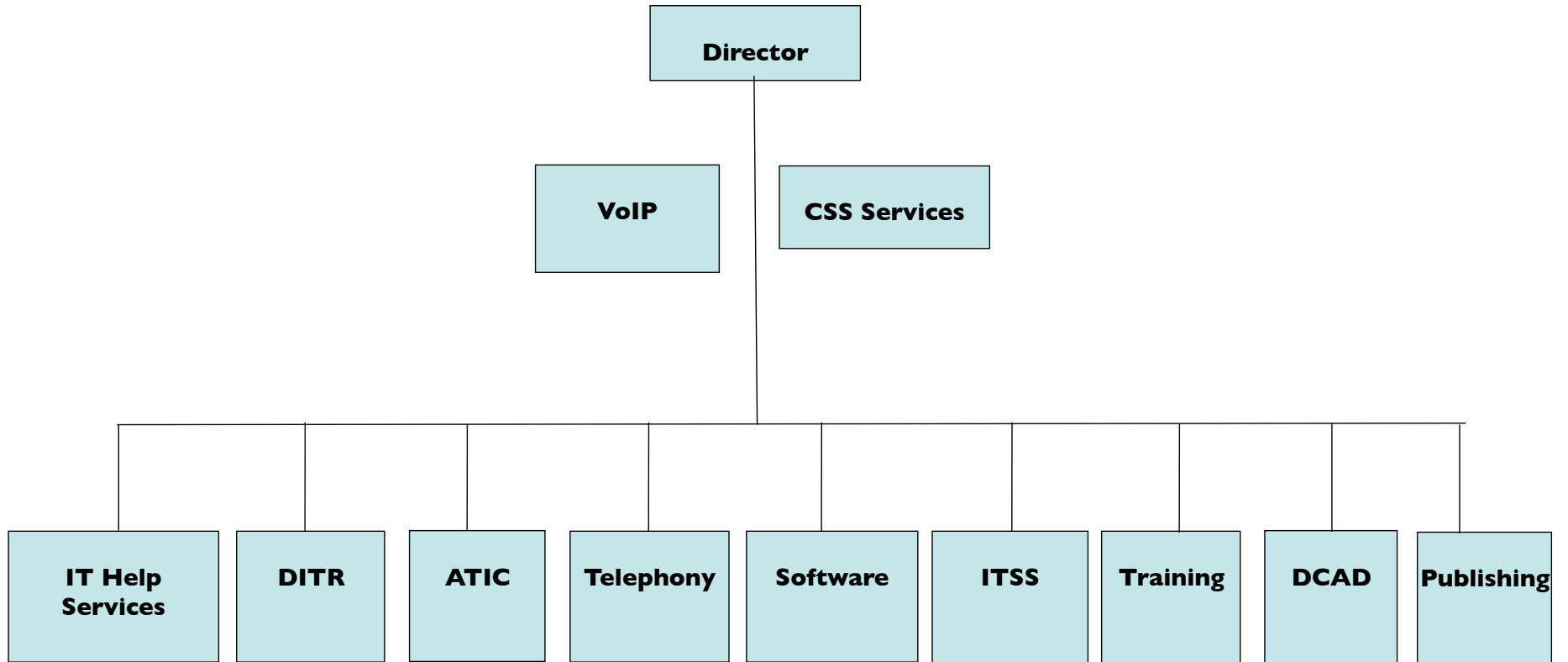


Client Support Services 2.0

Oliver Thomas, channeling
Wilson D'Souza
June 18, 2009



CSS 1.0: Organization



CSS 1.0: State of the Union

- CHD: ~60,000+ calls/emails & 40k tickets
- DCAD: 246 departmental web/db projects/contracts
- Software : 150+ s/w products/65 releases/32 s/w contracts
- Training: 62 training units & 292 events/yr, 96 DLCs attended
- DITR: 1800 machines/34 DLCs/70 VIPs/Athena Clusters
- ATIC: 150 accessibility reviews/300 staff & students for ATIC
- Telephony: ~5500 calls/month, 800 conf call assists, VoIP rollout
- Pubs: 50 services/products docs updated, new IS&T website
- ITSS: 1587 incidents, 17 data spills, 2169 copyright notices
- HQ: Management, Reporting, VoIP/eMail Project Leads

Our data indicates:

- Quality impact due to:
 - High ratio of products/services to employees in IS&T
 - High ratio of products/services to employees in CSS
- Unit Costs are not understood
- Very diffused model for service delivery
- High customer demand but we are trying to be all things to all people

What's working?

