OneIT@Iowa
Project Plan

END USER SUPPORT: SERVICE DESK UNIFICATION SUBPROJECT PLAN

Project Information

Project Team Leads: Jamie Mathews
                                 Tracy Scott

Project Manager: Mike Frangi

TeamDynamix Project Number: 241065

Project Overview

The Service Desk project will focus on unifying all Help Desks across campus (excluding the HCIS Help Desk) into a single, centrally managed IT Service Desk. The unified IT Service Desk will be available as the initial single point of contact for all IT incidents, problems and service requests.

The IT Service Desk will work to resolve many of the incidents/service requests that come into it, escalate those that require 3rd-tier level support and assign those directly to IT Desktop Support consultants to handle directly with end users. [Reference terminology to understand 1st2nd, 3rd tier support]

This project will engage campus to fully understand the existing campus Help Desk environment as well as the needs of the colleges and departments when it comes to end user support. All of this will be done while continuing to focus on the goals of OneIT – to improve efficiency in delivering IT and identify cost savings where available while maintaining overall effectiveness.

To do so the following requirements as outlined in the Service Desk Unification sub project charter will be implemented:

- All Help Desks and related personnel will merge with and report to a central IT Service Desk.
- A single set of tools and processes will be implemented across campus.
- The needs of the colleges and departments to have "local" Help Desk services will be reviewed and solutions should be identified to meet the needs of end users.
- An IT Service Desk SLA will be created. The SLA will define the services provided to end users by the OneIT End User Support Service. This is meant to be a broad document not a unit by unit agreement.

- High degree of effectiveness and problem response to patient care and safety will be maintained.
- High degree of effectiveness and problem response for student instruction will be maintained.
- Promote innovative activities and the flexibility to address specialized needs in instruction, research, clinical 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.
- Identify Key Performance Indicators (KPIs) in order to assess the success of this project.
- Identify and workout any funding issues this project identifies.

Definition of Help Desk/Service Desk Role

How is Function Provided: Centrally as part of the IT Service Desk. This function will cover new hires, existing staff and student workers.

The following is an initial list of job responsibilities that will be further defined. Initial responsibilities include:

- Serve as the primary point of contact (phone, walk-in email, chat, web, etc.) for students, faculty and staff
- Provide 1st-tier support for commodity services and typical software packages (e.g. Office 365, Microsoft Office, Windows, Macintosh, etc.)
- Escalate tickets to support teams such as desktop support, specialized consulting, vendors and other areas as appropriate
- Provide 24 x 7 Emergency Support Service
- Oversee the Incident Management System used to track incidents, problems and service requests
- Provide communication regarding outages, maintenance windows and service changes

OneIT@Iowa
Project Plan

Project Staffing

Who	Department	Skill Set	Estimated Time Commitment
Lance Bolton	CLAS	Project Lead	50
Virginia Drake	ITS	Technical Expert	150
Mike Frangi	ITS	Project Manager	75
Jamie Matthews	ITS	Project Lead, Technical Expert	150
Chuck McBrearty	Dentistry	Technical Expert	50
Greg Schwartz	Pharmacy	Technical Expert	100
Tracy Scott	ITS	Project Lead, Technical Expert	75
Sarah Williams	Engineering	Technical Expert	100
Theresa Foulks	ITS	Technical Expert	50
Jessica Richardson	ITS	Technical Expert	50
		Total:	**850**

Project Schedule

Below is a high level project schedule outlining four project stages and approximate timeframes associated with each stage. This schedule will be elaborated in detail as the project team goes through each outlined stage.

Phase 1 Initiation (Spring – Summer 2015) <u>*April 2015 – June 2015*</u> →*COMPLETE*
- Develop Project Charter
- Develop Stakeholder Registry
- Campus Engagement
- Form sub project team

Phase 2 Planning (Summer/Fall 2015) <u>*July 2015 – October 2015*</u>→*IN PROGRESS*
- Develop and finalize project plan.
- Share Project plan with OneIT steering committee
- Share Project plan with advisory committee
- Post Project plan on OneIT website for public feedback
- Engage campus IT Directors to identify existing Help Desks (and support contact points) and determine/verify scope of work
- Complete an inventory of each Help Desk/Support operation on campus (e.g. staffing, hours, locations, supported services, contact volumes, tools, etc.)
- Determine engagement, communication change management strategies
- Engage IT campus community as needed for feedback

OneIT@Iowa
Project Plan

- Define the implementation strategy for the new IT Service Desk
- Develop initial time frame for migrations to the campus ticketing system - Service Manager
- Define high level risks and mitigation strategy per campus units
- Develop an outline for the makeup and functioning of the End User Support governance group.

