the service details and how it will be delivered, allowing for the formation of realistic expectations, as well as the simple request and receipt of the desired service.

- A service provider must be able to understand what the consumer is asking for, route or assign the service task to the most qualified / most available service delivery resource, to provide the service and understand the effort related to providing that service.

- The institution must be able to better understand the service delivery capabilities and maturity of the UA IT Professional Community, and thus better support the community to the ongoing benefit of the departments, the institution and its ability to accomplish its mission.
Where Are We and When Is It Happening?

- 09/09/2015  Issuance of RFP
- 09/25/2015  Technical Questions/Inquiries due no later than 2:00 PM/MST  *(Vendor Question Answers were posted Friday 10/2/15)*
- **We are here NOW**
- 10/16/2015  RFP is Due October 16, 2015
- 11/06/2015  Vendor Presentations
  - (to be completed no later than, and only if necessary)
- 11/20/2015  Complete Evaluations
- 12/01/2015  Award Notification
- 01/04/2016  Implementation Planning / Implementation Begins
Why Are We Doing This?

□ Have we given up on Remedy? YES, Yes, yes.
  □ THIS is the remedy for Remedy

□ We want to have:
  □ A single collaborative solution for the IT community
  □ Common workflow processes
  □ Understanding of the services impacted by the loss of another service
  □ Enhanced communication within and across units
  □ New and useful service catalogs – Central and Departmental service catalogs need to be (re)created
  □ A new and useful knowledge base that is closely linked to ticket data
How Are We Going About This?

- Community participation
- Service Definitions
  - Service development process
  - Services themselves
- RFP Development and Process
- Implementation will begin in January
How Can You Get Involved?

- RFP as Posted
  
  http://pacs.arizona.edu/RFP-BID_Opportunities

- Status Updates

  https://confluence.arizona.edu/display/IPG/Common+Helpdesk

- Sympa Email List

  CommonHelpdeskCommunity@list.Arizona.edu
Questions / Answers

- What are we missing?
- What are you challenged with, in your current system / the current system?

- A new tool will not solve cultural problems.
- If you have doubts please vocalize them, by participating in the community and sharing your thoughts and concerns.