

Beyond the Help Desk

Getting ahead of the game

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Our Business

- Clinical School Computing Service (CSCS)
- Provide computing services and support for Departments in School of Clinical Medicine and affiliated research groups, and other University departments
- Support up to 3000 users
- 3 teams
 - Support team - 1st and 2nd line support
 - Core team – 3rd line support and infrastructure development
 - Development team - specialist services and software development

CSCS Business Model

Cost recovery model

- Charging for the individual services used by individual assets and users
- Service income used for staff salaries and infrastructure development

Technology before Nov 2012

- Multiple MS Access databases – to record assets, users and charges
- Manually collated charges into a monthly invoice statement
- Separate call logging system

Why implement a Service Management system?

Goals

- *Simplicity*: merge all charging databases into a single system
- *Improvement*: improve service provision by adopting Industry Standards and best practice
- *Efficiency*: automated and detailed reports to customers
- *Accuracy*: increase transparency and eliminate errors associated with manual intervention

Why implement a Service Management system?

Key Objectives

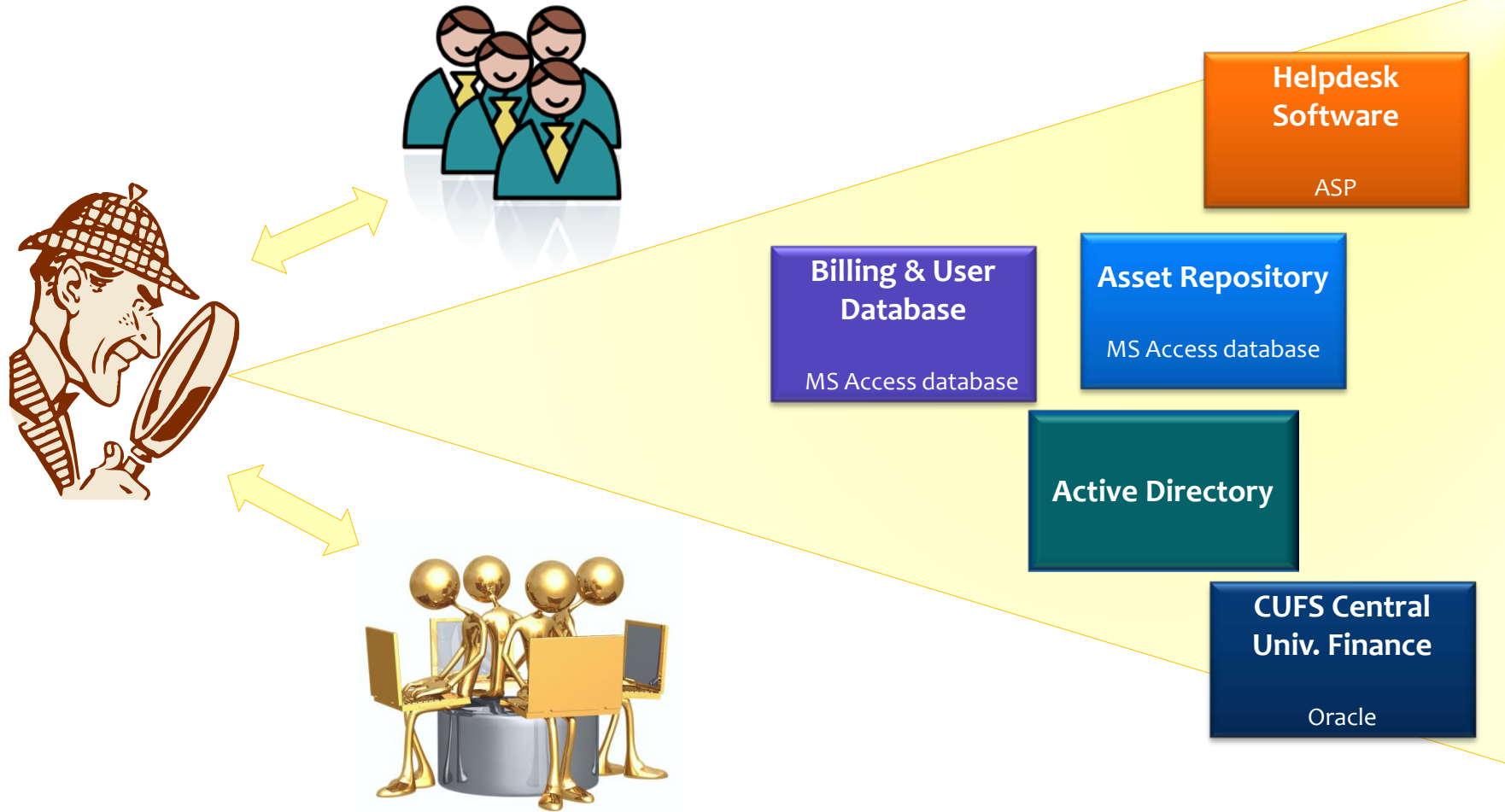
- Scalable, adaptable, able to deal with current and future business complexities
- Charging system to integrate with call logging system
- Auditable, transparent and accurate

