Improving Institution Performance with Enhanced Second-Tier Services

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Agenda

- **Program History**
  - TLC Program
  - TRU Initiative
- **Strategies for:**
  - Preemptive Support
  - Rapid Response
  - Bridging the Tiers
  - Enhancing Customer Service
  - Identifying Needs
  - Cost Savings

- **Designing TRU**
  - Design
  - Implement
  - Evaluate
  - Expand

History

Status Quo – 2012

- Managing:
  - 56 computer labs
  - 101 technology-enhanced classrooms
  - 1,600 computers

- With:
  - 3 FTEs
  - On average, 2–4 student assistants per lab with limited duties

TLC Program – 2013

- TLC Maintenance Program
- Better leverage student staffing
  - Hybrid training
  - Appropriate resourcing
  - Team building
  - Regular lab evaluations
- Pilot in library and business school

TLC Pilot Results

- Quality increase in most locations
- 256% issues addressed preemptively
- Recognition:
  - University Business Magazine (December 2013)
  - 2014 UBTech Conference

TRU Initiative – 2014

- Technical Response Unit
- Evolution of TLC
- Goals:
  - Further increase preemptive support
  - Establish 15 minute incident response time
  - Enhance customer service
  - Identify departmental needs
  - Provide cost savings

Strategies

Customer Service

- Challenges
  - Management
  - Resourcing
  - Training
  - Support
- Strategies
  - Hiring
  - Leadership
  - Motivation
  - Hybrid training
  - End-user surveys

