Client Technology Services

Student Affairs – Information Technology Retreat
April 6, 2011
Overview (Mission Statement)

Student Affairs Client Technology Services (CTS) provides a central point of contact for IT technical and administrative support and Cal1Card services to the University of California, Berkeley faculty, staff, students and guests. CTS consists of four major units, Technical Support, Administrative Support, Cal1Card, and Technical Training, to identify and deliver the technical needs and quality services to the Student Affairs and campus community while achieving the highest level of customer service.
Services

- Technical Services
  - Service Desk
  - Desktop Support
  - Desktop Engineering
  - Applications Support
  - Peripheral Support

- Administrative Support

- Cal 1 Card

- Technical Training
Stanford Client Support Organizational Chart

IT Services - Client Support 3/21/11

Jan Cicero
Executive Director
Client Support

Virginia Tag Ibarra
Executive Assistant

Jan Cicero
Client Relations

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Business Partners
John Freshwaters
Liz Goessinger
Meaghan McWilliam

Hospital Partners
DPC
Jay Kohn

SHC
Jay Kohn
Maria Maravilla
Vacant

Mary Maravilla
Satellite Partner

Jay Kohn
Card Services

Desktop Systems
Group
Jim Brown
Tony Silvera
Jay Stamps

Phil Reese
Research Computing

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CTS Organizational Chart

Student Affairs Information Technology
Client Technology Services
Organizational Chart
Effective July 1, 2011

Note: All categories and subcategories have a student team
What does success look like?

1. Single Service Desk
2. Standard Hardware
3. Standard Software
4. Security Standards and Policies
5. Cross-Training
6. Problem Management
7. Excellent Customer Service
Service Delivery

- Central Service Desk
- Single phone line
- Single ticketing tool
- In-take team and process
- Define Tier 1 and Tier 2
- Knowledgebase (FAQ’s)
- Central location
- Satellite locations

- Live response 9am – 5pm
- Immediate help for urgent requests
- Duty Officer for weekend support
- Create student teams
- Remote assistance
Migration Plan & Timeline

**Immediate – 12 months**
1. Reporting line changes
2. Getting to know IT staff events
3. Getting to know portfolio / Services / customer events
4. Review job descriptions / evaluations
5. Submit classification reviews
6. Establish committees / meetings
7. Submit budget for standard HW
8. Create cross-training plans
9. Create knowledgebase

**12 months – 18 months**
1. Single ticketing tool
2. Deploy standard HW
3. Single phone line ?
4. Go live with single Service Desk and pray !
5. Central location for staff ?
6. Standard images
7. Central patching
8. Establish processes for all administrative functions
9. Establish processes for ticketing tool
## Customer profile

<table>
<thead>
<tr>
<th></th>
<th>Office of Undergraduate Admissions</th>
<th>Office of the Registrar</th>
<th>Financial Aid</th>
<th>Career Center</th>
<th>RSSP</th>
<th>Dean of Students</th>
</tr>
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<tbody>
<tr>
<td><strong>Customers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Staff</strong></td>
<td>74 (seasonal)</td>
<td>?</td>
<td>?</td>
<td>?</td>
<td>1100</td>
<td>?</td>
</tr>
<tr>
<td><strong>Students</strong></td>
<td>?</td>
<td>?</td>
<td>?</td>
<td>?</td>
<td>38000</td>
<td>?</td>
</tr>
<tr>
<td><strong>Hardware</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PC's</strong></td>
<td>62</td>
<td>50</td>
<td>99</td>
<td>?</td>
<td>700</td>
<td>88</td>
</tr>
<tr>
<td><strong>Macs</strong></td>
<td>1</td>
<td>10</td>
<td>1</td>
<td>?</td>
<td>60</td>
<td>2</td>
</tr>
<tr>
<td><strong>Printers</strong></td>
<td>20</td>
<td>?</td>
<td>~20</td>
<td>?</td>
<td>250</td>
<td>?</td>
</tr>
<tr>
<td><strong>Kiosks</strong></td>
<td>0</td>
<td>4</td>
<td>?</td>
<td>?</td>
<td>40</td>
<td>1</td>
</tr>
<tr>
<td><strong>Laptops</strong></td>
<td>~138</td>
<td>?</td>
<td>10</td>
<td>?</td>
<td>150</td>
<td>12</td>
</tr>
<tr>
<td><strong>Labs</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>0</td>
</tr>
</tbody>
</table>

