



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

Student Staffing in Classrooms and Computer Labs

Problem:

- 1,600 computers in labs and technology-enhanced classrooms
- Only 3 full-time employees to support them
- Computing equipment problems infrequently reported in advance

Solution:

- Develop hybrid training
- Provide necessary resources
- Team-building exercises
- Regular lab quality evaluation
- Pilot test in library and business school

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SOLUTIONS FOR HIGHER EDUCATION MANAGEMENT
NOVEMBER 2013
SPECIAL CASE STUDY SECTION: LEAD FROM THE WAY 40

**MODELS OF EFFICIENCY
WINTER 2013-14
HONOREES**

How administrative process saves is enhancing the student experience 28

Safety in hand
Mobile devices empower students

Tech counts
Decentralizing the campus technology asset model 40

**INFORMATION TECHNOLOGY
Valdosta State University**

Student Staffing

Like virtually every other administrative unit in higher education, the Information Technology Division at Valdosta State University in Georgia employed students to supplement the efforts of full-time staff. They were deployed in about 50 classrooms and computer labs across campus, where they helped monitor the use of nearly 1,500 desktop computers.

Assessing staffing issues a year ago, administrators realized that expectations for those students were set by the individual departments each classroom and lab served.

"We had a workforce we were employing but were not leveraging in a consistent manner across the university," says Joe Newton, director of infrastructure support services and chief technology officer. "We decided to try to put a program to that and expect more out of the student assistants. Rather than just leaving it to the distributed departments to figure out how to manage their lab, we wanted to support them better by organizing that effort."

For two months, a committee developed a training program, which was then distributed via the university's learning management system, powered by Desire2Learn. The training involved upkeep of classroom and lab appearance; implementation of effective

light
ing problems facing
over 28

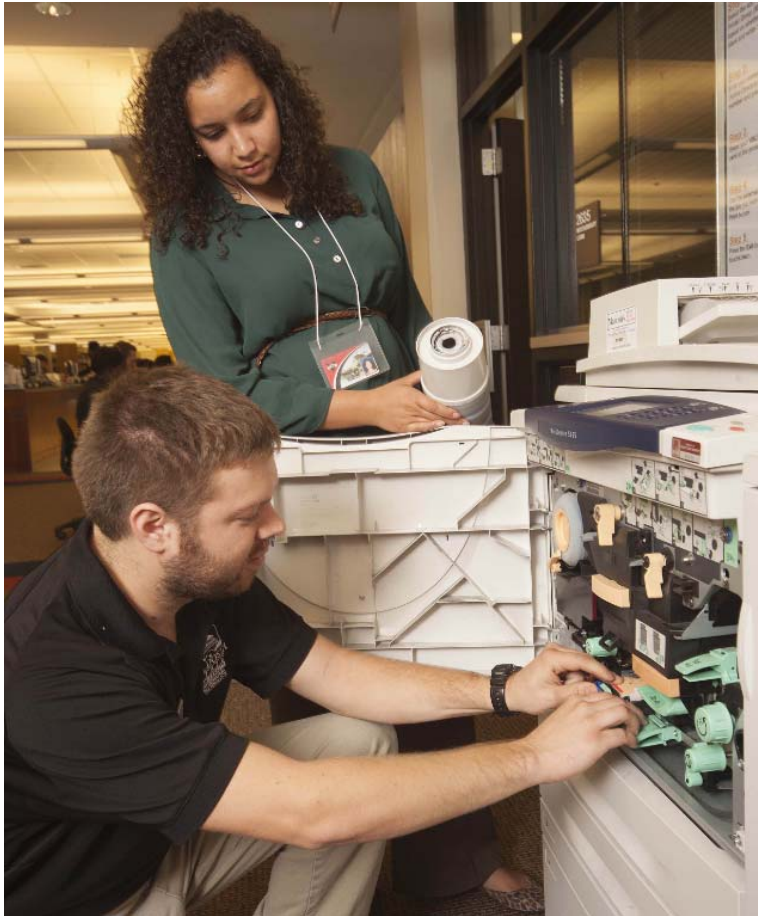
business model
? (1) conversation 74

FINANCE

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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