Preemptive Support

- Routine on-site maintenance

- Pelco Endura camera system

- Xerox CentreWare Web

- Reduction in workload for other IT areas

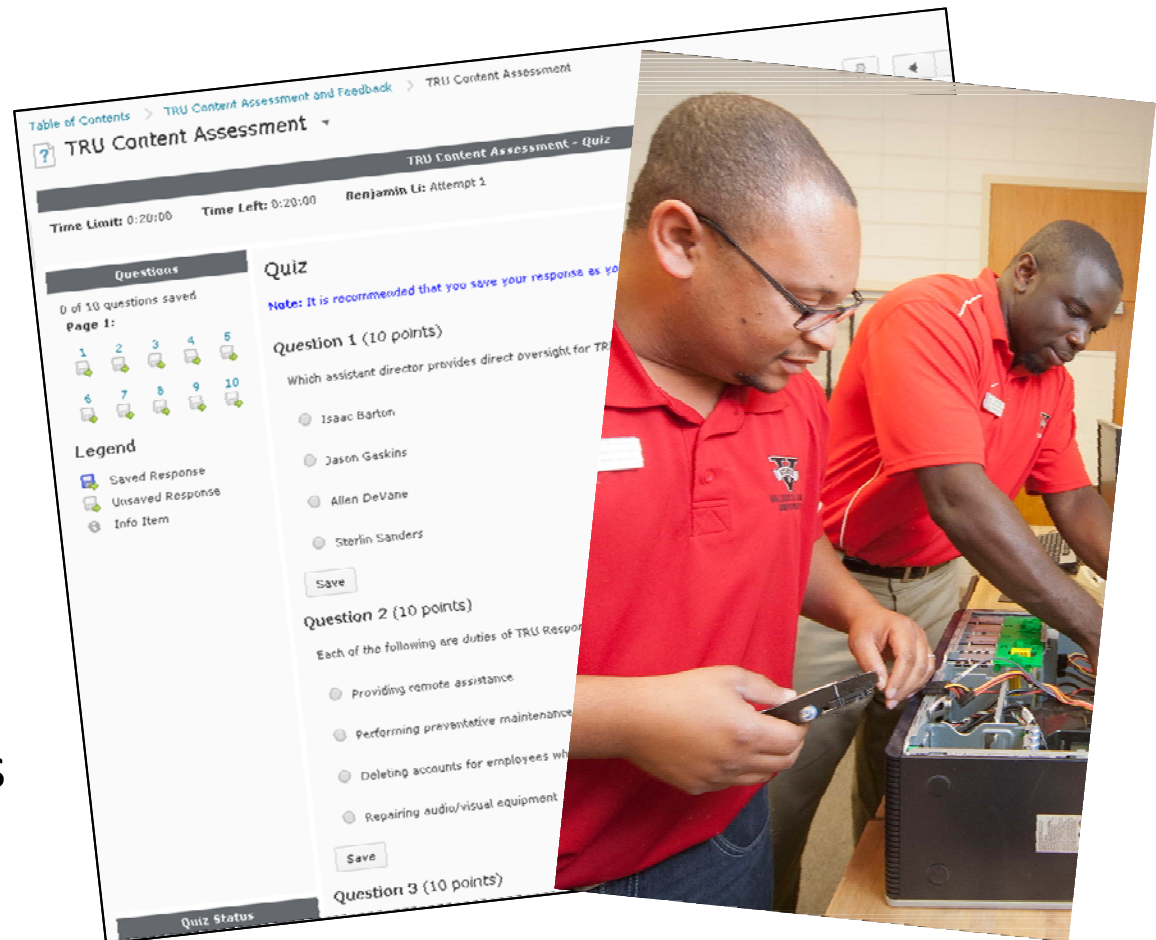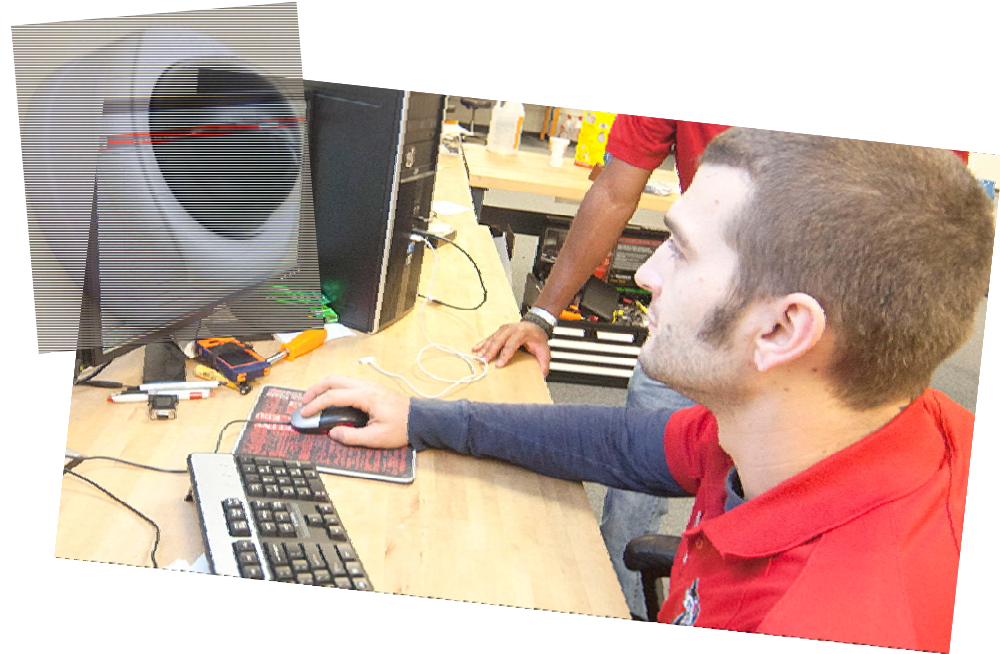| ▼ Other Consumables				
Replaceable Unit	**Serial Number**	**Max Capacity**	**Level**	
Toner Bottle CRU	N/A	13530 Tenths of Grams	10% Remaining	
Xerographic CRU module	N/A	600000 Impressions	35% Remaining	
Fuser CRU module	N/A	422000 Impressions	526454	
Waste Toner Bottle CRU	N/A			

▼ Paper Trays					
Tray	**Size**	**Media**	**Max Capacity**	**Level**	
Tray 1	Letter (8.5 x 11")	standard	500 Sheets	½ Full	
Tray 2	Letter (8.5 x 11")	standard	500 Sheets	½ Full	
Tray 3	Letter (8.5 x 11")	standard	2000 Sheets	½ Full	
Tray 4	Letter (8.5 x 11")	standard	1600 Sheets	½ Full	
Bypass Tray	Legal (8.5 x 14")	standard	100 Sheets	Empty	

