



Service Desk Consolidation Project

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Project Manager

IT Services - delivering responsive, innovative IT

ICT Forum - 18 December 2013

Service Desk Consolidation Project



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

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Consolidated Business Processes?

**ITIL – IT Infrastructure Library (version 3)
a.k.a. IT Service Management best practise
processes**

We are focussing on 4 ITIL processes:

- **Incident Management**
- **Request Fulfilment**
- **Problem Management**
- **Change Management**

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Context?

ICCP – the work continues

**Replace: RT, ITSM,
Altiris Help Desk**

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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	
Jonathan Marks	IT Services	Project Manager	Secretary of Project Board

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Project Team

Jonathan Marks	Project Manager
John Ireland	Customer Services Director
Maggie Howe	Blue Boar Court
Katherine Craddock	Banbury Road
Ian Teasdale	Hythe Bridge Street
Riaz Khimji	NSMS
Jemima Spare	Telecoms
Stuart Robeson	Banbury Road
Tony Brett	ITS3 (representing distributed IT support staff)
Luke Johnson	Finance - Purchasing
Diane Mitchell	Admin Support

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What have we done so far?

- Project start-up, definition etc.
- Process Workshops
 - Pink Elephant consultants
- Vendor Demonstrations – 1st round
- Reference sites
- Vendor Demonstrations – 2nd round

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Where are we now?

- We have selected a vendor (hooray!)
- FrontRange Solutions
 - HEAT SaaS Service Management
 - <http://www.frontrange.com/>
- Finished phase 1 and moving into phase2

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What are we going to do?

- **Back to processes**
- **Set up of software**
- **Configuration**
- **Testing, tweaking, testing etc.**
- **Training, roadshows etc.**
- **Current proposed date for switchover in IT Services – early May 2014**

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Why am I interested?

