June 17, 2010

Agenda

Service Desk
Desktop Support
SMCC Update
Back to School
Emory Mobile
Paging Coverage

- Sharon Gregory
- Richard Fischer
- Luc Dalla Venezia
- Dawn Francis-Chewning
- Alan Cattier
- Jay Flanagan
Service Desk Update

Sharon Gregory
Immediate Priorities

Visibility

Improve Service Quality

Improve Data Quality

Collaboration
# Service Desk Update

## Top 10 Products – Volume & FCR

### September 2009 - February 2010

<table>
<thead>
<tr>
<th>Product</th>
<th>% of all Products</th>
<th>FCR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Modular Messaging</td>
<td>11.06%</td>
<td>11%</td>
</tr>
<tr>
<td>2. Other (Desktop/Svc. Desk)</td>
<td>8.55%</td>
<td>55%</td>
</tr>
<tr>
<td>3. Blackboard</td>
<td>6.43%</td>
<td>46%</td>
</tr>
<tr>
<td>4. PeopleSoft</td>
<td>4.12%</td>
<td>75%</td>
</tr>
<tr>
<td>5. Learn Link</td>
<td>4.03%</td>
<td>39%</td>
</tr>
<tr>
<td>6. MS Windows XP</td>
<td>3.20%</td>
<td>23%</td>
</tr>
<tr>
<td>7. IRB</td>
<td>3.10%</td>
<td>46%</td>
</tr>
<tr>
<td>8. Passwords</td>
<td>2.76%</td>
<td>94%</td>
</tr>
<tr>
<td>9. Eagle</td>
<td>2.12%</td>
<td>66%</td>
</tr>
<tr>
<td>10. Emory Exchange(Server)</td>
<td>2.09%</td>
<td>26%</td>
</tr>
</tbody>
</table>

### March 2010 – May 2010

<table>
<thead>
<tr>
<th>Product</th>
<th>% of all Products</th>
<th>FCR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Other (Desktop/Service Desk)</td>
<td>13.61%</td>
<td>81%</td>
</tr>
<tr>
<td>2. OPUS</td>
<td>11.16%</td>
<td>98%</td>
</tr>
<tr>
<td>3. Passwords</td>
<td>6.16%</td>
<td>97%</td>
</tr>
<tr>
<td>4. (Misc.) Wrong Number</td>
<td>5.51%</td>
<td>99%</td>
</tr>
<tr>
<td>5. Modular Messaging</td>
<td>5.21%</td>
<td>45%</td>
</tr>
<tr>
<td>6. Emory Network Identity (ENID)</td>
<td>3.93%</td>
<td>96%</td>
</tr>
<tr>
<td>7. Learn Link</td>
<td>3.48%</td>
<td>67%</td>
</tr>
<tr>
<td>8. IRB</td>
<td>3.32%</td>
<td>61%</td>
</tr>
<tr>
<td>9. (Misc.) Transfer to Healthcare IS</td>
<td>2.68%</td>
<td>99%</td>
</tr>
<tr>
<td>10. PeopleSoft</td>
<td>2.08%</td>
<td>83%</td>
</tr>
</tbody>
</table>
Service Desk Update

Monthly Call Handling
UTS Desktop Support

Richard Fischer
Who We Are…

- Team of 12 located across Campus
- Fee for Services based
- Provide Desktop Support for customers with a signed SLA
- Customers are F&A, ECLL, C&M, Grad School Admin, WHSCAB Admin and Predictive Health
UTS Desktop Support

Current Initiatives

• Consolidated OU structure with GPOs
• AD Migration – 89% Completed
• SEP Migration – 85% Completed
• Mac Management - Implemented
• PGP Desktop Encryption – In Progress
• User Data Migration – In Progress
• Windows 7 Deployment – Planning & Testing
Questions
Service Management Competency Center (SMCC)

Luciano Dalla Venezia
SMCC Update

Agenda

Roadmap
Phase II Project Updates
Incident Management
Knowledge Management
Configuration Management
Get Involved
Road Map – June 2010

Q4 2009
- Foundations
- Categorization
- Change Mgmt

Q1 2010
- Configuration Mgmt
  - Discovery

Q2 2010
- Knowledge Mgmt
  - Incident Mgmt
  - Request Mgmt ‘Lite’

Q3 2010
- Request Fulfillment

Q4 2010
- Problem Mgmt

Q1 2011
Incident Management Update

- Facilitated Focus Groups on Roles & Responsibilities
  - User
  - Tier 1 (Service Desk Analyst)
  - Tier 2 (Incident Analyst)
  - Tier 3 (Incident Analyst OR Vendor)
  - Incident Process Owner
  - Incident Process Manager
  - Incident Process Coordinator
  - Problem Manager

- Facilitated 2-Day Workshop with Working Group
  - Support Groups, Categorization, Prioritization, Service-now Interface, Escalations, IT-Alert, Self-service, Reporting
Request Lite

- Incident Management vs. Request Fulfillment
  - Incident: An unplanned interruption to an IT Service or a reduction in the Quality of an IT Service.
  - Request: A request from a user for information, advice, a Standard Change, or Access to an IT Service.