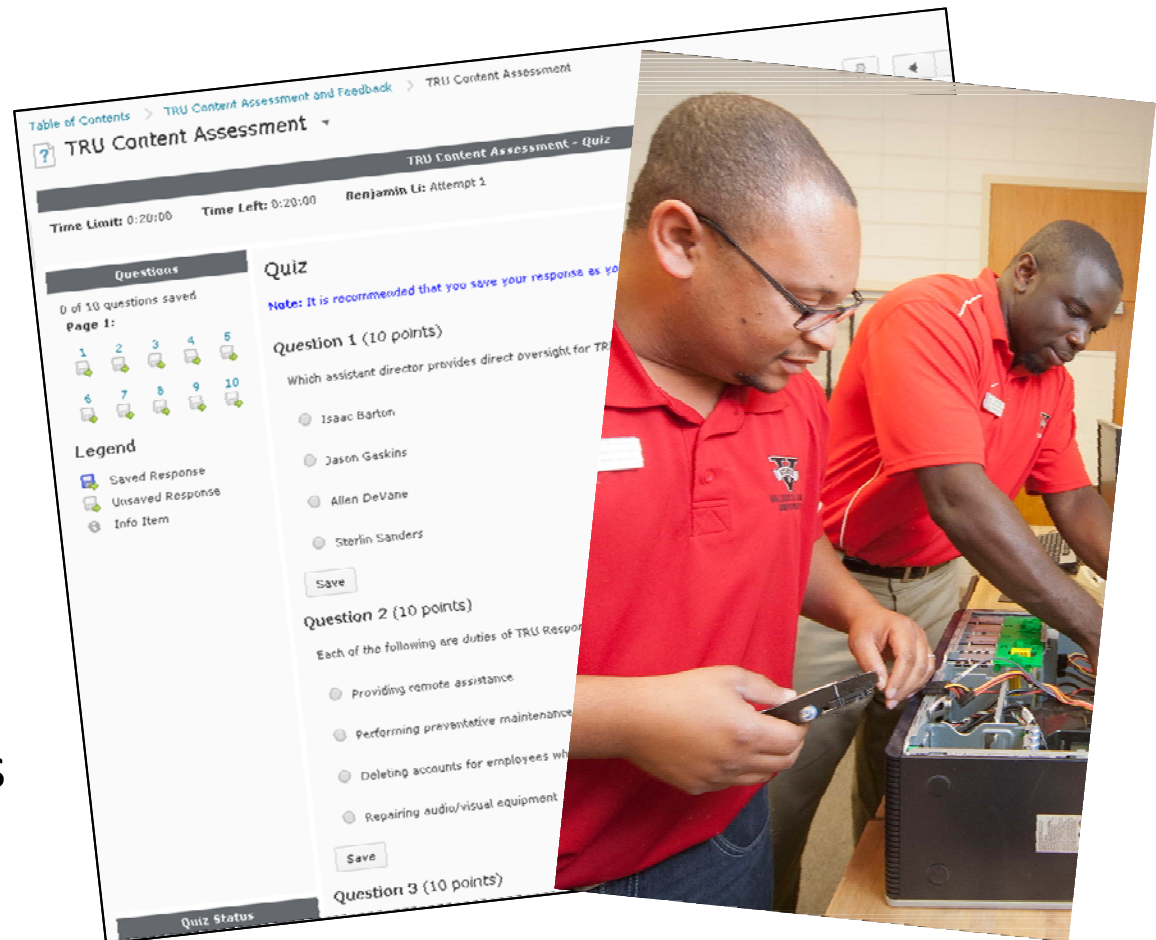


Strategies



Customer Service

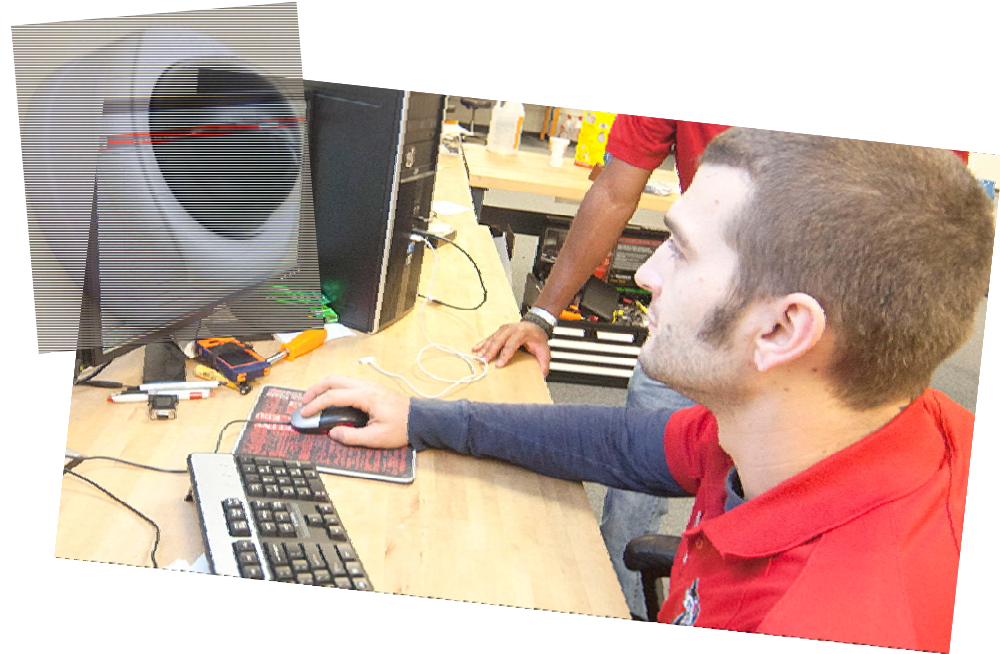
- Challenges
 - Management
 - Resourcing
 - Training
 - Support
- Strategies
 - Hiring
 - Leadership
 - Motivation
 - Hybrid training
 - End-user surveys





Preemptive Support

- Routine on-site maintenance
- Pelco Endura camera system
- Xerox CentreWare Web
- Reduction in workload for other IT areas

