



Service Desk Consolidation Project

Jonathan Marks
Project Manager

IT Services - delivering responsive, innovative IT

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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Project Board

Name	Department	Role	Notes
John Ireland	IT Services	Director of Customer Services	Project Sponsor
Philippa Days	IT Services	Interim Director of Projects and Services	
Jeffrey Thomas	IT Services	Director of Administrative IT Services	
Ian Teasdale	IT Services	Service Desk Manager	Senior User
Den Moore	AAD	Head of Student Information & Financial Support	
Gerard Robinson	IMSU	Deputy Director – IMSU	
Karen Wells	Worcester College	IT Manager – Worcester College	
Steve Gardner	n/a	Frontrange UK Director	Senior Supplier
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 Burtsal	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
Diane Mitchell	Admin Support

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Where are we now?

- Well into implementation phase

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Frontrange HEAT SaaS

The screenshot displays the HEAT SaaS service desk interface. The top navigation bar includes links for Home, Social Board, Incident, Service Request, and More... 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 list is as follows:

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 e...	Closed	1	Frank T Ernst	EMEA - Germ...	Yes	Jacob Clerk	8/5/2011 23:42	12/6/2011 2...	Self Servic
10182	ERP-01 not responding to pr...	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 stann...	Closed	1	Internal Services		No	Jacob Clerk	23/4/2011 0...	26/4/2011 0...	Network

The detailed view for incident 10456 shows the following information:

- Customer Name:** Internal Services
- Email:** InternalServices@saaasdemo.com
- Phone:** 1
- Location:**
- Status:** Waiting for Resolution
- Team:** Server Support
- Owner:** Thomas P Anderson
- Service:** Network Service
- Category:** Error Message
- Source:** Network Monitor
- Recently Updated Tasks:** None
- Recent Activities:** None

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What are we doing now?

- **Collecting data about teams and services as reference data for the toolset**

Ian Teasdale	Incident Management and Problem Management
Andy Goff	Change Management
Louise Piper	Service Request Fulfilment
Roberta Burtsal	Business Analyst

- **Communication with stakeholders in IT Services**

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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 Frontrange HEAT Modules
- System Testing
- Integrations
- User Acceptance Testing
- Tweaking, testing

