Project Closeout - DRAFT

Project Details

Project Name: Support for Instructional & Collaboration Spaces
Project Team Leads: Jim Chaffee, Tino Kaltsas, Chris Clark
Project Manager: Chris Clark
TeamDynamix Project Number: 241105

Project Overview (What were the goals)

The Support for Instructional and Collaboration Spaces project began as a review of support for existing campus classrooms, computer labs and collaboration spaces.

As that review progressed, it became clear that the project needed to be tightly connected to the End User Support project given the overlap in staff involved in both support areas as well as the overlapping vision for service delivery.

The project ultimately delivered a handful of key sub-projects:

1. Development of a three tier support model for campus learning and collaboration spaces
   a. Relocation of Classroom Hotline function to Service Desk work groups
   b. Development of Extended Technical Support staff as deployable support staff for learning and collaboration spaces
   c. Refinement of third tier support model in OTLT-Learning Spaces

2. Developed standard equipment models for University Classrooms (UCRs) in partnership with collegiate leaders

3. Refined processes for design, installation and support of campus learning spaces

The original project documents are available at https://oneit.uiowa.edu/projects/classroom-collaboration-space-it-support.

Project Accomplishments (What was accomplished)

1. Development of a three tier support model for campus learning and collaboration spaces
   As it became clear this project needed to tie closely to EUS a service model developed to increase availability of support staff and leverage our growing campus network of IT support professionals in support of users in collaboration spaces. This included:
   a. Relocation of Classroom Hotline function to Service Desk work groups – Staff answering the classroom hotline will be moving to the Help Desk in Summer 2018 and partnering with that team to increase call handling standards and capacity.
b. Development of Extended Technical Support staff as deployable support staff for learning and collaboration spaces – This new model is built around deploying locally positioned Extended Technical Support staff to resolve learning spaces issues in a reduced timeframe. This model will be rolling out in the Summer and Fall of 2018.

c. Refinement of third tier support model in OTLT-Learning Spaces – To facilitate the first two efforts OTLT-Learning Spaces has retooled their staff model, separating out A/V engineering services and hiring a dedicated Support team lead to provide service support oversight in this new model.

2. Developed standard equipment models for University Classrooms (UCRs) in partnership with collegiate leaders – Collegiate leaders met in 2017 to identify a set of shared base standards for UCR classrooms across campus to improve facility consistency and supportability.

3. Refined processes for design, installation and support of campus learning spaces – OTLT assigned a dedicated team lead for design and installation efforts of AV across campus and has positioned that team to partner closely with the new support team lead and model.

What Could Have Been Improved (What would you have done different)

- **Timing of partnering with EUS** – an earlier partnership with End User Support may have led to less busy-work on the front end with project team members.
- **Timing of position fill for dedicated support team lead** – This new position, which is critical to the success of the help desk move and ets deployment was delayed until spring 2018, and has held up those efforts.

Recommendations for Further Action (What tasks are still left to do)

- Continue to monitor key support metrics (first call resolution, time to resolution in field by ETS staff).
- Evaluate similar support model for computer labs and other learning spaces (leveraging central loadsets with local response teams).
- Define inventory model for classroom and collaboration space technology.