Rapid Response
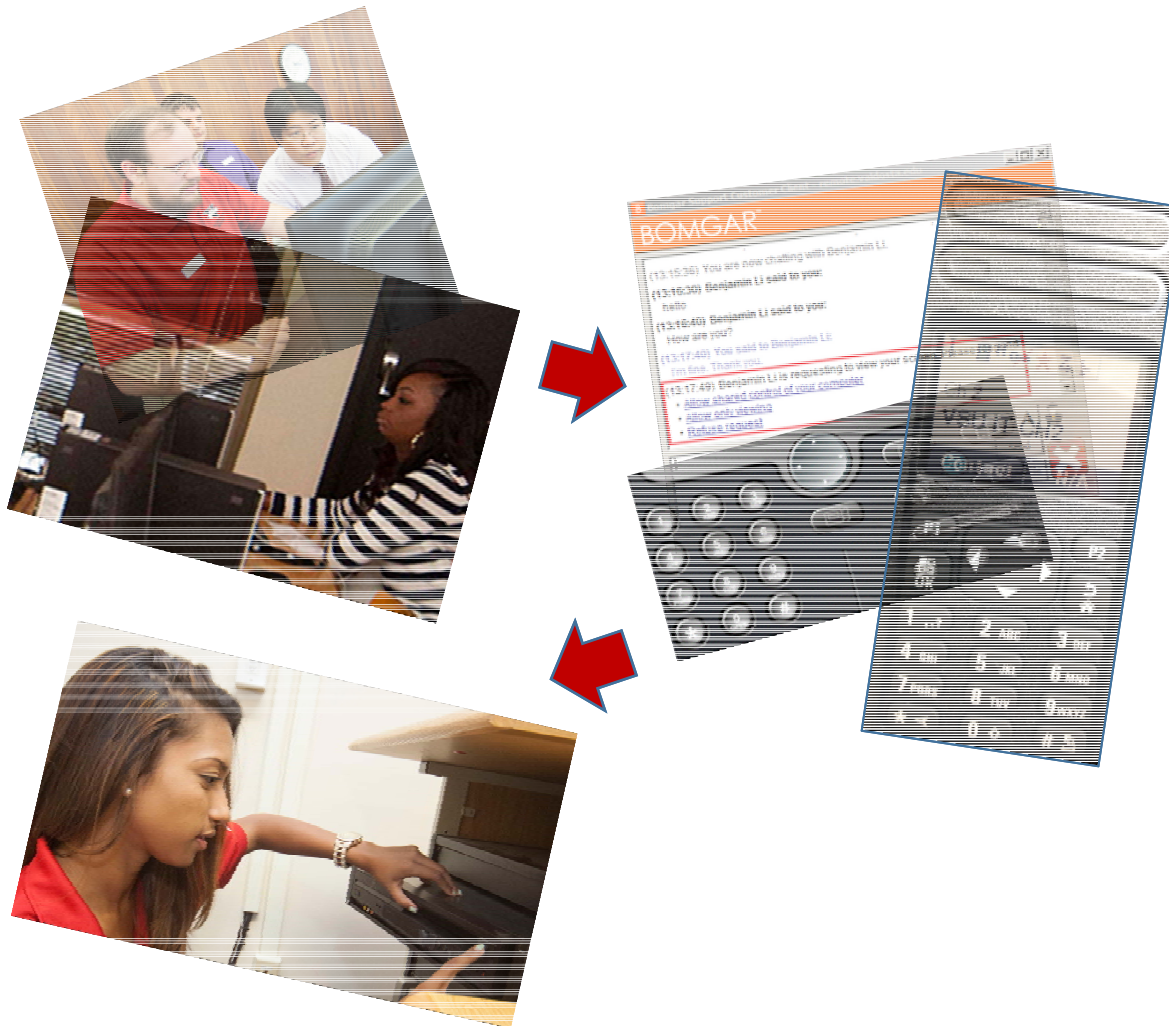
- Bomgar Button and remote support