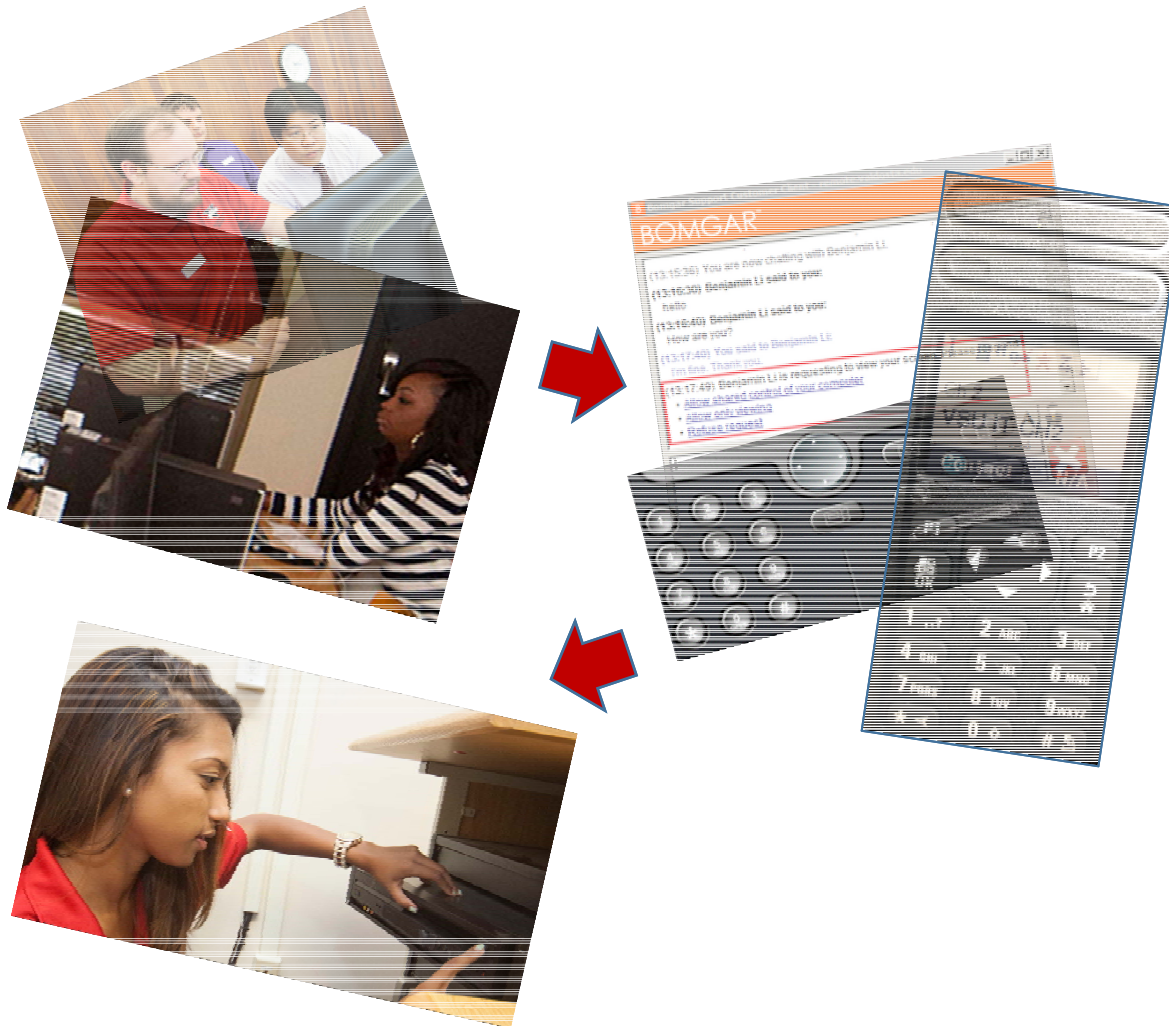


Other Consumables				
Replaceable Unit	Serial Number	Max Capacity	Level	
Toner Bottle CRU	N/A	13530 Tenths of Grams	10% Remaining	<div style="width: 10%;"></div>
Xerographic CRU module	N/A	600000 Impressions	35% Remaining	<div style="width: 35%;"></div>
Fuser CRU module	N/A	422000 Impressions	526454	<div style="width: 526454%;"></div>
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 <div style="width: 50%;"></div>
Tray 2	Letter (8.5 x 11")	standard	500 Sheets	½ Full <div style="width: 50%;"></div>
Tray 3	Letter (8.5 x 11")	standard	2000 Sheets	½ Full <div style="width: 50%;"></div>
Tray 4	Letter (8.5 x 11")	standard	1600 Sheets	½ Full <div style="width: 50%;"></div>
Bypass Tray	Legal (8.5 x 14")	standard	100 Sheets	Empty <div style="width: 0%;"></div>