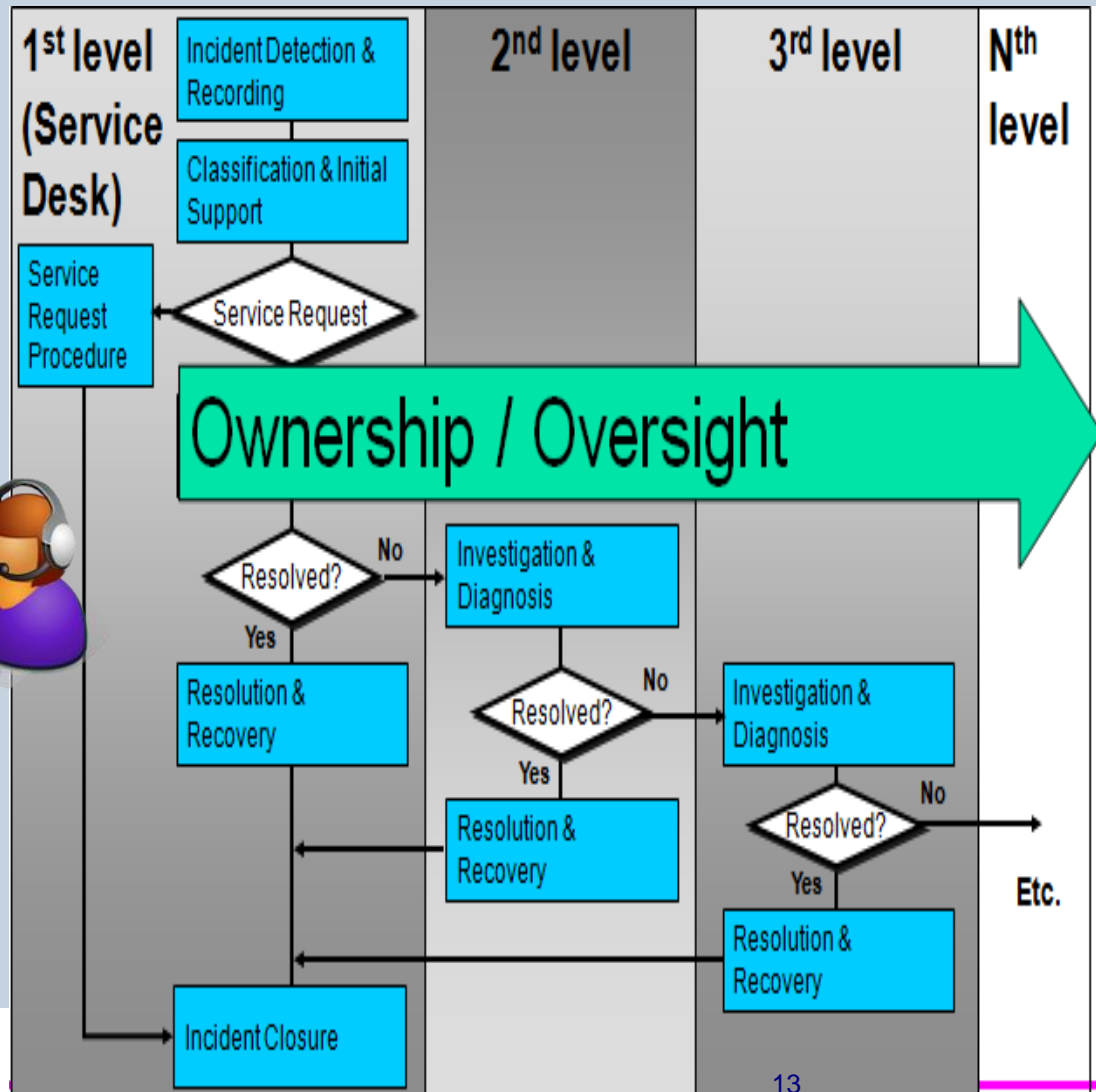
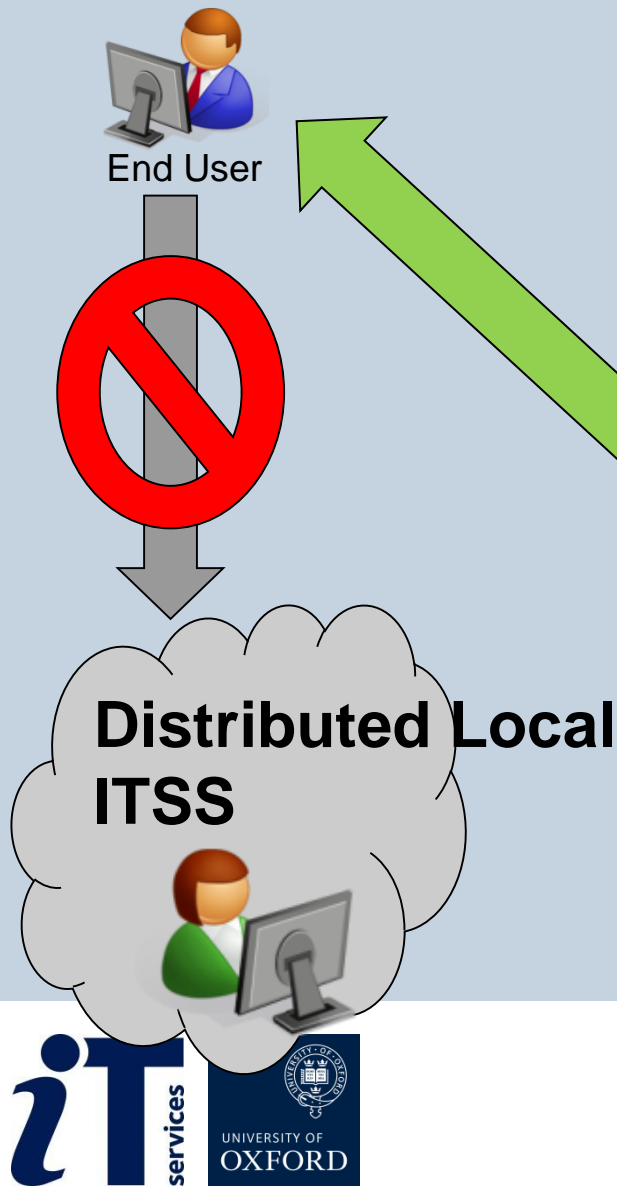
- **As an ITSS, I'm a special kind of user – my contact with IT Services**
- **My Users will be affected**
- **Vision for the future**