- Motorola XPR 7550 radios

- Cisco Contact Center

- Bridging the first and second tiers

Bridging the Tiers

Incident Response

Service Requests

First Tier
❑ IT Helpdesk
❑ Training and Communication

Intermediary Tier
❑ Technical Response Unit

Second Tier
❑ Desktop Support
❑ Classroom Support
❑ Asset Management

Initial Contact

Preventative Maintenance
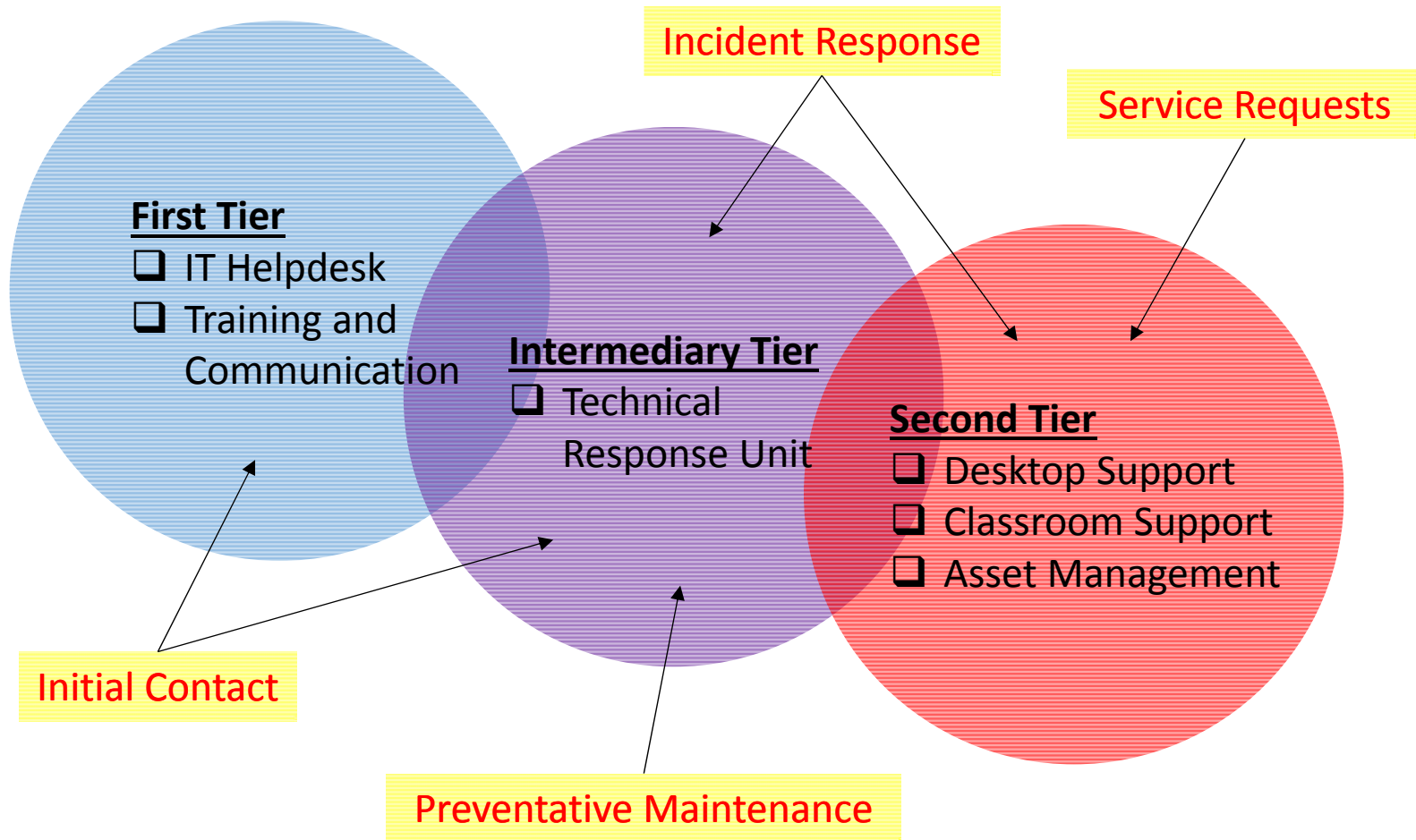
Identifying Needs

- Technology committees
  - College of Arts and Sciences
  - College of Arts
  - College of Business
  - College of Education
  - College of Nursing
- Faculty and IT collaboration
- Committee-driven technology decisions

Cost Savings

- 1 FTE
- 7 strategically placed offices with 3-5 student assistants each

Phases

Phase I – Design

- ## Summer 2014
  - Determine goals and direction
  - Create/migrate training content
  - Acquire funding
  - Create job descriptions
  - Design pilot