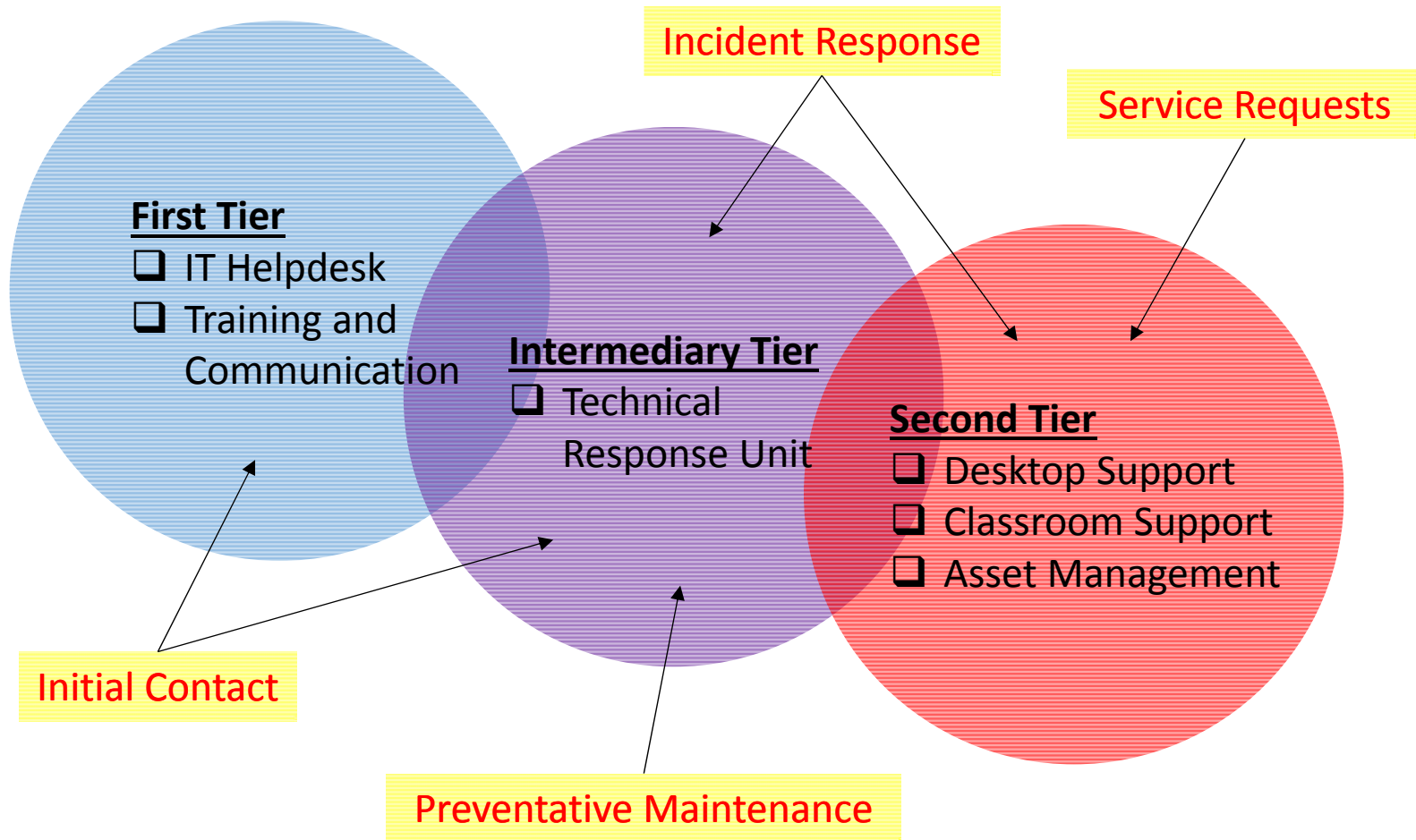
Rapid Response



- Bomgar Button and remote support
- Motorola XPR 7550 radios
- Cisco Contact Center
- Bridging the first and second tiers



Bridging the Tiers





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

Valdosta State University
Information Technology

Technical Response Unit Module Overview
Created: 7/3/2014 12:30 PM
Last Modified: 7/3/2014 12:35 PM

Module Overview

Module Name

Introduction

Module Description

This module is designed to provide learners with a description of the Technical Response Unit (TRU) sub-branch of the Division of