Project Approach

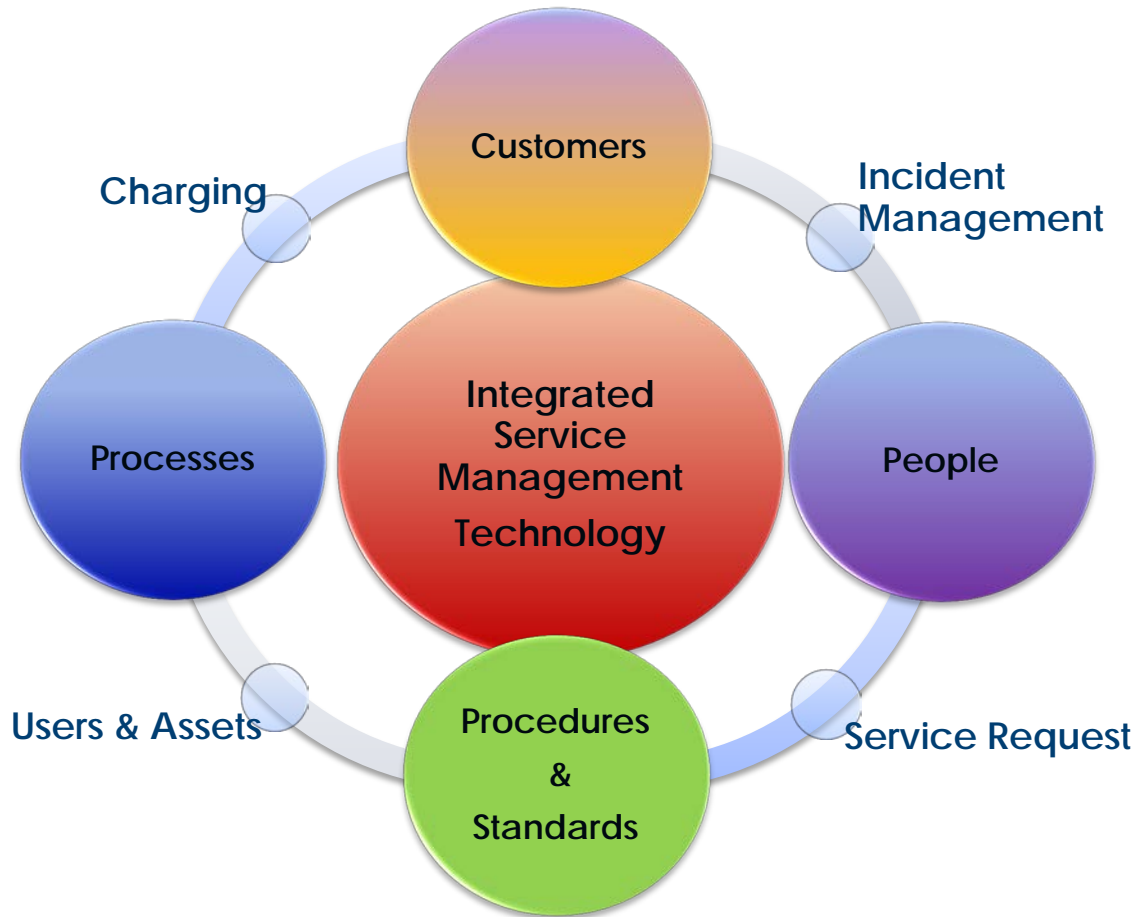
Mandate: “Repair the Billing Database”

1. Analysed business needs, strengths and weaknesses
 2. Analysed CSCS processes, staff procedures, legacy technology
 3. Conclusion: review ALL impacted applications, processes, procedures
- How do others do it?
 - What's out there?
 - What would work for us?
 - Chose solution
 - Phased it out
 - **DID IT**