Training Components
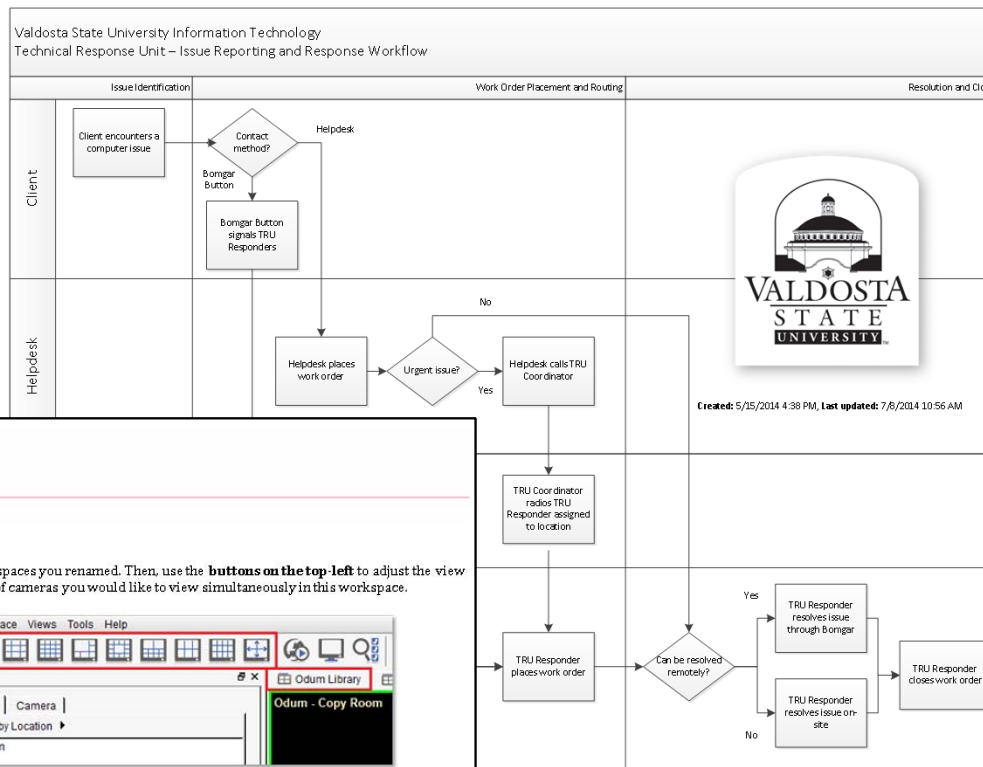
- TRU reporting structure
- Responder responsibilities
- Responder tools
- Maintenance guides
- Assessment and agreement
- Feedback survey
- Technician shadowing

Phase II – Implement

- ## Fall 2014
  - Acquire vehicles and other resources
  - Communicate with pilot groups
  - Recruit from lab assistant pool
  - Establish offices
  - Train other branches to interact with TRU
  - Hired TRU Coordinator

TRU Organization

Sterlin Sanders
Assistant Director for
Technical Support Services

Frontline Service Areas --- **Quinncy Thomas** Computer Support Coordinator (TRU) --- Other Technical Support Services Areas

- University Center
- Bursary
- Buildings on South Campus

- Nevins Hall
- Admissions
- Psychology Building

- College of Education
- Jennett Hall
- PE Complex
- Student Recreation Center
- Football Office

- Health Sciences and
- Business Administration
- Pound Hall
- Thaxton Hall
- Barrow Hall