- Our People
- Most services well received by Community –
Based on IS&T's Oct 08 Survey results
 - HD, Mobile Support especially stand out
- Hermes, Mobility, DITR+ - examples of well received new services
- Partnerships with strategic vendors – Dell for asset tagging/imaging, KSL for printing etc

What's broken?

- Billing/Invoicing
- Inventory
- Customer Management system
- Paper work/ad hoc approach for our work
- No unit cost model
- Work not tied to metrics, costs, minimal prioritization
- Prioritization on core services
- No good escalation process for handling faculty/student issues

CSS 2.0: Aspirations

- To be the **best in class** IT Services organization, that is aligned with MIT's mission around teaching, learning and research
- Providing the best customer experience - support and services
- Reducing time to market and costs of new services to the community
- Enable the community to innovate by providing easy to use services and infrastructure
- Become an “Employer of Choice” for the best technology and business talent.
- Recognized as an entity that fosters creativity, talent and growth with balanced work/life

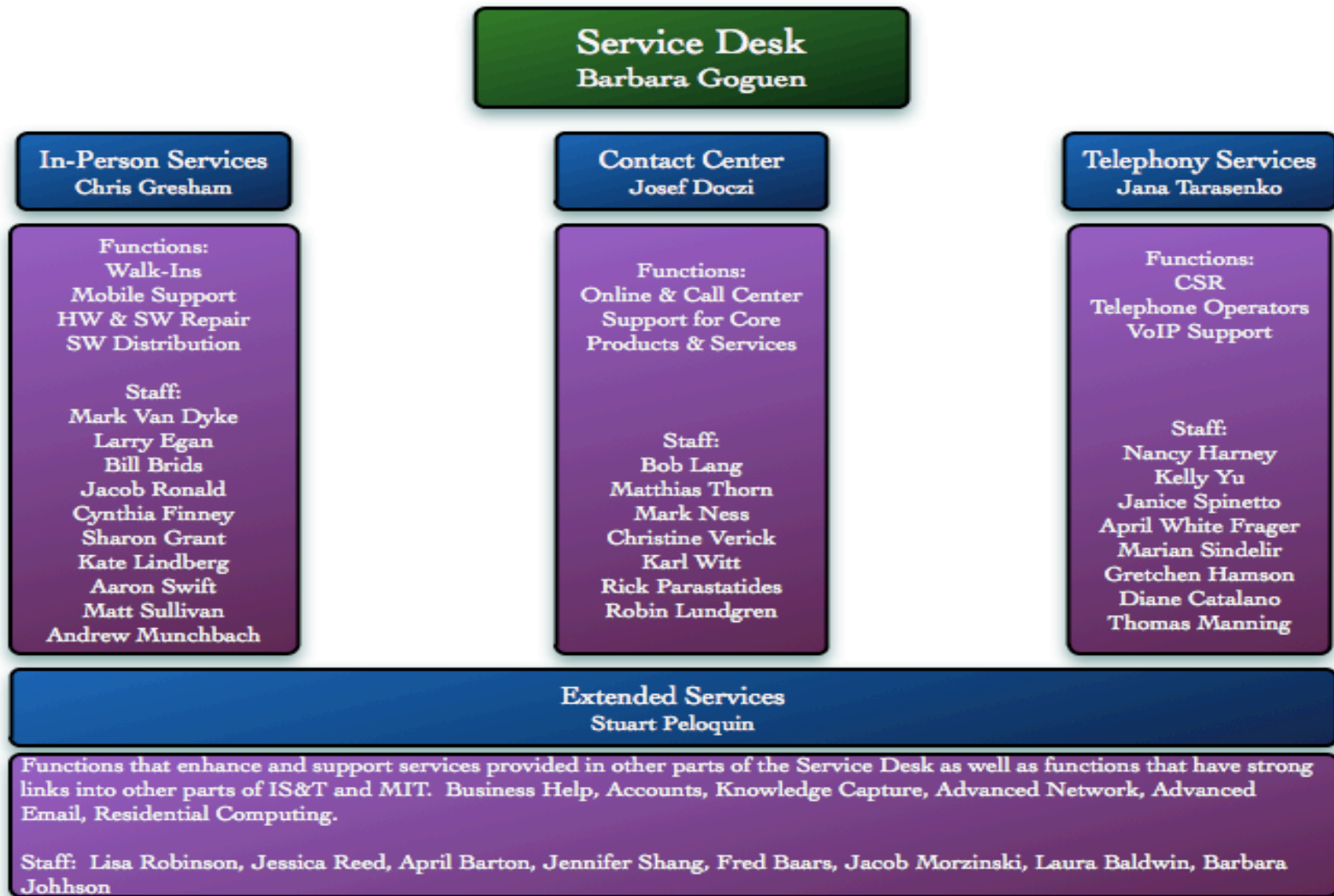
CSS 2.0: Functions



CSS 2.0: Organization



CSS 2.0: Service Desk



SD: What do we do?

- Provide single starting point for help, whether Computer, Mobile Device or Telephone, Network, Data, or Software related
 - Telephone Help, Mobile Devices, and Software Distribution Teams added to Computing Help teams
- Respond to help requests rapidly; Provide timely and consistent status updates and resolutions to requests for help with Core IS&T Services
- Partner with experts throughout MIT to capture, share, and reuse IT knowledge effectively

SD: How do we do it?

- Consolidate and organize into 4 key areas: Contact Center, In-Person Services, Telephony Services, and Extended Services
- Quickly triage requests into two categories: Help for Core Services vs. Exceptions; Prioritize resources on the Core Services
- Ensure requests are handled with appropriate expertise and delivery methods
 - Most help requests handled remotely by broadly knowledgeable staff
 - In-Person and Extended Services to address issues difficult/impossible to handle remotely