Before Nov 2012

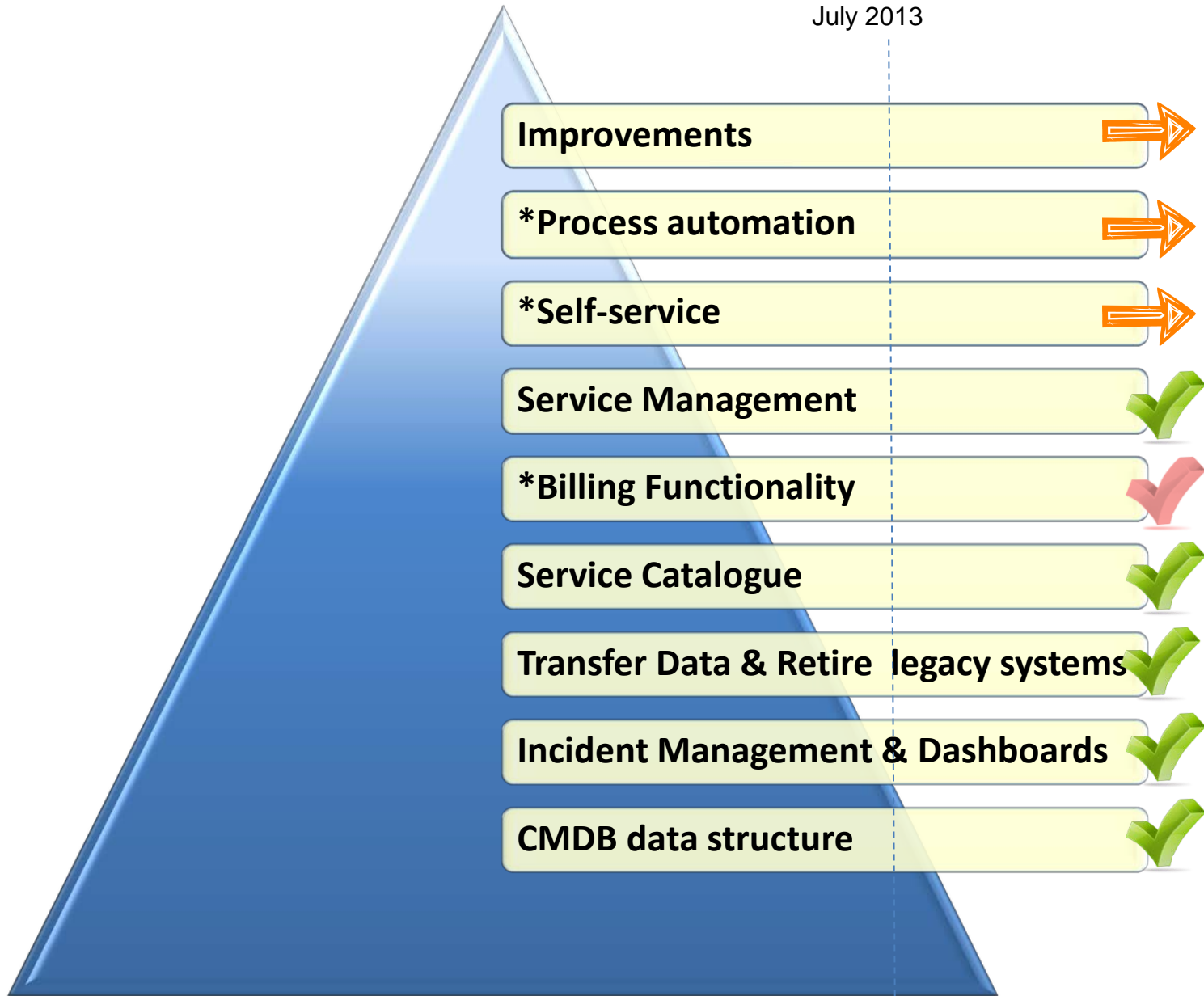


New Integrated Service Management Solution



Feb 2012

July 2013



Billing Functionality

Object Relationships

- Customer Groups < - > Users < - > Services & Charges
- Customer Groups < - > Assets < - > Services & Charges

Output:

- To customers – monthly automatic email:
 - **Summary Service Charges Report (PDF)**
 - **Detailed Report (CSV)**
- To CSCS Accounts:
 - **Summary Service Charges Report (PDF)**

