IT Help: HUIT’s Self Service Portal
Self-Service Portal Goals

**Improve User Experience**
- Single point of entry
- Shift Left: users empowered to address issues more quickly
- Greater transparency (e.g., ticket statuses)
- Additional channel to submit tickets

**Deflect Incidents**
- Decrease in number of tickets submitted
- Increased staff capacity for higher tier issues and other efforts

**Enhance Service Delivery**
- Decrease in time to resolve incidents
- Streamlined requests by collecting key information up front and delivering directly to service team
Relationship to Other Projects

Knowledge Management

IT Help Self-Service Portal

HUIT Digital Strategy

KM provides the foundational public knowledge base for IT Help.

Workgroup developing content strategy and relationship between portal, HUIT, and other sites. IT Help expected home for services & transactions.
Self-Service: If You Build It, They Will Come

About 4,500 tickets submitted since July 2016 due to:
• Use of functionality available via HUIT website, without promotion or outreach
• Online forms (primarily requests and often for IAM)
ACCOUNTS AND AUTHENTICATION
- Another Demo Worthy Subject
- Identity Proof The Customer
- Email Account Activation/Termination Policy for Harvard University
- Harvard Key Error #5000
- Cannot log into a website with valid Harvard Key
- How To Troubleshoot HarvardKey Problems
- How to change my Recovery Email
- How do I reset my Harvard Key Password

CHAT, VIDEO & COLLABORATION
- Using your WebEx Personal Conference Room for an Audio-only Conference Call

COMPUTERS & SOFTWARE
- This article advises on precautions when updating the BIOS on systems with BitLocker enabled.
- How To Disable The Popup Blocker
- Procedure for REPAIR with Bitlocker Encrypted drives (Shell Swap with Bootable OS – ie: Motherboard
- Procedure for REPAIR with Bitlocker Encrypted drives (unable to boot computer - hardware failure)
- Procedure to Rebuild laptop with external BitLocker encrypted HD data access
- Procedure for Re-issue of laptop to new employee with Bitlocker
- BIOS Setup - Bitlocker
- FoodPro 2.7 Installation Procedure

EMAIL & CALENDARS
- Information Template to send to folks with a new @g.harvard.edu account
- Information Template to send to folks with a

INFORMATION SECURITY
- Workarounds for Lastpass users (Chrome Browser) attempting to login to HarvardKey

IT PROVIDER SERVICES
- What Buttons Appear When on the Knowledge Form?
- USMT Migration procedure
Submit Ticket

Submit a request to the HUIT Service Desk for an ongoing issue or new service request

The Service Desk will categorize and prioritize your ticket, at which time you will receive an automated notification email.

Please provide information in each of the fields below.

* Step 1 - Open on behalf of

If you are opening a ticket on behalf of another person, enter their full name or HUID here and HUIT will contact them directly for follow-up.

* Step 2: Contact Phone Number or Email

Please share the best phone number or email to quickly reach you for updates or additional information.

Step 3 - Previous incident?

No

Does this relate to a previously-closed incident about the same (or similar) issue?

* Step 4 - Subject / Short Description

Provide a short description; this will become the subject line for email communications. Please be specific, such as "Unable to access email," to help the Service Desk connect your ticket with the appropriate support promptly. As you enter text, any related articles that may assist you in resolving your issue will appear below.

* Step 5 - Please describe your issue below

The more details you can include here (e.g., application name, browser, nature/frequency of problem), the better HUIT will be able to diagnose and resolve your ticket. You can also add information regarding your hours of availability and location (e.g., working remotely today, available from 10 am – 3 pm).
## My Tickets

### OPEN INCIDENTS

<table>
<thead>
<tr>
<th>Incident Type</th>
<th>Ticket ID</th>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>email</td>
<td>INC01934146</td>
<td>10d ago</td>
</tr>
<tr>
<td>New Mailman List Request</td>
<td>INC01934129</td>
<td>21d ago</td>
</tr>
<tr>
<td>Testing Delegate</td>
<td>INC01930702</td>
<td>2mo ago</td>
</tr>
</tbody>
</table>

### OPEN REQUESTS

- You don't have any open items

### CLOSED INCIDENTS (LAST 90 DAYS)

- You don't have any closed items

### CLOSED REQUESTS (LAST 90 DAYS)

- You don't have any closed items
Marcia Brady
Actress
Department CADM^HUIT^IT Support Services
Location 1033 Mass. Ave. 4th
Room (Empty)

ABOUT

Email marcia_brady@bradyfamily.org
Business Phone (617) 495-1234
Mobile phone (Empty)

UPDATING YOUR DIRECTORY INFORMATION

You may update your location, room, and mobile phone on this page for Harvard University IT support use only.

If you would like to make changes to your official Harvard directory information, you must do the following:

Faculty/Staff: Log into PeopleSoft to update your office address.

Students: Log into my.harvard For some changes, you will need to contact your Registrar’s Office.
IT Help Roll-Out

Soft Launch to HUIT

• Receive and address feedback related to user experience
• Ensure knowledge base adequately meets user needs
• Refine service catalog descriptions

Targeted FAS Outreach in April

• FAS IT Stakeholders Meeting
• FAS Administrative Advisory Board
• GSAS Student IT Advisory Board
• Student IT Advisory Group
Beyond Soft Launch of Self-Service Portal

Facilitate Access to IT Help:
• **Email Notifications:** Link to IT Help in ServiceNow responses
• **IT Help Desktop Icon**

Expand Requests: Forms and workflows for popular service requests

Display Services based on Role (e.g., FAS student, CADM staff)

Enable IT Partners to Develop Portals:
• Schools on HUIT instance (e.g., HKS, Chan) set up their own
• Share code and widgets with HBS and HMS for their own instances

Explore non-IT Use: Possibility of using functionality for other departments using HUIT ServiceNow