 - Actively use Hermes as a mechanism to foster collaboration and utilize resources beyond the Service Desk
- Manage escalations to a variety of partner groups within IS&T and beyond

CSS 2.0: Departmental Services

Departmental Services Chris Lavallee

Managed Desktop Svcs Hans Dietrich

Jennifer Lopez
Sean Davis
Peter Milt
Joe Welch
Roland Smith
Matt Macione
Marshall Spriggs
Brian Bulmer
Patrick Connelly
Albert Wang
Justin Fleming

Desktop Deployment & Maintenance Chuck King

Brian Campbell
Greg Walton

DITR+ Pat Curtis

Jess Smith
Michael Bryan

DCAD Jeff Reed

Lisa Mayer
Cecillia Marra
Yang Gu
Rebecca Asch
Myra Hope Bobbitt
Dave Conlon
Matt Pearson
Stuart Dietz

DS: What do we do?

- Focus on delivery of distributed, localized technology services specific to each DLC, while leveraging the benefits of a centralized organization.
 - Some existing DITR teams (SLA, DDM, DITR+)
 - Addition of DCAD (not including Usability group)
- Ambassadors for IS&T in the field
- Facilitators for collaborations among IS&T groups and DLCs

DS: How do we do it?

- Help DLCs define their computing needs
- Assist DLC in the design and implementation of computing solutions that:
 - Meet the needs of the DLC
 - Promote IS&T standards and best practices
- Maintain and support the computing solutions implemented
 - Working with DLC
 - Working with other IS&T groups

CSS 2.0: Application User Experience

Application User Experience
Steve Winig (interim)

Docs & Training
Mark Wildund

Alison Bell
Anna Pope
Bronwen Heuer
Kevin James
Carole Trainor
Ether Yanow
Heather Harrison
Jeff Pankin
John Fothergill
Lee Ridgway

Accessibility & Usability
Mary Ziegler

Michael Dutton
Kathy Cahill
Stephani Roberts
Katherine Wahl

AUE: What do we do?

- Provide training, documentation, usability, and accessibility services for MIT specific products and services (e.g., Stellar, COEUS, HR/Payroll, NGS3, etc.)
- Facilitate training and documentation services for off-the-shelf products (Microsoft Office, FileMaker, Adobe, etc.)
- Provide IT resources and services to address the needs of the MIT Community and guests with disabilities
- Provide a unified contact point for IS&T functional areas seeking services related to service readiness (including training, documentation, usability, and accessibility)

AUE: How do we do it?