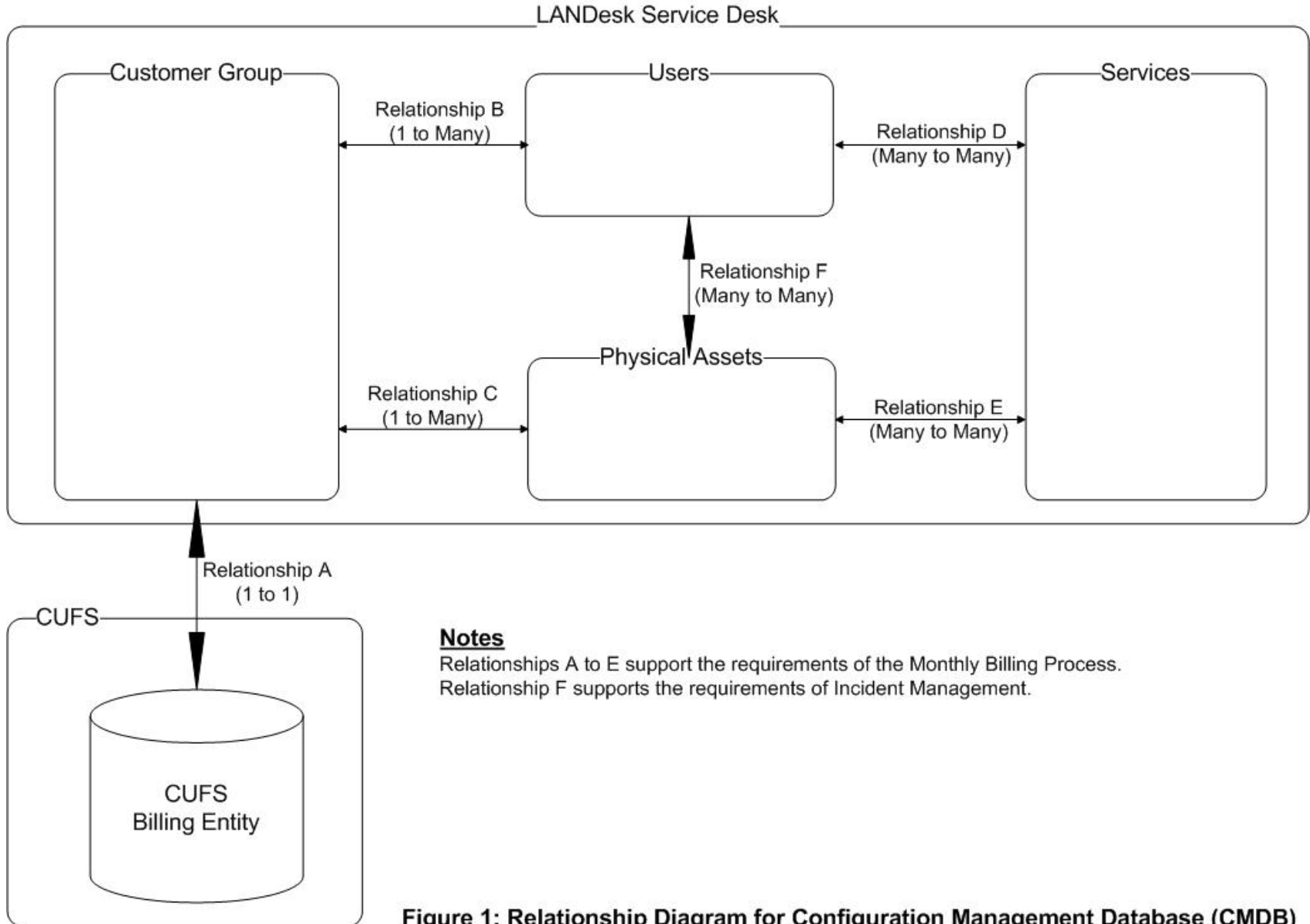
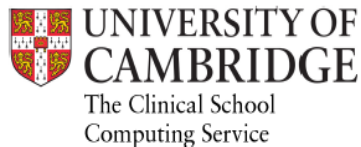


Figure 1: Relationship Diagram for Configuration Management Database (CMDB)



CSCS Billing Report

Customer: **Cambridge Medicine**

Billing Month: February 2013

Report To:
Cambridge Medicine
Dept: **Medicine (Gen)**
Addenbrooke's Hospital, Box **100**

22 February 2013

Below is a summary of this month's charges for the CSCS Services you are subscribed to. Please refer to the spreadsheet file for full details.

Please note this report is for **reference only**. The invoice will be generated based on the values below and posted to you within 10 working days.

Monthly Charges

Service Description	Quantity	Unit Price	Subtotal
Network Connection	69	7.00	483.00
User Account	13	8.00	104.00
Computer Support	12	8.00	96.00
Phone Handset Service	12	7.00	84.00
Group Drive	3	16.00	48.00
Printer Support	2	8.00	16.00
MINTS@Home	1	4.00	4.00
Subtotal			£835.00
VAT @ 20%			£0.00
INVOICE TOTAL			£835.00

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School of Clinical Medicine
Addenbrookes Hospital
Cambridge CB2 0SP

Tel: +44 (0) 1223 336261
Fax: +44 (0) 1223 331838
Email: helpdesk@medschl.cam.ac.uk
cscs.medschl.cam.ac.uk

Billing Functionality - Sample Detailed Report



<u>User</u>	<u>CRSID</u>	<u>ServiceTitle</u>	<u>Asset Type</u>	<u>Asset Details</u>	<u>MonthlyFee</u>
		Phone Handset Service	Telephony Device	60101	7.00
		Phone Handset Service	Telephony Device	60101	7.00
		Phone Handset Service	Telephony Device	60101	7.00
		Phone Handset Service	Telephony Device	60101	7.00
		Phone Handset Service	Telephony Device	60101	7.00
		Group Drive	Drive	C:\101 - Group Drive	16.00
		Network Connection	Network Device	C:\101 - net2	7.00
		Printer Support	Printer	C:\101 - P1	8.00
		Network Connection	Printer	C:\101 - P2	7.00
		Network Connection	Printer	C:\101 - P3	7.00
		Printer Support	Printer	C:\101 - P4	8.00
		Network Connection	Printer	C:\101 - P5	7.00
		Network Connection	Printer	C:\101 - P6	7.00
		User Account			8.00
		User Account			8.00
		MINTS @ Home			4.00
		User Account			8.00
		Group Drive	Drive	C:\101 - P7 - net2	16.00
		Computer Support	Workstation	C:\101 - P8	8.00
		Network Connection	Workstation	C:\101 - P9	7.00
		Computer Support	Workstation	C:\101 - P10	8.00
		Network Connection	Workstation	C:\101 - P11	7.00
		Computer Support	Workstation	C:\101 - P12	8.00
		Network Connection	Workstation	C:\101 - P13	7.00
		Computer Support	Workstation	C:\101 - P14	8.00
		Network Connection	Workstation	C:\101 - P15	7.00
		Computer Support	Workstation	C:\101 - P16	8.00
		Network Connection	Workstation	C:\101 - P17	7.00
		Computer Support	Workstation	C:\101 - P18	8.00
		Network Connection	Workstation	C:\101 - P19	7.00
		Computer Support	Workstation	C:\101 - P20	8.00
		Network Connection	Workstation	C:\101 - P21	7.00
		Computer Support	Workstation	C:\101 - P22	8.00
		Network Connection	Workstation	C:\101 - P23	7.00
		Computer Support	Workstation	C:\101 - P24	8.00
		Network Connection	Workstation	C:\101 - P25	7.00
		Computer Support	Workstation	C:\101 - P26	8.00
		Network Connection	Workstation	C:\101 - P27	7.00
		Computer Support	Workstation	C:\101 - P28	8.00
		Network Connection	Workstation	C:\101 - P29	7.00
		Managed Server	Server	601 - Server - net2	100.00
		MINTS @ Home			4.00