Information Technology and the roles of each employee within it. Likewise, it identifies how it will interact with clients and other branches of Information Technology.

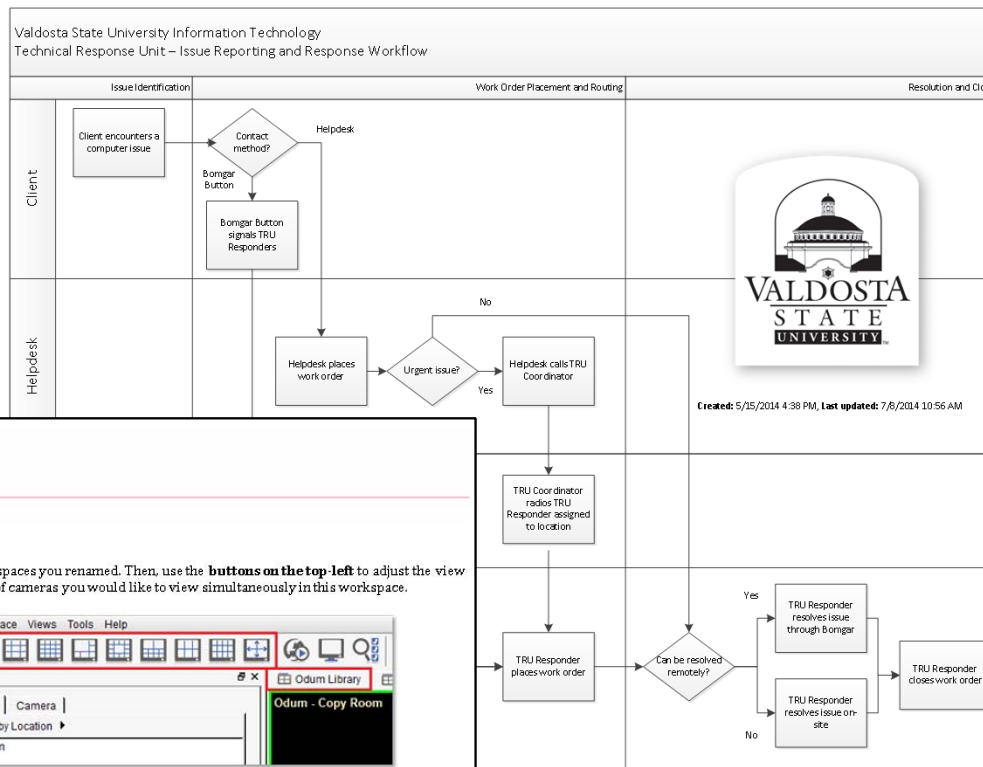
Key Learning Objectives

- Understand the purpose and goals of the TRU
- Understand your role and responsibilities





Training Components



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

Step 6
Select one of the workspaces you renamed. Then, use the **buttons on the top-left** to adjust the view based on the number of cameras you would like to view simultaneously in this workspace.