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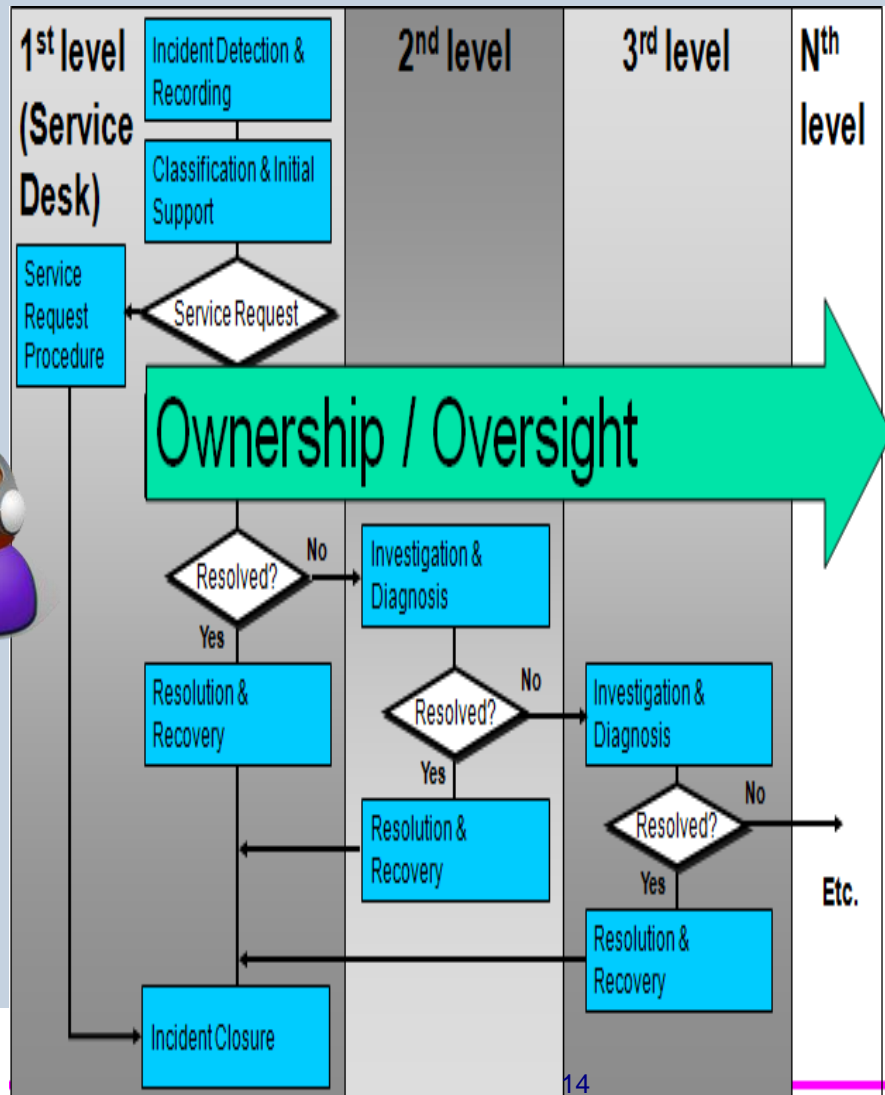
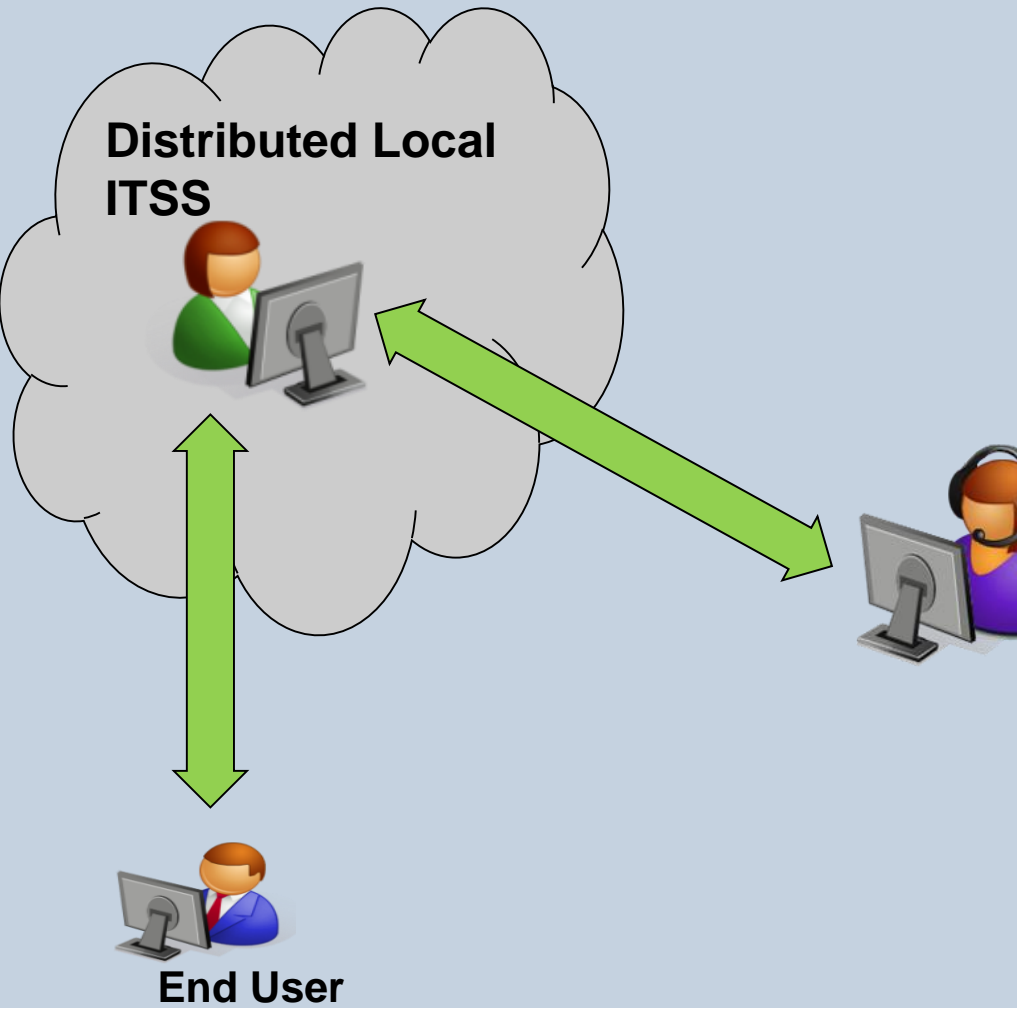
ITSS:

I'm a special kind of User!

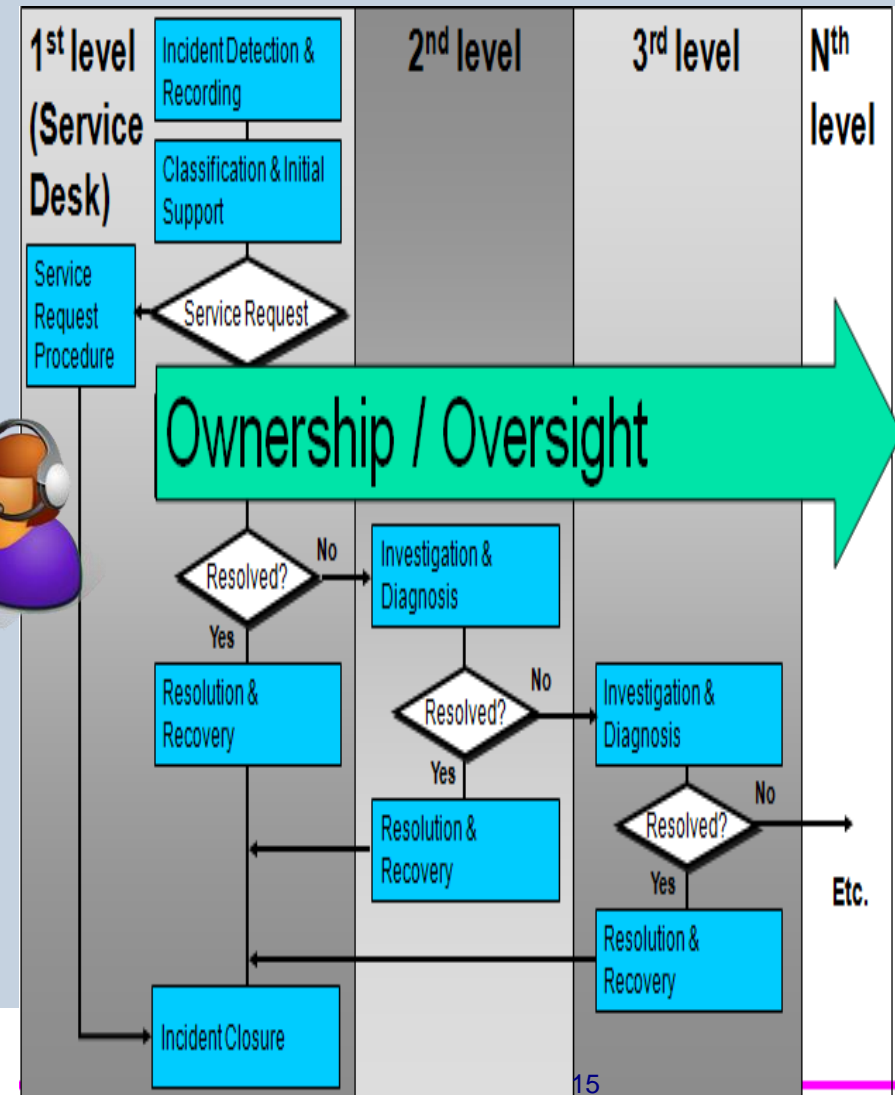
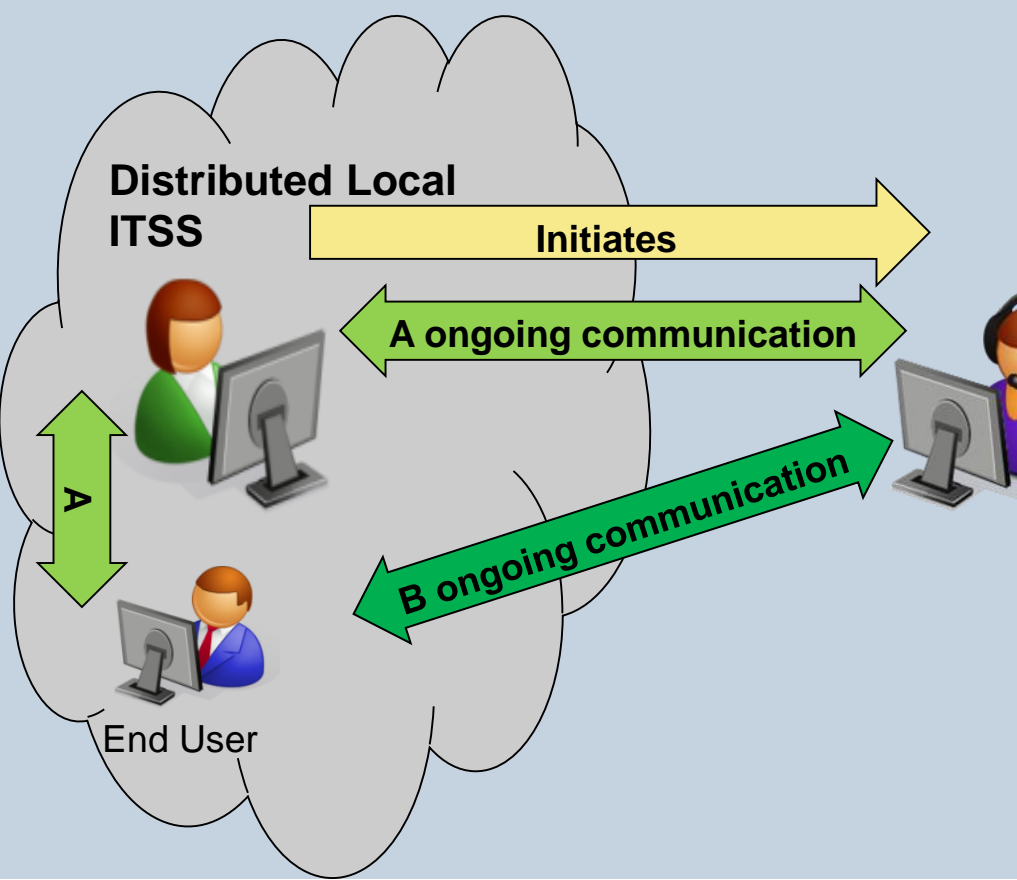
1) User redirected to IT Services Service Desk



2) Local Support acts on behalf of the user



3) Local Support initiates contacts with IT Services Service Desk



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What about the Comms?

- **We will communicate with ITSS community**
- **Customers won't hear very much until after we have gone live**

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There's a vision

Project Board includes:

- **Gerard Robinson – Departmental IT Manager**
- **Karen Wells – College IT Manager**

We want to invite others to join in - distributed IT

Support staff in:

- **Libraries - BDLSS**
- **Departments (and Divisions)**
- **Colleges**

No decisions made yet. It's a subsequent project.

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**We are aiming to provide a
high quality and good value
service**

**Ultimately, our aim is to work
with you to have highly
satisfied customers. 😊**

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