Billing Functionality – New Features

Work in progress:

Billing Database

Benefits:

- Business intelligence
- Trends analysis
- Proactive planning

Next:

Integrate with CUFS



Benefits:

- Efficiency
- Accuracy

Customer Self-Service plans

- Customer Portal to:
 - Log incidents
 - Subscribe to CSCS services
 - Authorisation request process
 - Automatically create incidents and request entries in system
 - View incident and service request statuses
 - Show major scheduled work
 - (Update own record)

Lessons Learnt

- Be realistic with your requirements
- Use supplier knowledge to speed up work
- Look outside the box – find talents and use them!
- Don't delay tasks – some might take longer than initially thought
- Invest in training user experts and involve them directly in configuring the system
- BE AGILE – listen, plan & action timely!

The Benefits of an Integrated Service Desk

Main Menu
 Requests
 Custom Queries
 Users
 Database
 Miscellaneous

Main Menu - Tech Version

Welcome **Dan Sexton**, you have the following options:

New Request - Short Entry	View Unassigned Assignments (TBD) - 2
View My Open Assignments - 0	Requested Quotes - 8
Open Quotes - 14	Orders - 1
Awaiting Delivery - 5	Remote Access Support - 4
Waiting on User - 8	Under Investigation - 4
Accounts / Invoicing - 86	Build - 5
Keyword Search <input type="text"/>	Running Jobs - 7

Development Team

MedPortal General - 7	MedPortal Content - 1
MedPortal Permissions - 6	MedPortal Usability - 3
Development Team : Web - 0	Development Team : Databases - 0

Core Team

Core: Servers - 3	Core: Storage - 0
Core: E-Mail - 0	Core: Mints@Home - 2
Core: Networking - 6	Core: Network Projects - 6

WN Help Desk Web Standard v. 9.2.1 registered to University of Cambridge

My Dashboard

Dashboard - LANDesk Service Desk Console

Welcome to Console djs208

Incident Management

- New Incident
- New Incident - Autoresolve
- All Incidents
- My Incidents
- Unassigned Incidents for my Team
- Incidents Assigned to Other Teams
- Awaiting Customer or 3rd Party
- Project Tasks
- Scheduled: Waiting on Customer Escalate Action
- Scheduled: Calculate With Customer Time - 40 h
- Scheduled: Calculate With Customer Time - 120h
- Scheduled: Waiting on Customer - Resolve

My Incidents and Requests

Id	Type	Raise User	Dept	Title	Status	Logged	Updated	Scheduled For
635	Service Request	Joanne Jones	NE	Network connection, wants to use anothe...	Scheduled	10/04/2013	08/07/2013	15/07/2013

Incidents and Requests Assigned to Team

Unassigned Incidents							Unassigned Requests									
Id	Raise User	D...	Title	Category	Status	Scheduled For	Creation Date	Id	Raise User	Dept	Title	Category	Status	Scheduled Date	Creation Date	Last Update
2254	Maria Misovcova		Internal invoice for March 2013 for Pathology Stickler Group	Accounting	Scheduled	12/07/2013	10/07/2013	1287	Louise Goode	CATO	Louise Goode - medschl email account	User Accounts	Scheduled	12/07/2013	14/06/2013	09/07/2013
2265	Binder Kaur	CEU	CMPROS - Printer		In Progress		10/07/2013									

Incidents and Requests Waiting Response and Statistics

Awaiting Customer or 3rd Party						Major Incidents	
Id	Type	Raise User	Title	Status	Logged	Tickets Logged by Me Today	Incidents Assigned to My Team Today
<ul style="list-style-type: none"> Status: Awaiting 3rd Party (2 items) Status: Awaiting Delivery (5 items) Status: Waiting on Customer (64 items) 						Tickets Resolved by Me Today	18
						Requests Assigned to My Team Today	14
						Tickets Currently Assigned to My Team	27
						All Tickets Logged Today	32
						Tickets Logged this Month	417
						Tickets Logged Last Month	762