Deployment

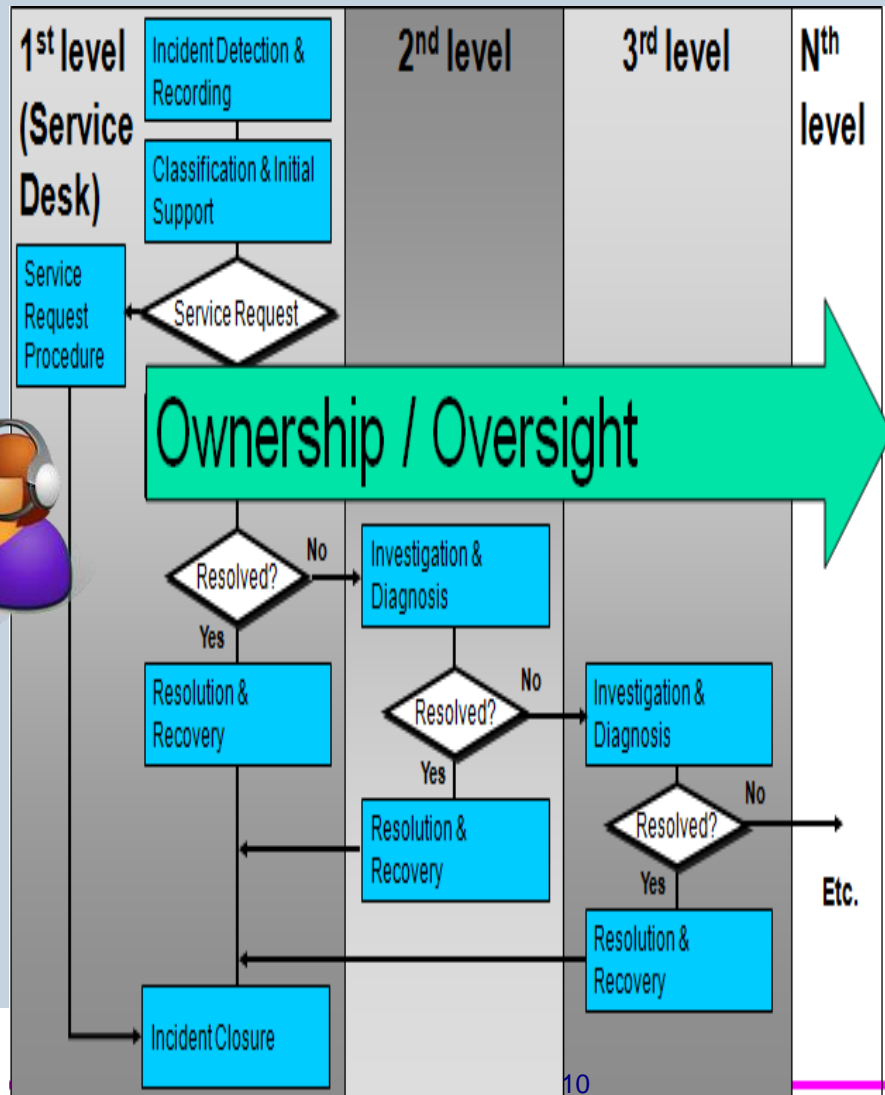
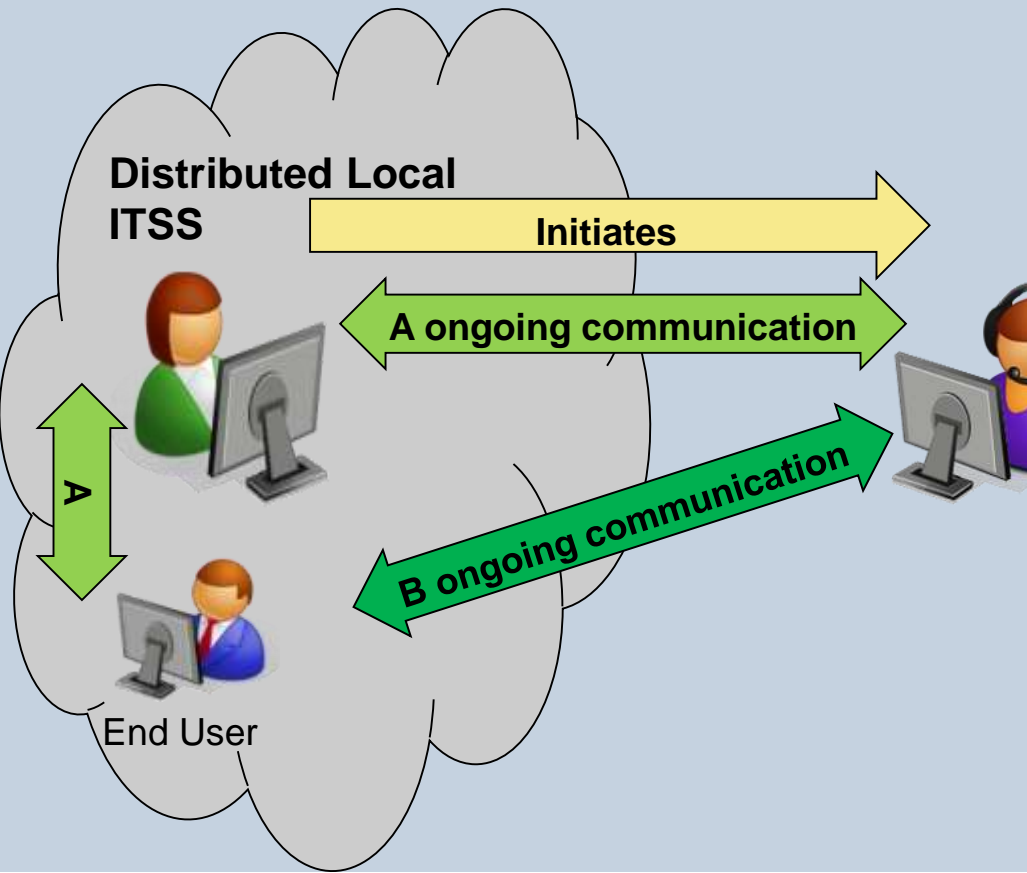
- Roadshows
- Training
- Communications
- Transition
- Management Information

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When do we start using Frontrange and the new processes?

- **November 2014 for Incident Management, Change Management, Problem Management and Service Request Fulfilment across IT Services**
- **Early Adopters - Student Systems Support Centre (SSSC) - September 2014 for Incident Management only**
- **Self Service facility for all users – available from January 2015**

Local Support initiates contacts with IT Services Service Desk



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Process Playback

Play back:

- Gerard Robinson and Karen Wells have been helping us on the project
- Incident Process with some real life scenarios

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/issue2/>

IT Service pre-term round up

- Thursday 25th September 2014

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When can distributed ITSS in university departments and colleges start using Frontrange?

- No date has been set

Two things need to happen:

- Frontrange to deliver a promised change in their tool to the capability of membership of 'Organisation Units'
- Project Board gives go-ahead for a successor project

In reality – Summer 2015?

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