- Focused training and documentation services (e.g., from best practice checklists to consultations) for MIT specific products and services
- Enable cost effective training and documentation services for off the shelf products
- Provide usability and accessibility testing and consultations to ensure an effective, efficient, and satisfactory user experience
- Provide a computer cluster to enable MIT students with disabilities to work independently
- Provide demonstrations on adaptive technologies for the MIT community
- Ensure client feedback and issues are addressed as part of the service readiness process
- Publish best practices to guide all IS&T projects

CSS 2.0: Faculty & Student Experience

Faculty & Student Experience Oliver Thomas

Functions: "Faculty+, Student+, Research+"; Escalations for core service providers on critical faculty, student & research issues; projects and service development/enhancement in key academic areas (academic software, energy, student printing, emerging/niche technologies), faculty, student, and educational technology service provider program and outreach coordination (ACCORD, SIPB, GSC, UA, DUE/OEIT, Athena, ISTAB)

+ the MIT Libraries

Jonathan Hunt

Joanne Larrabee

Jonathan Reed

Alex Prengel

Ranjani Saigal

Athena Clusters
Learning Spaces

Brian Murphy

John Guy

Tommy Smith

Joyce Gomes

FSX: What do we do?

- Enhance technology support for Faculty and Students by:
 - Serving as an escalation point for Faculty & Student issues that cannot be resolved by the Service Desk or Departmental Services
 - Delivering targeted services and projects in key areas such as emerging technology support, academic application support, and student computing environments
- Maintain receptivity to leading-edge IT knowledge embedded in MIT's academic community; leverage where appropriate
- Stewardship of MIT's academic and residential student computing environment

FSX: How do we do it?

- Partner with Faculty, Students, and DLCs to develop and deliver enhanced services and support; work with teams in IS&T to integrate support and develop core services to meet common needs of MIT's academic community
- Engage with and build expertise in leading edge IT knowledge embedded in MIT's academic community; coordinate assessment and adoption between the academic community and the appropriate team within IS&T or elsewhere within MIT
- Coordinate and partner with activities emanating from student- and educational-technology groups across MIT, such as DUE/OEIT, ISTAB, SIPB, the UA, the GSC, OCW **and the MIT Libraries too**; maintain ACCORD relationship
- Aggregate current activities, strategic planning, and assessment activities related to Athena, and MIT's future academic computing environments

CSS 2.0: ITSS

ITSS
Tim McGovern

Tom Jagatic
Mike Halsall
Monique Yeaton

ITSS Charter is

- ... to enrich the computing experience at MIT through the pursuit of safe computing, compliance and increased civility. We do this using industry standard security incident detection and response methods, along with a broad range of outreach and awareness activities.
- ... to do what people typically think of when they say “Computer Security” or “Network Security.”
- But we do so much more... We also provide trusted, reliable, confidential and advanced technical assistance to the following areas ...

But more...

- **Data :** protect, detect and respond and monitor compliance; Office of General Counsel and the Institute Auditor are key collaborators
- **Copyright:** educate, and respond to reported digital copyright infringement issues; MIT Libraries, Office of Student Citizenship and Office of General Counsel...
- **Stopit:** promote, educate and respond to complaints related to the responsible use of information technology, and of IS&T's resources specifically -- time-honored advice, good netiquette, ethics and just old-fashioned common sense; OGC, Ombudsman and many others.
- **Policy:** identify need, coordinate development, publication and review of IS&T policies.

CSS 2.0: HQ Services

HQ Services
Patricia Sheppard

Irina Vainstock
Rob Smyser
Deb Bowser
Paul Heffernan
Elaine Aufiero

HQ Services Charter

Develop standard processes across service groups for:

- Service Delivery - cross directorate and cross team project and resource planning and prioritization, portfolio management
- Billing - currently custom process for each group, incorporate finance into business model, unit costs, return on investment
- Reporting & Metrics - automated metrics, report based on FY goals to measure success, use metrics to plan future efforts