Incident Management

Request Management

Administration

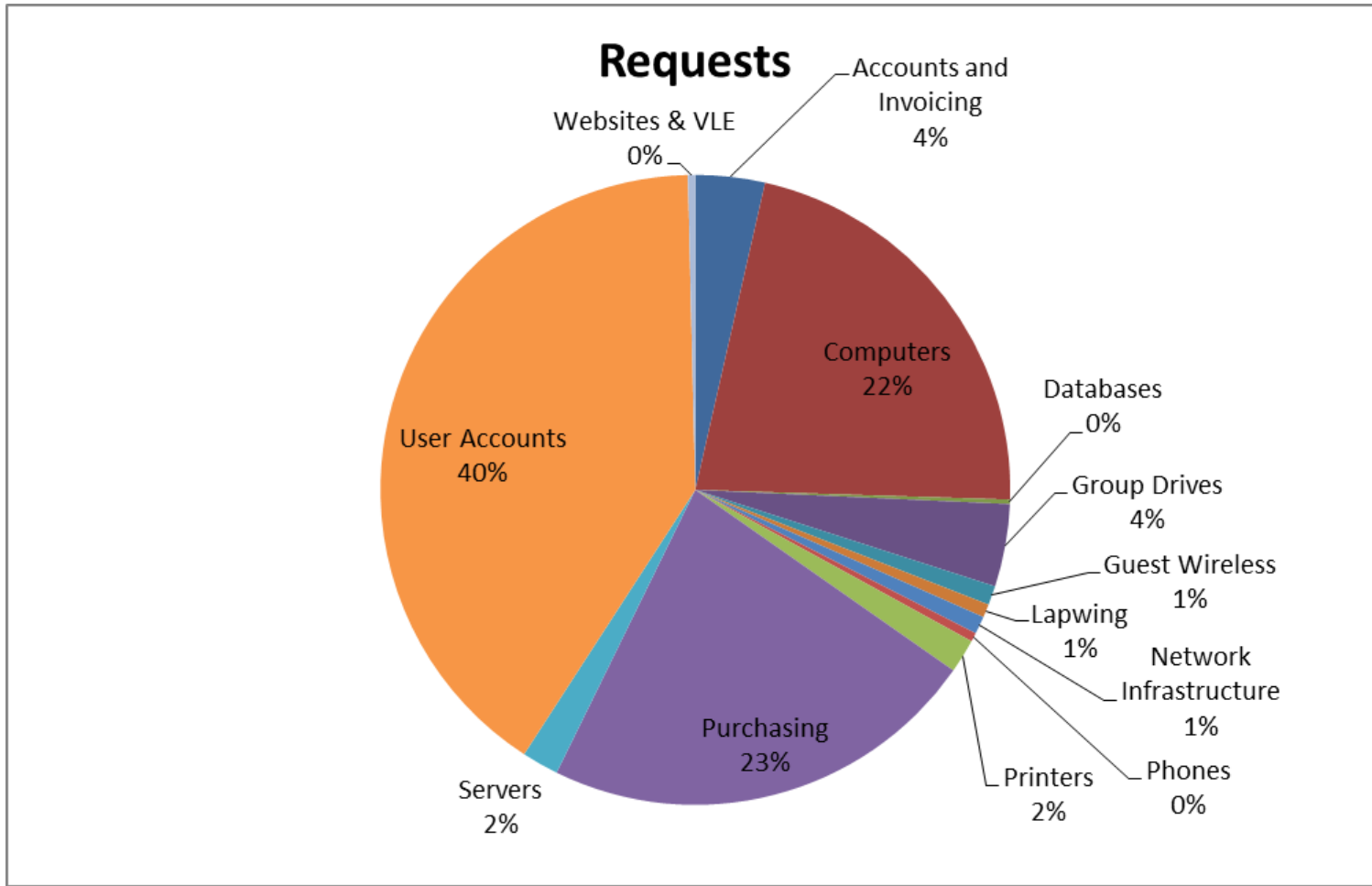
Designers

Configuration Management

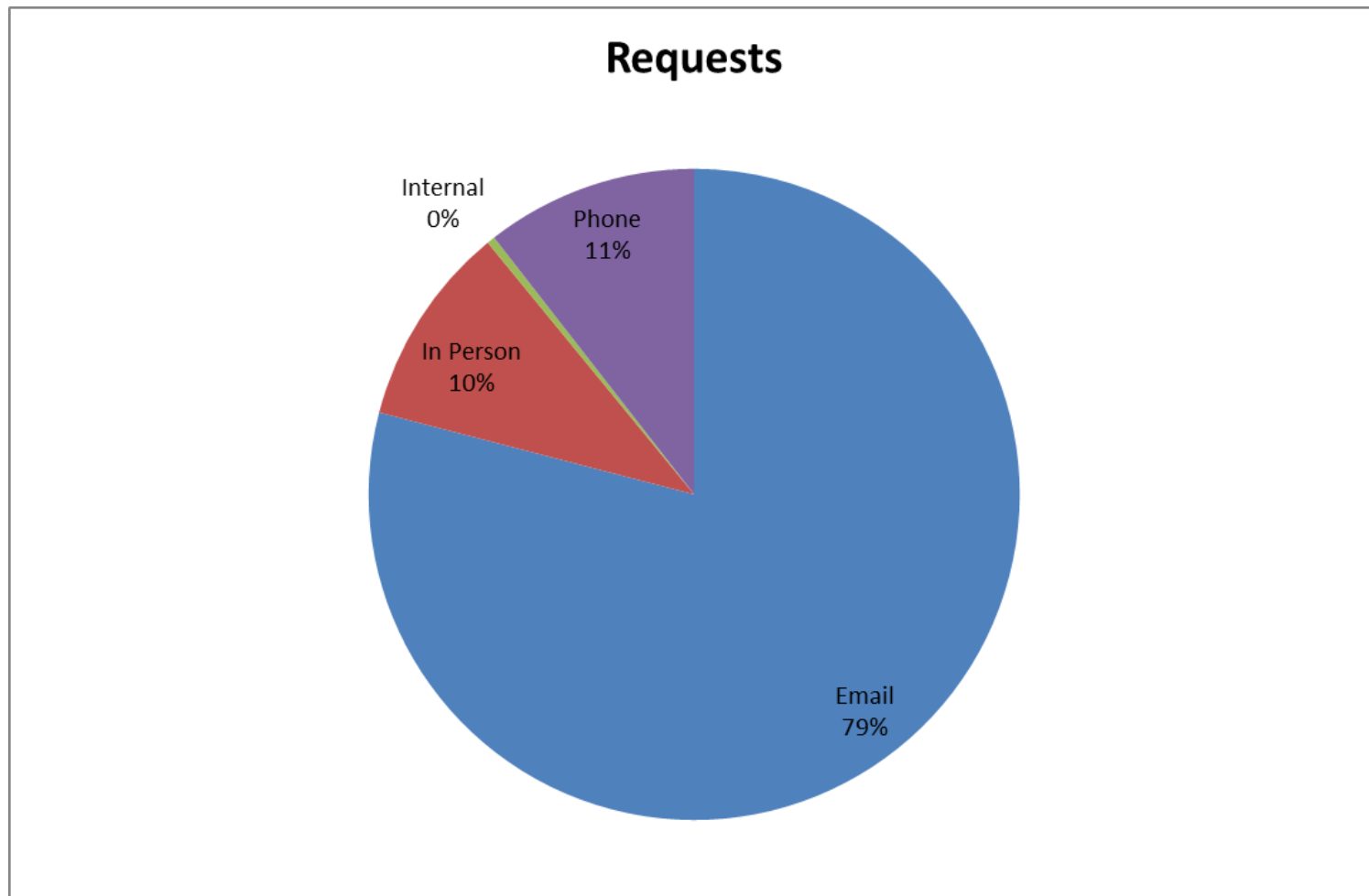
Management

djs208 : Helpdesk

Statistics and Reports