Student Affairs Total Number of Computers ≈ 1160
Information is still being collected for better accuracy
Support Model Industry Standards

- Things to consider:
  - Environment complexity - number of operating systems, types of hardware (# of models, laptops, desktops, macs, etc), types of problems
  - Technician and user expertise - how much do the techs know and how much training do the techs and user need
  - Trend analysis - problems tend to occur in trends
  - End user satisfaction
  - Budget
  - Remote locations - traveling, physical access, etc

- Rule of thumb:
  - Average - 1 technician to 60 users
    - With less standardization and organization, it's closer to 1 tech:45 users

- Other results:
  - generally found 1 tech:150 users but people responded as often being out of resources with this ratio

- Recommendation: Anywhere from 1 tech:75 users and 1 tech:45 users are commonly reported as a satisfactory number of staff to users. The average of 1 technician to 60 users is a good baseline ratio.

Sources: ZDNet, IT Benchmark, IT Forums and IT Management Responses
Additional Resources

Existing FTE:

RSSP
- CIC – 3 FTE
- Technical Training – 1 FTE
- Administrative support – 3 FTE

SA
- Technical support - 5 FTE

Proposed:
- Based on the industry standard support model, the ideal number of FTE for the Technical Support team is approximately 18 FTE.
- Data used for this request
  - Recommended technician to user ratio of 1:60
  - Approximate total number of computers in RSSP is 1160
  - Due to the many variables in the Student Affairs user environment, the calculation was based on the more quantifiable number of computers instead of users.
Considerations
(Direct input from Desktop support sub committee)

- “User experience and reactions - the SA-IT transition will be challenging for IT staff but it can be a huge change for the users and customers. Who will be talking to the users and customers?”
- “If we consolidate the support teams, will there be an expanded "Help Desk Team" that provides front line, tier-1 support?”
- “Many of us are used to completing certain tasks from beginning to end, such as account creation. This may change when we divide responsibilities into individual teams. How will IT staff react? How will this affect our users?”
- “Ticketing tool - similar to the last topic, we would be passing tickets between different teams. Will there be enough coordination and communication for this to work?”
- “Which ticketing system will we use? Will we have a dispatch-like person or team? Can we load the ticketing system on our mobile devices?”
Considerations – Cont’d

- “Student Affairs consolidated budget? When? For example, if we consolidate our MCCA agreements for Microsoft software so that each unit does not have to purchase their own agreement, where should this money come from? Or if we expand BigFix patching to all SA units then we will need to increase the number of nodes in our BigFix agreement. Where should this funding come from?”

- “Access or the ability to do something, such as edit databases or manage servers”

- “Physical locations and moves”

- “Resource Concerns – enough resources to carry out the plans?”
  - Staffing, Hardware and Software, etc. For example, standardization of hardware requires purchasing new hardware, creating new images, etc. which will require funding and manpower
  - Re-classes?
My Role

- **Strengths**
  Management, Customer Service, Project management and organizational development
  Words used to describe me: Action driven, Fair and consistent, Arranger, Fixer, Customer Service focus, Thrives on change (Change catalyst)

- **Technical projects – CNS, RSSP**
  Hardware upgrades, software upgrades, Active Directory migration, Eudora to Thunderbird migration, Mac to PC migration, Telephone service billing for Res Hall students, SHIPS service for all campus students

- **Experience**
  20+ years in customer service, 11+ years in technical project management, 20+ years of management