Step 7
Expand the list on the left for the respective building, and **drag each of the cameras** to your preferred window on the right. A camera feed should appear. Repeat steps 6 and 7 for each building you are responsible for.



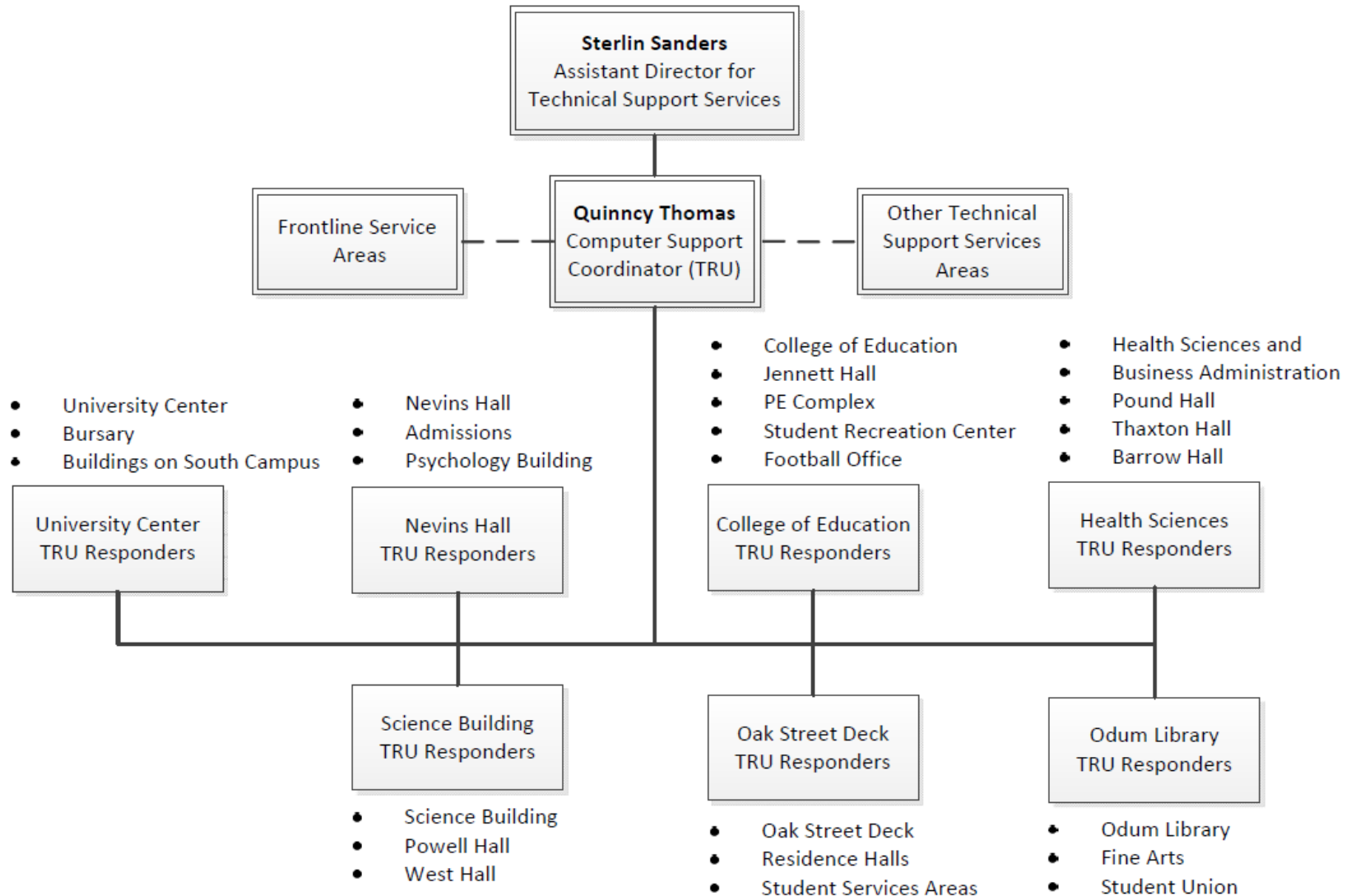
Phase II – Implement

- 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