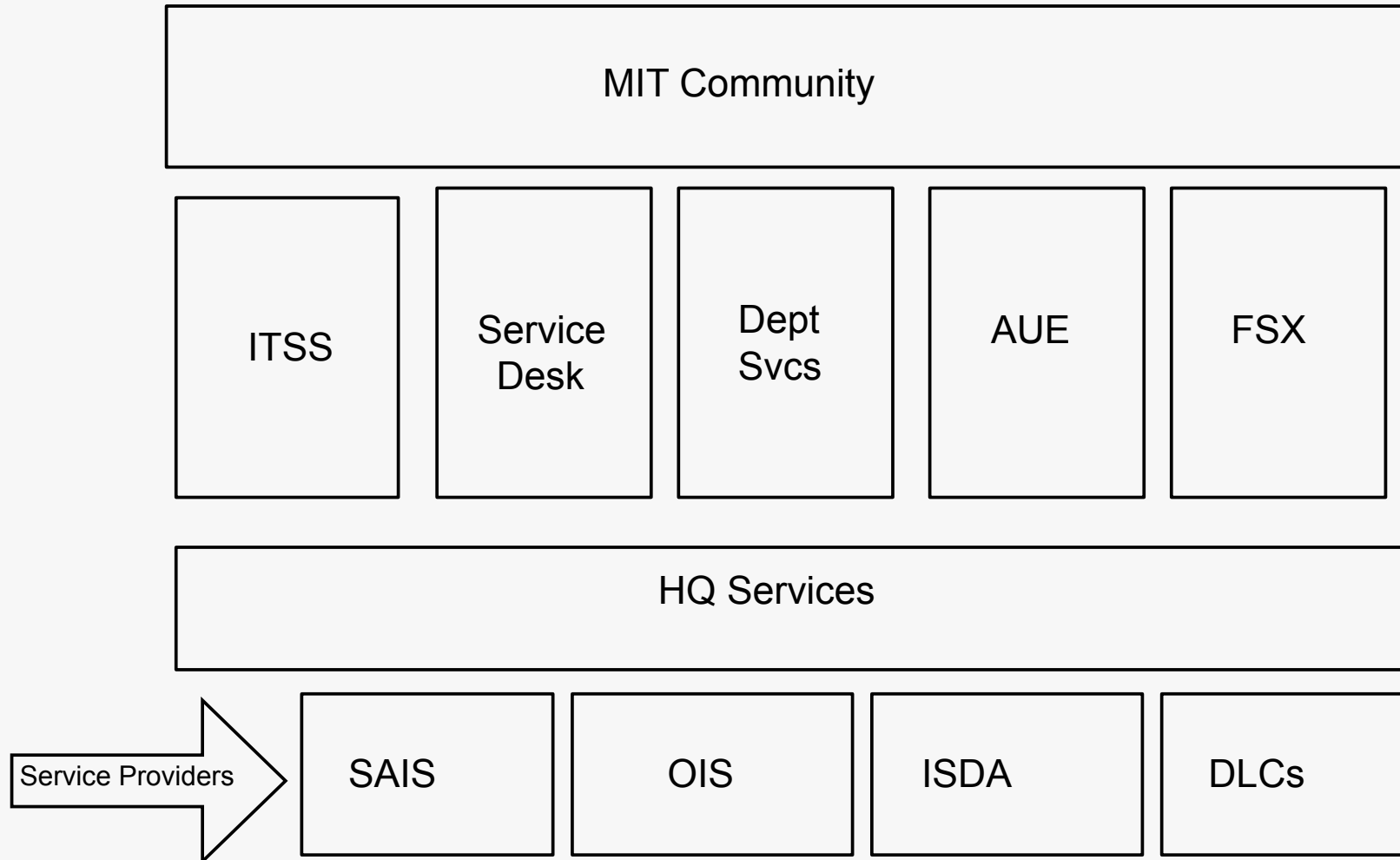
HQ Services Charter (contd.)

- High Priority/Highly Visible Project Management - Email/Calendar
- Customer Management (communications, support agreements, escalation paths, terms of service)
- Software Acquisition and Contracts - negotiations and contracts across the department (software, hardware, consultants), liaison with finance, legal and procurement
- Inventory & Logistics - overview of space, hardware, software and skill sets, track changes in inventory over time