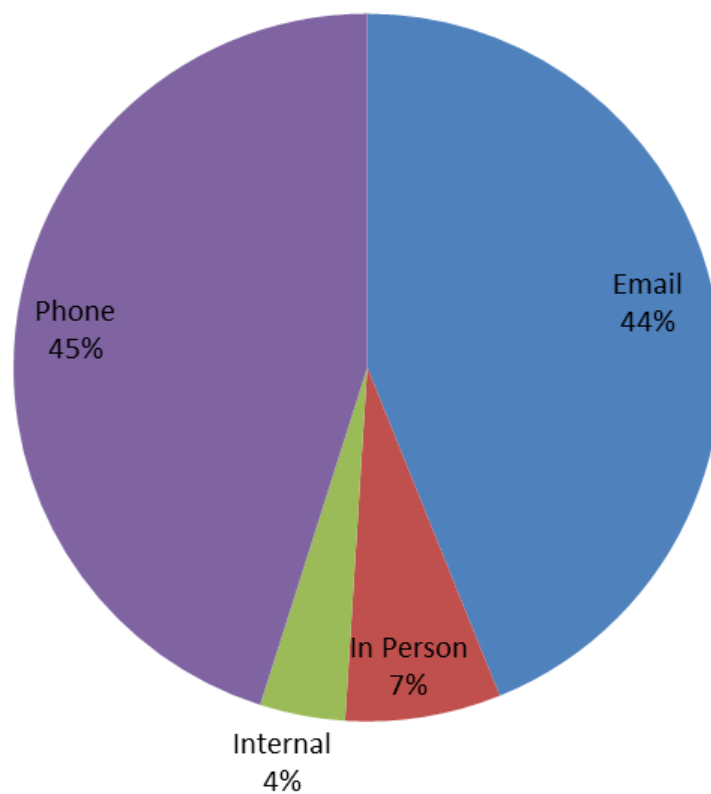


Request by Source



Incidents by Source

Incident Source



Post Launch Feedback

Alison, CSCS Accounts Team:

"I can now go through the incidents twice as fast than in the old system. We have to integrate with CUFS!"

