HUIT Service Desk as a Service

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Background

Started working with Chan & HMS 2 years ago to look at support, focusing on HUIT Shared Services support

• Both Schools were providing tier 1 support in different ways and at different levels within their organizations

• Schools found escalations to HUIT to be challenging; didn’t know who to contact or how
  – No clear path
  – Different ticketing systems

• School support teams are small and were spread too thin
  – Resources were rotated between Service Desk and Desktop support roles
  – Was difficult to get major projects done; O365 migrations, migrations to University AD, virtualization
Conclusions

• Align Schools more closely with HUIT practices and procedures
  – Use HUIT Snow to make ticket escalation between teams possible, and a more seamless experience for users
  – Follow HUIT Service Desk ticket handling procedures so meaningful metrics can be obtained, and to provide a more consistent user experience
  – Schools want HUIT Support Services robust metrics and dashboards

• Create a one team culture

• Provide HUIT Shared Services support through the HUIT Service Desk
  – More in-depth knowledge of Shared Services
  – Better/faster escalations to HUIT tiers
What We Did About It

Conducted Service Desk pilot at Chan in 2016

• Identified a support baseline for Chan so we could set goals and measure
• Identified KPI’s
• Created a "Service Desk as a service" pilot cost model
• Held combined staff meetings as regular course of business
• Co-located HUIT and Chan techs together
• Created process to triage School specific items to local School IT
First Scorecard July 2016

Quality

• C-sat Survey Ratings  
  Target: 4.5+  
  Actual: 5

• First Contact Resolution at SD  
  Target: 30%-40%  
  Actual: 52%

• MTTR 8 hours  
  Target: 6 hours  
  Actual: 1 hr 30 mins

Capacity (Note: Hkey & 0365 MI's in June)

• Abandoned Rate  
  Target: 15% or less  
  Actual: 9%

• Wait Time  
  Target: 45 secs or less  
  Actual: 50 secs

Quantity

• Avg Contacts per week  
  Actual: 290

• Avg Tickets Resolved per week  
  Actual: 89
Feedback from Chan

"HUIT-Chan lines are becoming blurred. One team mentality."

"Chan and HUIT teams have been collaborative, open and willing to do their part to help us all succeed."

"This new HUIT relationship has led to quicker resolution with HUIT services, O365 accounts and network issues, and with cleaner communication."

"I've learned a lot through this pilot and have a new appreciation for our differences."
What’s Next

• Codify the HUIT Service Desk as a service to IT Partners
  – Add service description to the HUIT Service Catalog
    • Service Desk as a service
    • Service category: IT Provider Services
    • New service: Support Services
    • New offering: Managed Service Desk
    • Service and offering owner: Courtney Harwood

• Finalize fee for service cost model
  – Expected completion date October 2017

• Onboard additional Schools
  – Currently talking with HMS & HKS to onboard in FY19
  – Sent proposal to GSE
Thank you!

Feedback or Questions?