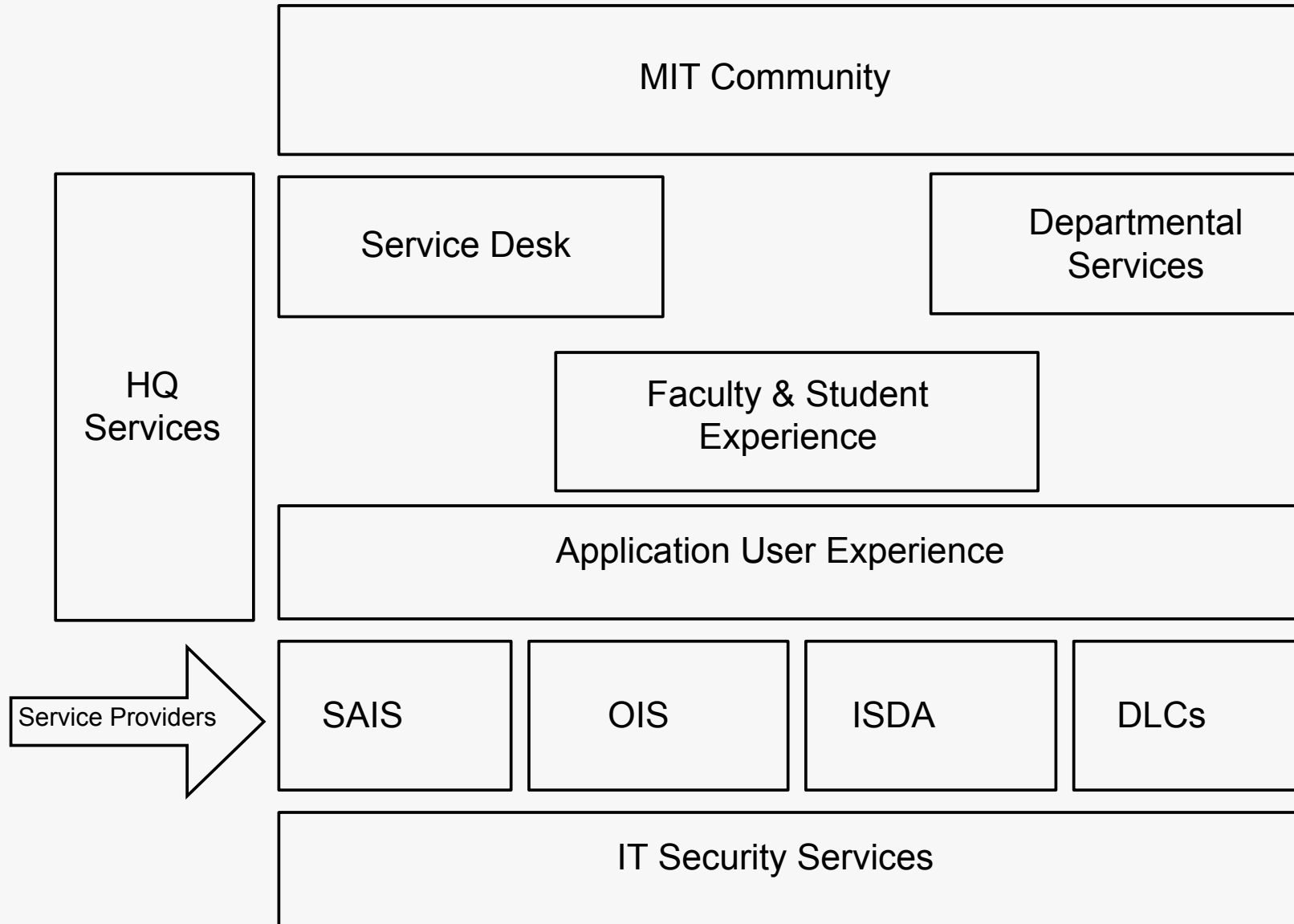
Cross-directorate Transitions

- Andrew Yu - transitioned to ISDA as Mobile Platform Architect
- SWRT - transition to ISDA (Patrick, Alex K & Atticus)
- Web Production Team transition to IS&T Communications (Kris & Sam) – July 1 2009

Service Deployment Workflow



Service Readiness Workflow



CSS 2.0: Common Services

Unified Request System

Customer Database

Inventory System

Billing System

Service Catalog

Given Assumptions

- All PA's for FY09 under existing managers
- All existing work continues
- No budget changes until FY10
- Ensure no work disruptions. Escalate to CSS Management team
- No change in any services until decided by VP Staff

Next Steps

- Regular meetings with Directorates and DLCs to ensure we cover all handoffs
- Work with HR to ensure consistent role definitions are documented.
- Work with Finance on ensuring accurate budgets for FY10 for each team
- Flesh out transition plan in May and June
- Review services list and prioritize core services via IS&T leadership and VP Staff meetings
- Finalize service workflow for delivery, readiness and support

Thank You