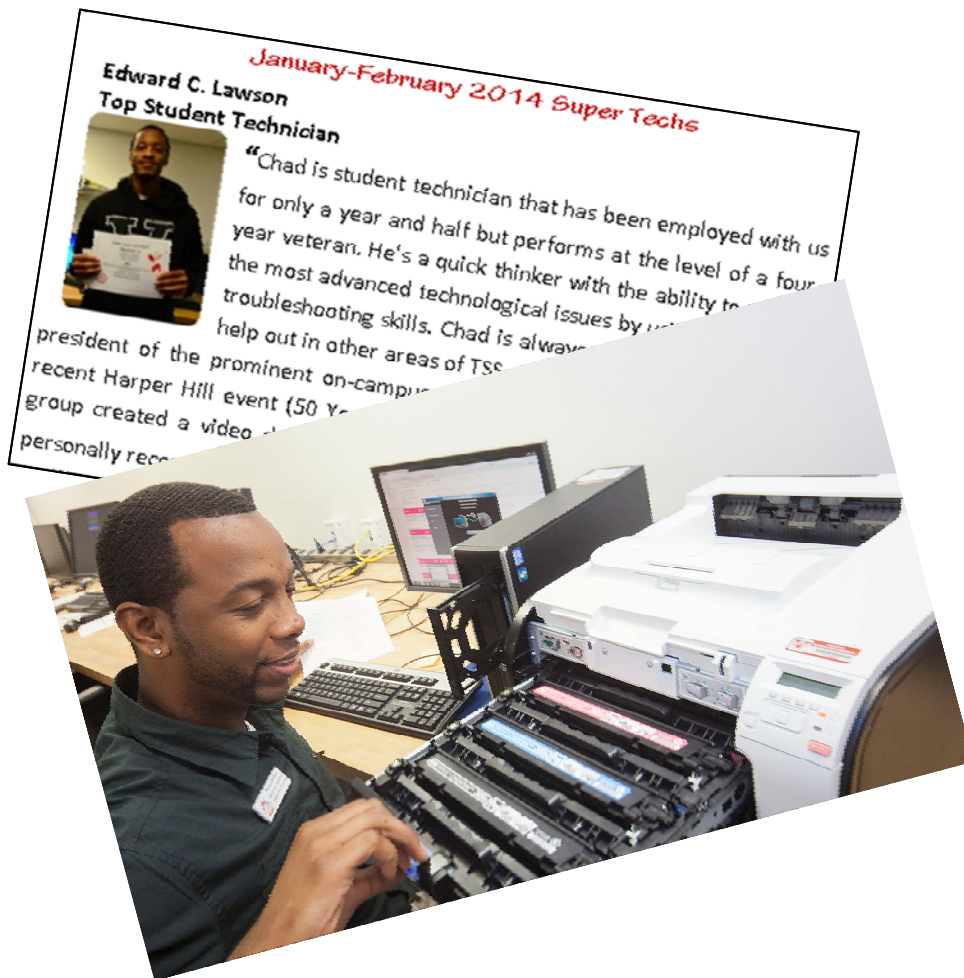


TRU Organization





Phase III - Evaluate

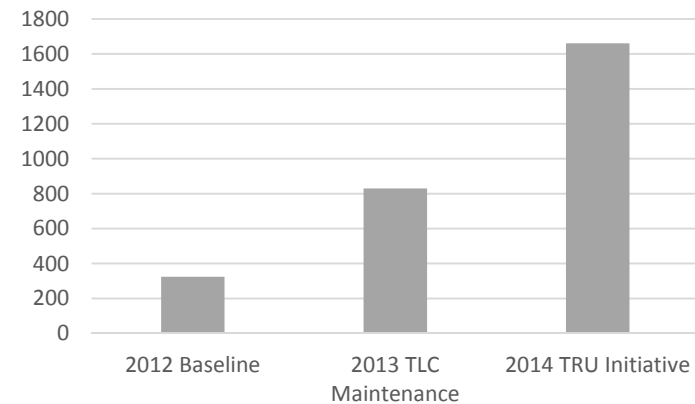


- Spring 2015
 - Evaluate quality and quantity of work
 - TRU Responder recognition program
 - Evaluate training feedback
 - Expansion of training and services supported
 - Establish team building and cross-training