- Request Lite: replacing the current request functionality that exists in Remedy

- Validating Remedy Custom Forms – addressing service owners to validate current Remedy request forms
  - Total: 24
  - Verified in use: 7
  - Verified not in use: 4
  - Pending further investigation: 13

- Developing process documentation
Knowledge Management Update

- **Project Status**
  - Testing completed
  - Testing results reviewed and refinements completed
  - Initial Knowledge Champions identified
  - Go-live 6/23

- Trained Service Desk 6/9
- Training for Knowledge Champion is 6/17 & 6/18
- Documents published to Blackboard
Knowledge Management Update

UTS

- Paul Barrett, PeopleSoft Student (SA /OPUS)
- Jay Flanagan, Infrastructure
- Dana Haggas, PeopleSoft HR / Kronos
- Jeanette Hanson, Business Systems
- Norman Hulme ITSMO
- Shea Jarman, Desktop Support
- Elliot Kendall, Web
- Eric Logan, Student Services
- Chase Lovellette, Faculty Services

- Terry Markert, Messaging
- Matthew Merchant, Data Center Operations
- David Miller, PeopleSoft Financials (Compass)
- Charles Minihan, Classroom Technologies
- Wade Moricle, ITSMO
- Marv Peck, Coordinator Services
- Keith Rooks, Field Services
- Phil Shaw, PMO
- Dawn Weaver, TOC

RSPH - Sidney McKenzie, Rueben Medina

Emory College - Laura Pokalsky

SOM - Rob Anderson, Naomi Dolby-Hamer, Eric Harris, Wade Hodges, Chris Kelley, Ken Lester, Meggan Levitt, Robert Mathador, Sylvia Ramos, Daryl Sistrunk, Beverly Wright
Knowledge Management Update

Why Knowledge Management: The goal of knowledge management is to ensure the organization becomes more efficient, **improve quality** of service and **increase customer satisfaction**. The scope of our knowledge management process includes **providing knowledge** related to resolving incidents and problems. Implemented correctly, users will have access to IT knowledge to resolve incidents prior to creating an incident ticket and resolved incident resolutions/workarounds will be **reusable**.
Configuration Management Update

• Scope is currently being distributed for approval

• Proposed Scope:
  UTS Infrastructure – Systems Phase 1

CI Types:
  Business Services
  Technical Services
  Servers

• Relationships:
  Servers to Business & Technical Services
  Services to Services
Configuration Management

• This is not Event Management and Monitoring
  • Event Management is the process that monitors all events that occur through the IT Infrastructure to allow for normal operation and also to detect and escalate exception conditions.

• Configuration Management
  • The process of identifying and defining Configuration Items in a system, recording and reporting the status of Configuration Items and Requests for Change, and verifying the completeness and correctness of Configuration Items.

Discovery vs. Integration for populating the Configuration Management System (CMS)

Discovery
  • Use Service-now tool to automatically discover network attached assets and then populate Service-now’s CMS

Integration
  • Use existing tools to gather device information and integrate/import into Service-now’s CMS
Contact us:

To participate in these Focus Groups:

Incident Management

Knowledge Management

Configuration Management

…please email us at smcc@emory.edu
Questions

smcc@emory.edu
Back to School 2010

Dawn Francis-Chewning
DATES: August 21 and 22

EOL updates well underway
Earlier Production Day

BTS Training TBD – Oxford and Emory

More Transfers
More International Students
It’s almost here!

What’s New?

- Classes begin on Wednesday!
- 1 less day of Orientation
- New Freshmen Hall on line
- New Sophomore housing designation
- ResNet and EmoryUnplugged on 802.11n
- LearnLink and Blackboard both upgraded
Questions
Emory Mobile: Changing the Data View

Daniel Palmer
Why Mobile?

• Really? Have you looked at your phone?
  – How about your boss’ phone?
  – How about the student’s phones?
  – How about the phones visitors are bringing?

• Tools for the Emory Community
  – Visitors, Staff, Students, Faculty, Physicians

• Getting an established mobile presence
Where does it work?

- iPhone, Blackberry, and WAP devices
- Hosted solution
- Extensive use of existing News & Events feeds
- Real-time access to Building & Directory Data
- Real-time access to schedule of classes
Project of "1st"

- Mobile interface as a major deliverable
- No new data was created
- Existing news and events feeds

“Puts over 100 different data sources in the palm of your hand”
What can you expect?

Applications that will present Emory-specific information on web-enabled mobile devices:

- Maps
- Courses
- Athletics
- Directory
- Events
- News
- Videos
- Images
- Library
- Places

Go-Live: August 1, 2010
How is it going to look?

- Maps
- Courses
- Athletics
- Directory
- Events
- News
- Videos
- Images
- Library
- Places
Emory Mobile Update

How is it going to look?

• Send an email to:
  emorymobile@emory.edu

• Currently testing iPhone/iPod Touch
• Next up - Blackberry
Questions
Paging Coverage Update

Jay Flanagan
Paging Coverage Update

How We Communicate

Our connected world...

WHERE HAVE YOU BEEN?!
NO E-MAIL. YOU DIDN'T
TEXT ME. NOT A CLUE
ON YOUR BLOG. YOU
DIDN'T UPDATE YOUR
STATUS ON FACEBOOK.
IT'S LIKE YOU FELL OFF THE
FACE OF THE EARTH!

DID YOU
NOT CHECK
TWITTER?

OOPS, SORRY...
"UPSTAIRS. GOING
TO THE BATHROOM.
BE BACK IN 5."
Outage
Paging Coverage Update

Issues / Planning
Paging Coverage Update

Going Forward – Hosted Paging
Paging Coverage Update

Going Forward – Page to Cell
Paging Coverage Update

Recommendation
Questions
Thank you for coming!