

ISC15D028

Title: *IT Support review*
Author: Mark Jones, Assistant Director Faculty IT Support
Date: 23/05/2016
Circulation: ISSC – 16 June 2016
Agenda: ISC15A003
Version: Final
Status: Open

Issue

An update on IT Support services following the UEA Administrative Integration Project in 2011 and further changes.

Recommendation

Recipients are invited to note the internal review of this service and proposed changes planned for 2016/17.

Resource Implications

None.

Risk Implications

Not applicable.

Equality and Diversity

Where the provision of IT Support changes an impact assessment will be carried out for staff providing services and for customers.

Timing of decisions

Not applicable.

Further Information

Not applicable.

Background

Staff have raised complaints about the responsiveness of IT Support services and the impact this can have on both the staff and student experience.

Discussion

Prior to the UEA Administrative Integration project in 2011 the University operated a mixed model of IT Support that included:

- An IT Helpdesk that dealt with all student enquiries and a limited set of staff enquiries.
- Central departments were supported by ISD IT Support technicians.
- Some faculties employed IT Support technicians to work across the whole faculty providing their own help desk service to staff as well as troubleshooting technical problems.
- In some faculties, schools employed IT Support staff whilst other had no direct provision.

Locally employed IT staff were able to provide a custom service that felt personal and responsive in some areas. This model introduced a number of significant challenges:

- It is expensive to provide IT Support teams in multiple buildings or geographic areas across campus.
- It helped create a diverse IT environment with limited standardisation in the way IT hardware was procured or set-up. Issues were invisible and localised.
- Devices were connected to the UEA network that were not secure or resilient in order to meet local requirements.
- There was no consistent approach to document creation, knowledge sharing, following processes or logging work that took place.

Since the UEA Administrative Integration project work has taken place to develop an effective IT Support service. This has focused on improving the quality and responsiveness of the IT Support teams but also on developing a coherent set of services that are standardised wherever possible.

- Updates are now applied to Windows PCs on a monthly basis to help protect the IT environment and release new functionality.
- Newly purchased Apple PCs also benefit from regular updates and security patches.
- Over 760 applications are now available from the UEA Applications Catalogue or are deployed automatically. Over 6,800 self-installs of applications have taken place.
- 3000+ different applications are installed across campus. ISD is patching applications and is removing legacy versions where it is appropriate to do so.
- Faculties and departments are working with ISD to develop effective IT refresh strategies. In most cases progress has been made. In some areas investment has not been maintained - 31% of Windows computers connected to the UEA network and management systems in one faculty are between 5-10 years old. 87% (189 PCs) of these fall below the minimum hardware specification required to run UEA systems.

Unfortunately with existing tools it is not possible to report accurately on the effectiveness of the IT Support service, especially when incidents or requests span several technical teams. In 2015 over 51,000 incidents and requests were recorded. Staff accounted for 66% of these enquiries, however, a significant number of student enquiries are not logged at the IT Service Desk due to the volume of demand. Typical attributes of the current service include:

- A high volume of IT incidents and requests. An average of 4000+ recorded per month and a peak of 6000+ during start of year.
- Approximately 1000+ emails sent to the IT Service Desk each month.
- Approximately 2000+ telephone calls made each month to the IT Service Desk.
- There is no ability to report separately on incidents and requests or how quickly each is fulfilled.
- There is limited scope to set accurate priorities to ensure work is managed effectively.

In August 2016 ISD will be making further changes to the way IT support is managed. These changes will bring some immediate improvements to the service but will also establish a baseline upon which further improvements can be made. At the heart of these changes is the introduction of a new IT Service Management (ITSM) tool that will be used to log, assign, manage and monitor all IT incidents and requests. The ITSM is part of a wider project to introduce the IT Infrastructure Library (ITIL) framework which is a set of industry standard, best practice principles – its aim is to improve efficiency and effectiveness. This project will run for three years but will deliver immediate benefits in year 1:

- A new Service Catalogue will make it clear what services customers can request from ISD and you will be able to see how quickly we plan to deliver them.
- We will develop a single 'knowledge base' so customers are able to resolve more incidents and requests by themselves. IT Support staff will benefit from having a single set of articles and processes to follow.
- There will be increased visibility so customers can easily check the progress of any incident or request.
- The ITSM will manage the emails sent to it.servicedesk@uea.ac.uk each month to help improve resolution times.
- The IT Service Desk have access to additional tools and permissions to help solve more incidents and requests at the first point of contact.
- A comprehensive set of management information will be available. This will be used to demonstrate service performance and also target improvements.
- All ITCS staff will be trained in ITIL and how this will be used to deliver service improvements.
- Further work will focus on customer service training.

PC managed service contract

By the close of the 2015/16 financial year it is expected that over 1000 new HP desktops and laptops will have been ordered by UEA and installed by DTP Group. This managed service represents a significant change in approach and also delivers cost savings to the University. A number of obstacles, both technical and process based, have been encountered and are being overcome.

One indicator of service quality is the speed of fulfilment from order to desk. This has varied within the first year and is primarily determined by the following:

- Whether a device has been ordered from buffer stock or whether it needs to be built-to-order.
- Whether a device is part of a small order or one that is part of a bulk order. Installations of bulk orders are intentionally spread over several install windows to minimise disruption in a business area.
- Grouping installations by geography so that engineers do not have appointments back-to-back at opposing ends of the Norwich Research Park.

In April the average number of elapsed days to fulfil an order was 27 working days. In many cases orders were completed within 12 working days but in some cases there have been extended delays.

A number of service improvements will be in place from the beginning of the next financial year. These include:

- Greater flexibility and capacity with deliveries and installations over five days a week instead of two.
- Shorter delivery windows instead of AM/PM.
- Faster turn-around of orders against buffer stock. Built-to-order devices will still have a 15-18 working days lead time for hardware.
- Improved response to warranty issues. Customers will be issued with a working device within 4 hours.
- Streamlined technical processes to allow quicker access to software and printing on new PCs.
- The DTP Group portal will be made live to allow customers to generate their own quotes.

Attachments

None.