Phase 3 - Implementation (Fall 2015 – Fall 2016) <u>November 2015 – October 2016</u>

- **Stage 1 – Early Adopters** (Fall 2015) <u>November 2015 – January 2016</u>
  - o Continue Campus Engagement as defined in Stage 1 (provide updates on Project and gather feedback)
  - o Define implementation strategy.
    - End user support will be treated as a single entity for implementation. Helpdesk, desktop and device management processes will be addressed in parallel unit by unit.
      - CLAS will be the next early adopter to implement the OneIT End User Support service model. Other units may be identified or asked to be an early adopters and a roll out schedule will be outlined.
    - Implementation project will engage with each IT Director to outline current IT Structure. Identify the unique needs and develop a specific implementation plan for each unit.
  - o Perform a gap analysis between current services offered by ITS and localized help desks
  - o Determine best method for designated administrative and collegiate IT staff to escalate issues to appropriate service owner in OneIT organization (Feedback from Advisory committee).
  - o Define campus units that will be early adopters
  - o Outline draft service offerings and a draft IT Service Desk SLA
  - o Identify gaps in the integration (and handoff) between the newly formed IT Service Desk and IT Support Staff in Extended Technical Support, colleges and departments
  - o Identify better mechanism for Service Desk staff to identify where to assign tickets/requests
  - o OneIT Steering Committee Approval of new service offerings
  - o Vet service offerings by campus IT community
  - o Rollout of self-service capability for Service Manager
  - o Communicate with impacted staff
  - o Start implementing new service with early adopter groups
    - Migration to Service Manager for the ticketing system
    - Integration of college/departmental Help Desk staff into the IT Service Desk
  - o Provide training and support to impacted staff
  - o Tweak service based on feedback

- - Celebrate/reinforce early successes
  - Develop a marketing and communication plan to transition from a Help Desk to a Service Desk
  - Form the End User Support governance group
- **Stage 2 – Rollout** (Winter 2016 - Fall 2016) <u>February 2016 – October 2016</u>
  - Continue Campus Engagement as defined in Stage 1 (provide updates on Project and gather feedback)
  - Define schedule for rollout of service to the rest of campus
  - Start implementing new service with rest of campus based on rollout scheduled
  - Celebrate/reinforce successes
  - Update campus IT community
  - Implement improvement to reports, metrics and dashboards
  - Tweak service based on feedback

Phase 4 Close Out (Fall 2016) <u>November 2016</u>

- Project Close Out
- Ongoing service enhancements
- Celebration get together

Project Budget

- Implement knowledge base of sorts to reduce calls
- Explore ITIL cloud based for a ticketing application options such as ServiceNow

Change Control Plan

Substantial changes to project scope will be brought to the OneIT Steering Committee for evaluation and resolution.

OneIT@Iowa Project Plan

Communications Plan

Target Audience	Primary Contact	Communication Mechanism	Frequency	Purpose/Description of Communication	Author/Owner
OneIT Steering Committee	Program Office	Email, meetings	Monthly or as needed	Updates on project, feedback from group	Mike Frangi
Project Team	Tracy Scott, Jamie Matthews	Recurring Team Meetings	Weekly	Plan and Implement	Mike Frangi
OneIT Leaders	Chris Clark	Email, meetings, presentations	As needed	Updates on project, feedback from group	Mike Frangi
ITADmin Community	Tim Wolf	Email, presentations	As needed	Updates on project, feedback from group	Tim Wolf
General Communication to University Community	Tracy Scott, Jamie Matthews, Mike Frangi	Email, meetings, presentations	As needed	Updates on project, feedback from group	Mike Frangi
Advisory Committee	Mike Frangi	Email, meetings	Quarterly or as needed	Updates on project, feedback from group	Mike Frangi
Engineering Computing Committee	Jon Kuhl	Email, meetings, presentations	As needed	Updates on project, feedback from group	OneIT Program Office
Pharmacy IT Committee	Greg Schwartz, Jim Hoehns	Email, meetings, presentations	As needed	Updates on project, feedback from group	OneIT Program Office
Associate/Assistant Deans & Administrators	IT Director	Email, meetings, presentations	As needed	Updates on project, feedback from group	OneIT Program Office
HR Representatives	TBD	Email, meetings	As needed		
Staff	TBD	Email, meetings	As needed		

Risk Management Plan

Risks will be identified during project team meetings, interviews or discussions with project stakeholders. Once identified the risks will be assessed and the likelihood of occurrence and impact on the project will be determined. Risk mitigation strategies will be developed for risks that have a high impact and a high likelihood of occurrence on the project. The risk tracking list will be located on the Service Desk Project SharePoint Site.

Issue Tracking and Resolution Plan

Issues will be identified during project team meetings, interviews or discussions with project stakeholders. Once identified the issues will be evaluated, tracked and assigned in the issue tracking list located on the Service Desk Project SharePoint Site.

Metrics / Key Performance Indicators

- Number of help desks on campus
- Number of people in the help desk role (Full Time and Students)
- Many areas help desk is also Tier 1 support – how do we differentiate and track.
- Define tiers of support

Key Dates

Charter Ratification Date   06/01/2015

Project Plan SC Approval Date   09/15/2015