University Center TRU Responders

Nevins Hall TRU Responders

College of Education TRU Responders

Health Sciences TRU Responders

Science Building TRU Responders

- Science Building
- Powell Hall
- West Hall

Oak Street Deck TRU Responders

- Oak Street Deck
- Residence Halls
- Student Services Areas

Odum Library TRU Responders

- Odum Library
- Fine Arts
- Student Union

Phase III - Evaluate

- <u>Spring 2015</u>
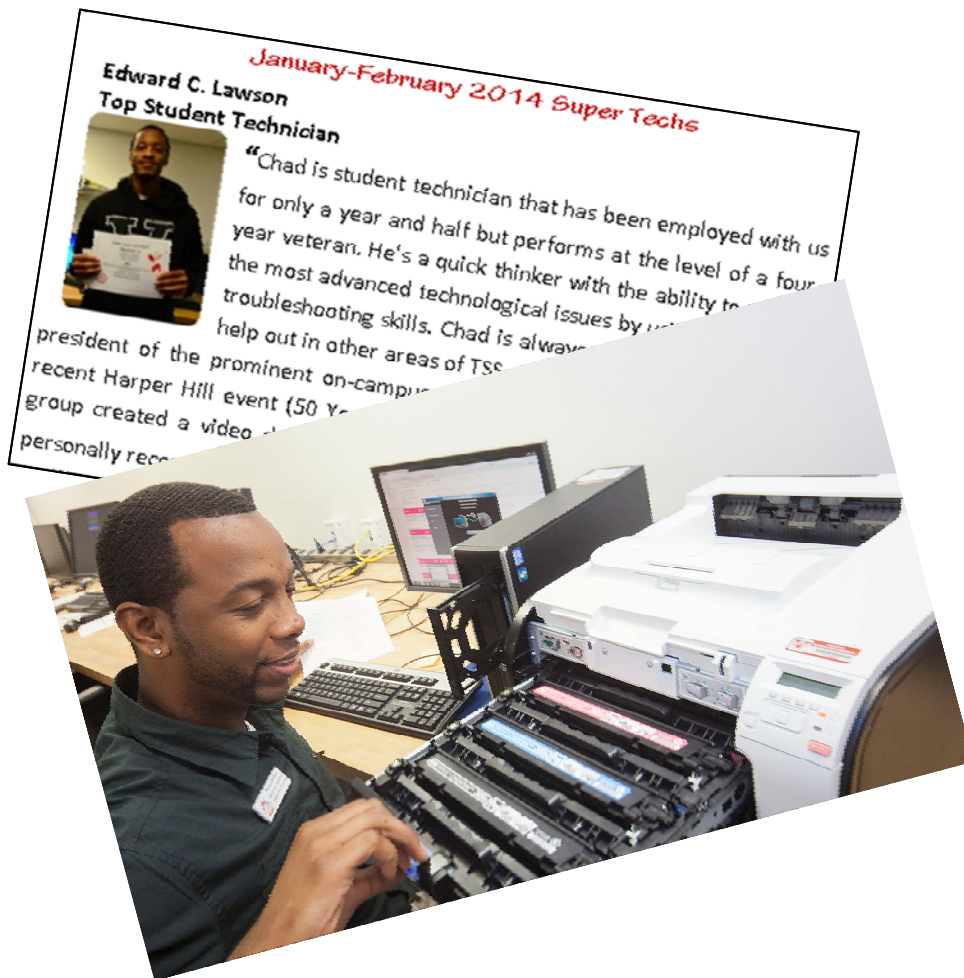 - Evaluate quality and quantity of work
  - TRU Responder recognition program
  - Evaluate training feedback
  - Expansion of training and services supported
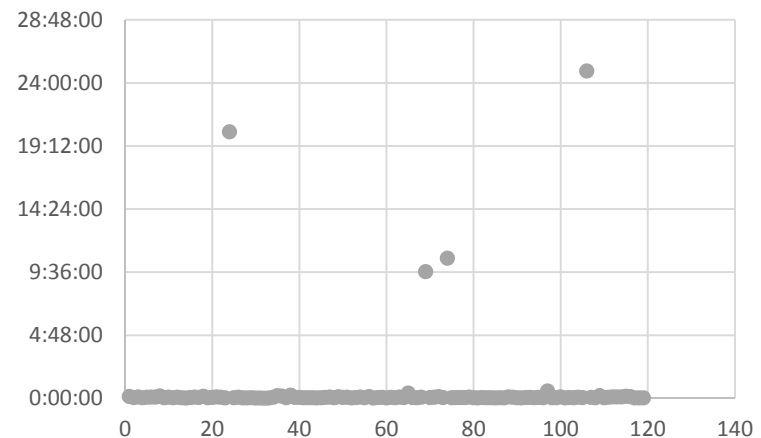 - Establish team building and cross-training

