

END USER SUPPORT

Project Information

Project Team Leads:	Tracy Scott Lance Bolton
Project Manager:	Mike Frangi
TeamDynamix Project Number:	241065

Project Overview

The End User Support project will focus on the ability to standardize and unify Help Desk Services, Desktop Support/End User Consulting and Device Management/Software Deployment.

Integrate all campus IT Help Desk support into a shared service model and transition to the OneIT Service Desk vision. Assure efficient escalation paths for next level support and proper engagement to local support personnel and service owners as to issues faced by their end users. Implement contact methods and processes that strike an effective balance between efficient support and satisfaction for end users, including ubiquitous campus strategy for walk up locations, service hours, and methods of remote support.

Integrate campus end user device management & support and end user consultation for general IT services into a shared central-departmental service model. Utilize the new paradigm for a campus IT Service Desk as the preferred first point of contact for all general IT support and as much specialized IT support as is feasible.

Project Purpose and Benefits to Campus

Overall purpose is to increase efficiencies and reduce the cost to deliver end user support to faculty and staff while maintaining (or increasing) the level of support that customers receive.

Specific benefits include:

- Creation of an “End User Support” governance group that will be responsible for identifying the service needs/requirements and for providing direction on how support is delivered to end users.

OneIT@Iowa

Project Charter



- Transition from a campus “Help Desk” to a “Service Desk” that is better aligned with University strategy, integrated with OneIT across campus and proactive when it comes to servicing customers.
- Consolidation to a unified IT incident management system will improve communication and efficiency among IT support staff and will improve metrics.
- Common set of OS and software deployment tools and packages provide a more standardized environment that can be better supported, while allowing for the flexibility to offer differentiated service to those that need it.
- Reduction in energy use by desktop computers.
- Consistent tracking of inventory and better compliance with University Policy.

Project Scope Statement

In Scope:

- Unify campus IT Help Desk services, functions and tools into the OneIT Service Desk.
- Integrate campus end user device management & support and end user consultation for general IT services into a shared central-departmental service model.
- Standardize and centralize the creation and deployment of OS images, the building and deployment of software packages, the delivery of patches and security updates and necessary tools for end-user device management.
- Offer a campus-wide power management service for desktop computers.
- Create a case management system / application for asset inventory and procurement of devices.

Out of Scope :

- HCIS Helpdesk

High-Level Requirements

- High degree of effectiveness and problem response for patient care and safety.
- High degree of effectiveness and problem response for student instruction.
- Accommodation of innovative activities and the flexibility to address specialized needs in instruction, research and administrative missions.
- Existing service levels will remain the same or reasonable alternatives will be in alignment with the guiding principles as defined by OneIT.
- End user consultants will be housed primarily near the users they support.

High-Level Risks

- There is significant concern about the impact on the support and services provided (especially for the colleges) if we move to a centralized model for End User Support.
- Accommodating new faculty equipment requests that are purchased with startup funds.
- Onsite support for remote locations
- Resistance to change
- Lack of leadership support

Assumptions and Constraints

- Utilize OneIT visibility project to create a sustainable paradigm of identifying existing and emerging areas of specialized IT support.
- Retain local direction from college and administrative IT Directors.

Project Governance

The OneIT Steering Committee is ultimately responsible for overseeing and certifying the viability, support, and overall success of the End User Support project and sub projects at the Department and Organization levels. For detailed descriptions of responsibilities for the OneIT Steering Committee, OneIT Program Office and Advisory Committees see SharePoint Governance Document.

Anticipated Cost Savings Categories

Below are the estimates that were developed in the December document:

- Projected staff savings in Help Desk and Desktop Support – 6 FTE positions (@ \$70,000/year)
- Projected staff savings in end-user device management – 3 FTE positions (@ \$85,000/year)
- Desktop power savings of \$41,000/year (at steady state)

Sub Projects

1. Service Desk Unification
2. Desktop and End User Consulting
3. Device Management / Software Deployment
4. Green Computing
5. Centralized Inventory System

OneIT@Iowa

Project Charter



Preliminary Milestones

Charter Approval	5/19/2015
Advisory Committee and Project Teams Finalized	5/29/2015
Sub Project Plans finalized	TBD
Sub Project Plans approved	TBD
Implementation	TBD

Project Team

Lance Bolton	Project Lead
Tracy Scott	Project Lead
Mike Frangi	Project Manager

Stakeholders:

- Refer to Stakeholder Registry
-

Potential Implementation Cost:

Purchase of system for centralized inventory management of hardware and software.

Target Start Date:	4/6/2016
Target Go-live Date:	TBD
Charter Ratification Date	MM/DD/YY