



Service Desk Consolidation Project

Jonathan Marks
Project Manager

IT Services - delivering responsive, innovative IT

ICT Forum - 18 March 2014

Service Desk Consolidation Project

Aims: -

- To bring together the Service Desks of IT Services into a consolidated service which incorporates
 - consolidated business processes
 - a software toolsetthat are used across all the service desks
- To create a solution of business processes and software toolset which can be expanded to embrace use by units (departments and colleges) of the university who wish to join in

Service Desk Consolidation Project

Project Board

| Name | Department | Role | Notes |
|-----------------|-------------------|---|----------------------------|
| John Ireland | IT Services | Director of Customer Services | Project Sponsor |
| Andrew Hynes | IT Services | Director of Projects and Services | |
| Den Moore | AAD | Head of Student Information & Financial Support | |
| Gerard Robinson | IMSU | Deputy Director – IMSU | |
| Jeffrey Thomas | IT Services | Director of Administrative IT Services | |
| Karen Wells | Worcester College | IT Manager – Worcester College | |
| Ian Teasdale | IT Services | Service Desk Manager | Senior User (from 11/02) |
| Jonathan Marks | IT Services | Project Manager | Secretary of Project Board |

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Project Team

| | |
|---------------------------|---|
| Jonathan Marks | Project Manager |
| Ian Teasdale | Incident Management and Problem Management |
| Andy Goff | Change Management |
| Louise Piper | Request Fulfilment |
| Roberta Burtsall | Process Analyst |
| Katherine Craddock | Banbury Road, System Administrator |
| Maggie Howe | Blue Boar Court |
| Riaz Khimji | NSMS |
| Jemima Spare | Telecoms |
| Stuart Robeson | Banbury Road, System Administrator |
| Tony Brett | ITS3 (representing distributed IT support staff) |
| Jane Littlehales | Communications |
| Caroll Mitchell | Training |
| Luke Johnson | Finance - Purchasing |
| Diane Mitchell | Admin Support |

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Where are we now?

- We've designed some processes
- We have selected a vendor
- FrontRange Solutions
 - HEAT SaaS Service Management
 - <http://www.frontrange.com/>
- Into phase2

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Frontrange HEAT SaaS

The screenshot displays the HEAT SaaS Service Desk interface. At the top, there is a navigation bar with links for Home, Social Board, Incident, Service Request, and More... A search bar is located on the right side of the navigation bar. Below the navigation bar, there is a breadcrumb trail: Home > Service Request > Incident. The main content area shows a list of incidents with columns for Incident ID, Summary, Status, Priority, Customer, Location, VIP, Owner, Created On, Modified On, and Source. The incident 10456 is highlighted in blue. Below the list, there is a detailed view for incident 10456, which includes fields for Customer Name, Email, Phone, Location, Status, Team, Owner, Description, Service, Category, and Source. The incident 10456 is titled "ERP-01 has gone offline" and is currently in a "Waiting for Resolution" status.

| Incident | Summary | Status | Priority | Customer | Location | VIP | Owner | Created On | Modified On | Source |
|----------|------------------------------------|-------------------|----------|---------------------|----------------|-----|-------------------|-----------------|----------------|-------------|
| 10475 | Print job has not arrived yet. | Closed | 1 | Administrator Admin | | No | Jacob Clerk | 4/1/2012 14:... | 29/4/2013 0... | Voice Mail |
| 10179 | ERP system seems to be r... | Closed | 1 | Frank T Ernst | EMEA - Germ... | Yes | Jacob Clerk | 8/6/2011 23:42 | 12/6/2011 2... | Self Servic |
| 10182 | ERP-01 not responding to pi... | Closed | 1 | Internal Services | | No | Jacob Clerk | 11/6/2011 0... | 14/6/2011 0... | Network ... |
| 10152 | There is a issue with LAN c... | Closed | 1 | Aaron A Green | APAC - Sydney | No | Ron B Thomas | 20/5/2011 2... | 23/5/2011 2... | Phone |
| 10415 | Hard disk failure | Resolved | 1 | Evelyn Swift | APAC - Sydney | No | Jacob Clerk | 23/11/2011 ... | 24/11/2011 ... | Email |
| 10456 | ERP-01 has gone offline | Waiting for Re... | 1 | Internal Services | | No | Thomas P Anderson | 22/12/2011 ... | 28/1/2012 0... | Network ... |
| 10373 | The payroll printer is out of t... | Closed | 1 | Josh M Seath | EMEA - Germ... | No | Jacob Clerk | 24/10/2011 ... | 29/10/2011 ... | Network ... |
| 10424 | Needs to use Printer for an ... | Active | 1 | Paul H Chang | APAC - China | No | Jon Smith | 29/11/2011 ... | 28/1/2012 1... | Phone |
| 10113 | ERP-01 services have stopp... | Closed | 1 | Internal Services | | No | Jacob Clerk | 23/4/2011 0... | 26/4/2011 0... | Network ... |