Results

- 503% increase in preemptive support
- 96% incident response times within 15 minutes
- 15 student lab assistants (1 per lab) x 20 hours per week x $7.25 per hour x 4 weeks per month x 3 months = $26,100 cost savings possible
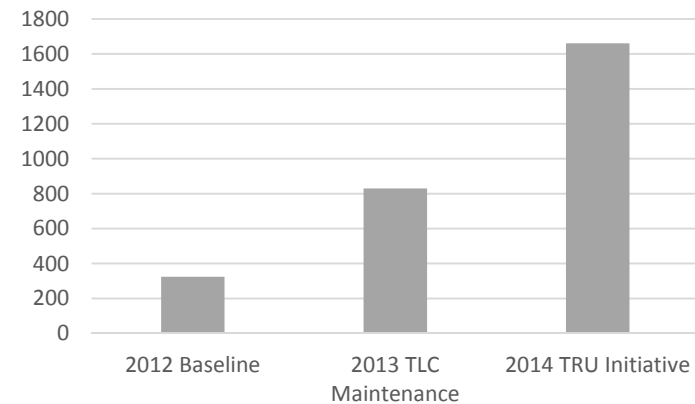
TRU Preemptive Support (Source: VSU Service Desk)

TRU Response Time (Source: VSU Service Desk)

Phase IV - Expand

- 24/7 availability
- Expanded student wireless support
- Social relationship management (SRM – Oracle, Hootsuite)

Summary

	TLC	TRU
Issue Identification	Helpdesk or Lab Assistants	Helpdesk or TRU Technician, Bomgar Button, monitoring systems, technology committees, SRM
Scope	Classrooms and computer labs only	All campus computing equipment
Internal Communications	Service Desk system	Service Desk system and Motorola radios
Support Types	Maintenance	Maintenance, remote support, on-site repairs, wireless assistance
Staffing	2–4 Lab Assistants per lab in over 50 computer labs	3–5 TRU Responders in 7 TRU offices
Management	Individual departmental managers	TRU Coordinator and Assistant Director

Additional Questions?
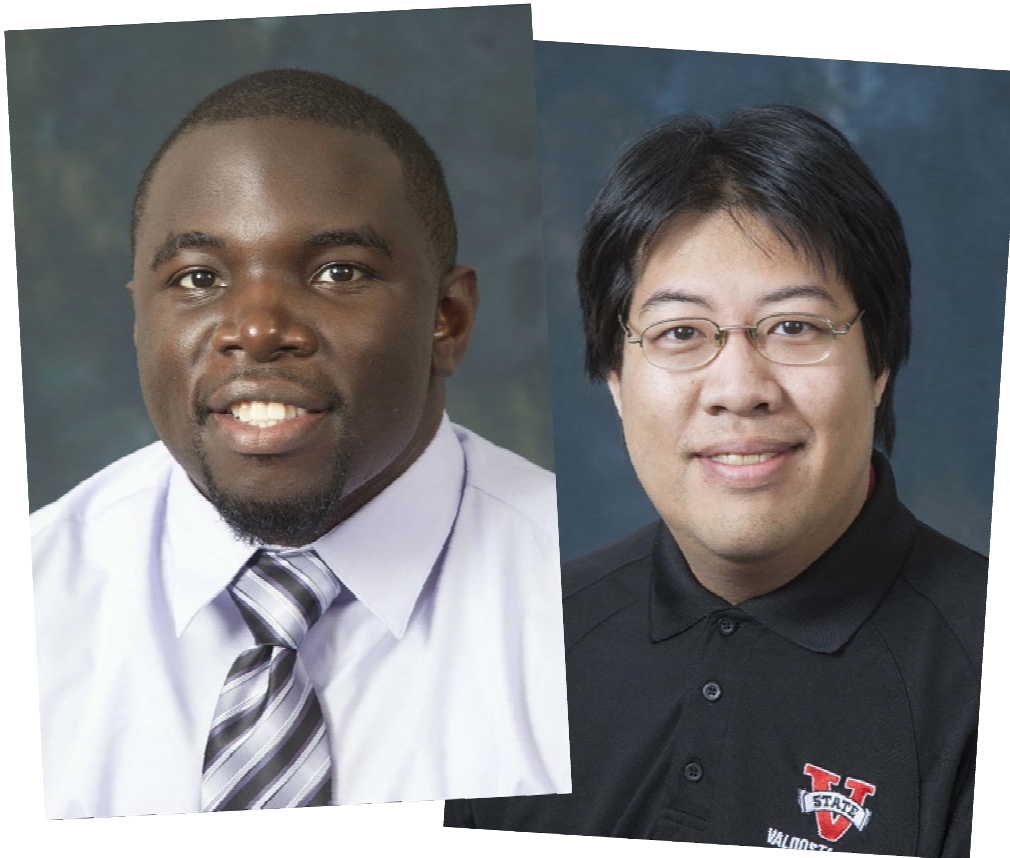
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