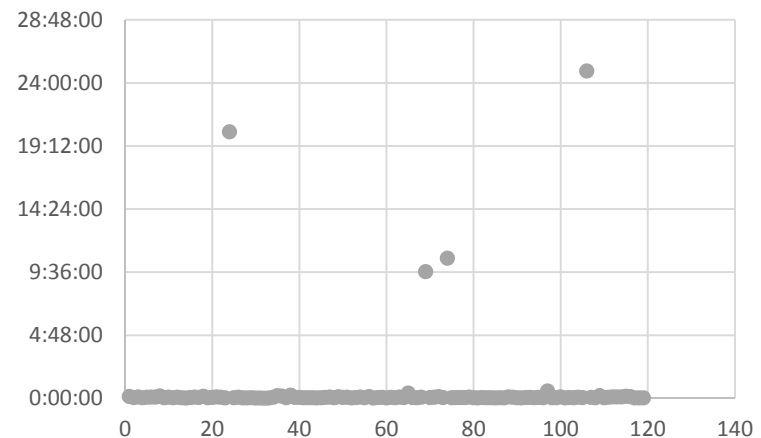


Results

- 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)



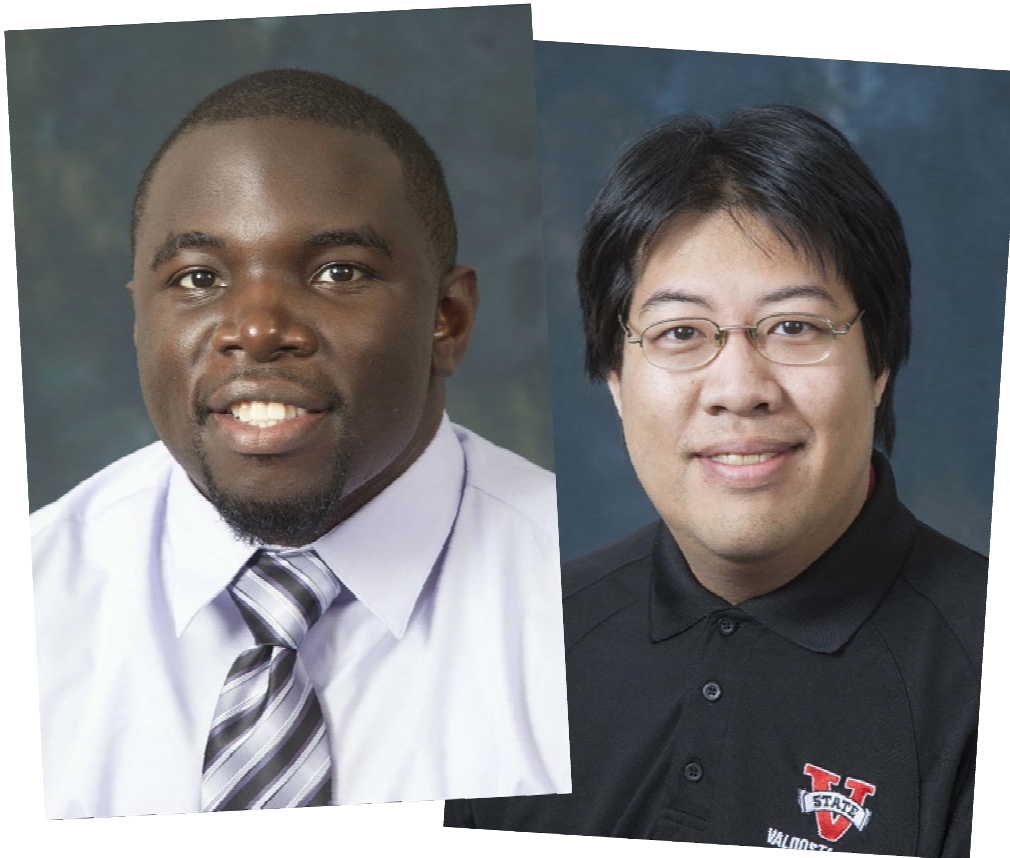


Summary

	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?



VALDOSTA STATE UNIVERSITY



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