Dan, Technical Support Analyst:

"Landesk has made me more efficient at my job. It's great for managing multiple tickets and makes it easy to see when you are waiting to hear back from a customer, need to schedule a job or even pass a job to a colleague"

Trish, Faculty Administrator:

"I can now see exactly what we are paying for, and who owning what equipment in the School. Also, the electronic charges report is making my life so much easier!"

Thank you!





Project Organisation - revisited

Project Manager

Business
Requirements :
Incidents,
Dashboards,
Service Request

Design &
Implementation :
Service Requests

Data
Quality

Training

Procedures

CSCS leader 2 = Champion / Product Owner

CSCS leader 3 / LANDesk: Design & implementation: CMDB & data transfer

CSCS leader 4 / LANDesk: Infrastructure & Implementation (Incidents, Dashboards, Billing)

Project Board

Testers

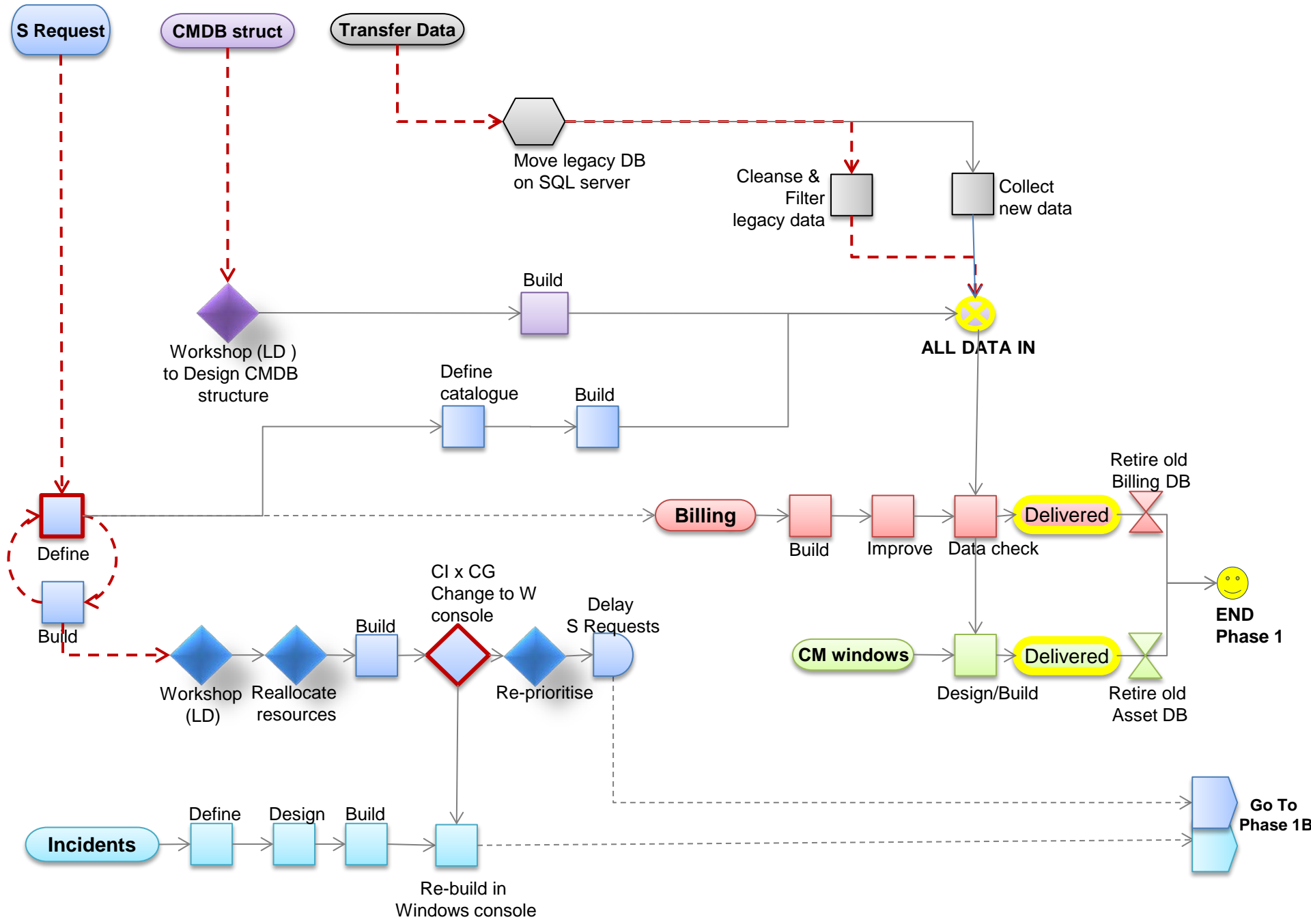
Change management team

Infrastructure Team

LANDesk team

Project support

Project Path



Project Path