Incident 10456 : ERP-01 has gone offline

Customer Name: Internal Services
Email: InternalServices@saasitdemo.com
Phone: 1
Location:

Status: Waiting for Resolution
Team: Server Support
Owner: Thomas P Anderson

Recently Updated Tasks: None

Description: ERP-01 has gone offline

Service: Network Service
Category: Error Message

Source: Network Monitor

Recent Activities: None

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What are we doing now?

- Back to processes – Process Team engaging with teams across IT Services

| | |
|------------------|--|
| Ian Teasdale | Incident Management and Problem Management |
| Andy Goff | Change Management |
| Louise Piper | Service Request Fulfilment |
| Roberta Burtsall | Service Request Fulfilment |

- Negotiations with Frontrange
- Fundamentals training - project team



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What are we going to do?

Process Design

- Process Review and Sign Off
- Field Data
- Categorisations
- Metrics
- People data

Training & Scoping

- Fundamentals Training
- Scoping
- Workshop with Frontrange
- Administrator training

Config & Testing

- Configuration of HEAT Modules
- System Testing
- Integrations
- User Acceptance Testing
- Tweaking, testing

Deployment

- Roadshows
- Training
- Communications
- Transition
- Management Information

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When do we start using HEAT and the new processes?

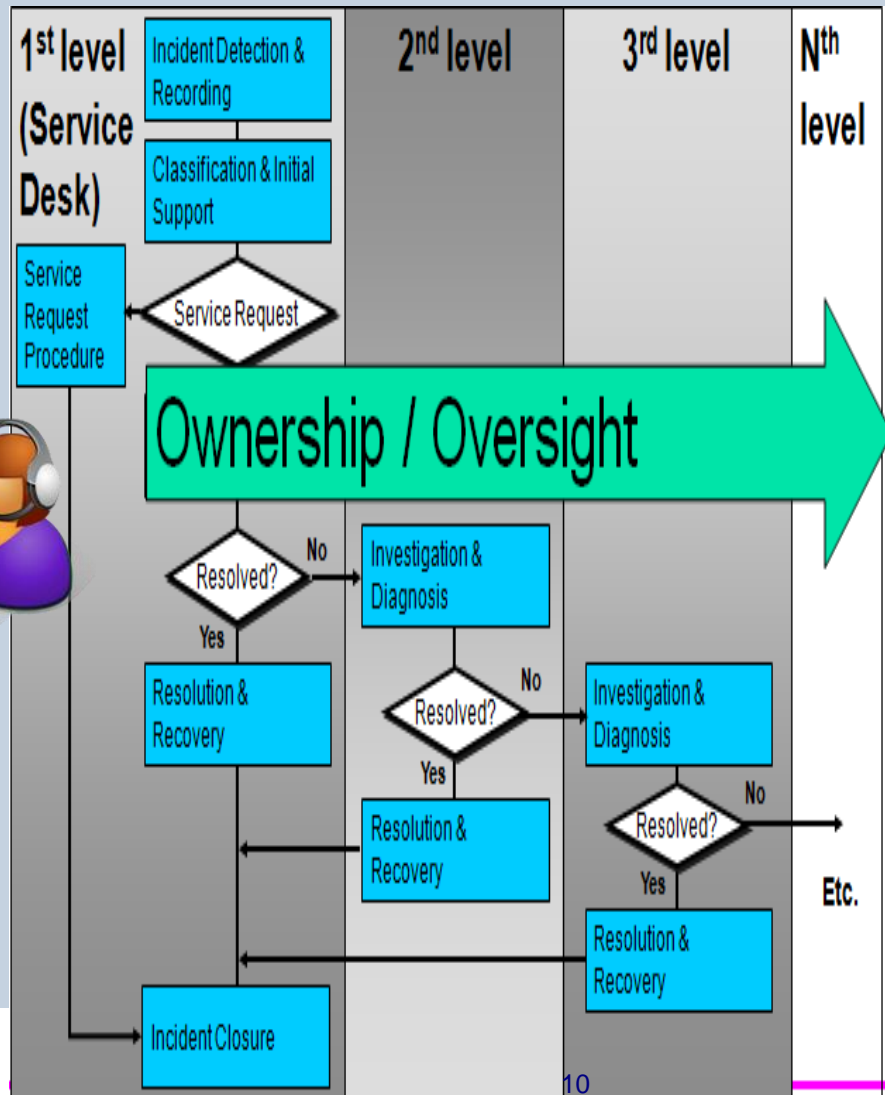
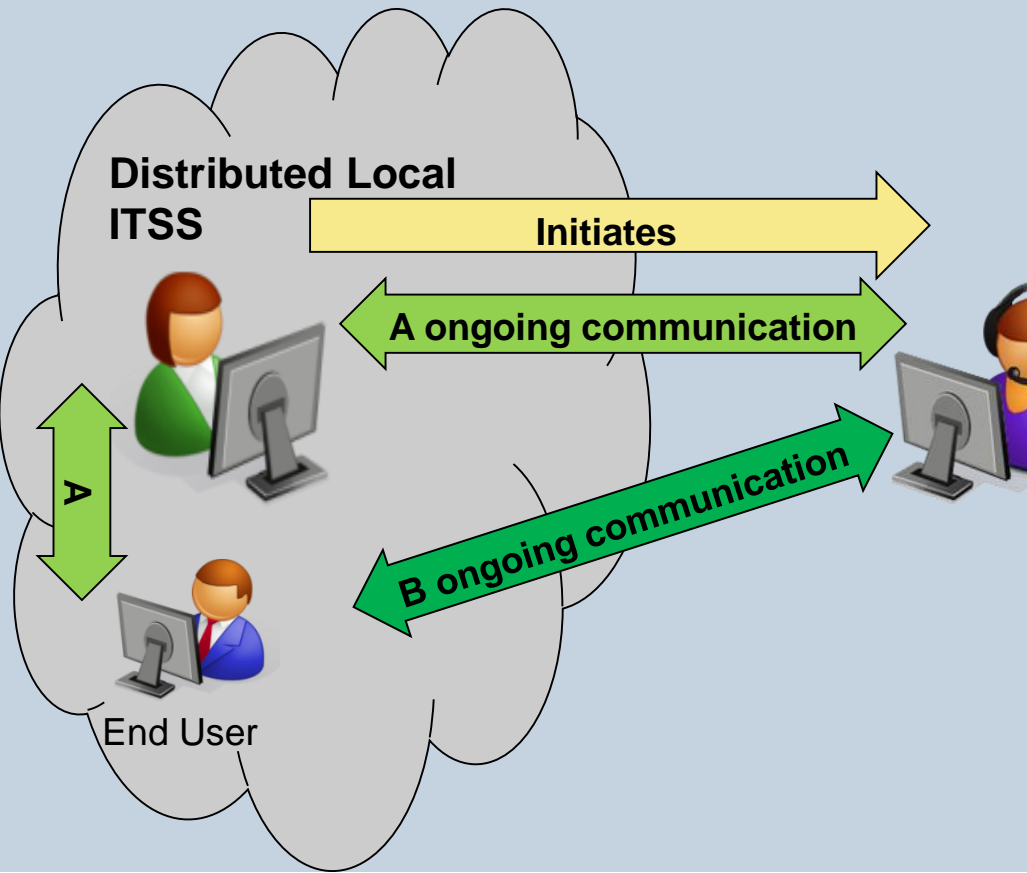
- Today, there is not a firm answer

Why can we not tell you now?

- People data into security model of HEAT
- Fundamentals training – raised more decisions which we need to make about HOW we use the tool
- Consulting widely within IT Services – good, and provokes awareness of considerations
- Transition Phasing – questions to be resolved

Announce in IT Services by the end of March

Local Support initiates contacts with IT Services Service Desk



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Process Playback

Play back:

- the Incident Process with some real life scenarios
- certain Service Request models

using the IT Services agreed processes

Do the processes work?

Gerard Robinson and Karen Wells to help.

Others interested?

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Communication

Blog

<http://blogs.it.ox.ac.uk/service-desk-consolidation-project/>



IT Services News

<http://www.it.ox.ac.uk/about/newsletter/issue1>

ICT Forum Conference

- Further update in some form

We shall tell you ahead of transition to new toolset!!

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