IT Client Services

Analyze Opportunities To Increase Campus Efficiency

Goal Description:

Client Services will continuously analyze processes to increase campus efficiency in one or more of the following areas: costs, operations, and communications.

RELATED ITEMS

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RELATED ITEM LEVEL 1

Evaluate Processes To Increase Campus Efficiency

Performance Objective Description:

Client Services will evaluate at least one process within the department to increase campus efficiency.

RELATED ITEM LEVEL 2

IT Service Tool - Service Delivery Improvements

KPI Description:

Client Services will lead the division in efforts to improving service delivery for a more positive customer experience level, specifically with improvements to our IT "ticketing" tool by (1) reducing the service catalog options; (2) streamlining processes for end users; and (3) creating a more easily-navigable portal; all areas based on user feedback from both "internal" IT staff and the "external" campus community.

Results Description:

These items have been accomplished. On January 11th, a new Service Catalog was published that reduced our offerings by 2/3. We opted for broader Services and Categories to accomplish this significant reduction. We also introduced a new redesigned portal experience for our end users with quick ways of entering commonly placed tickets right from the main page. We were able to contact those that participated in focus groups for feedback on how well we delivered on their needs. Feedback from both internal and external clients was extremely positive.

RELATED ITEM LEVEL 2

Improvement Of Division-wide Communications

KPI Description:

Client Services will lead the division in efforts to develop and implement a division-level communications plan outlining communication efforts both internal (within the division) as well as external (to the campus community). This was initiated in 2013-2014 but not completed.

Additionally, the department will lead the division in improvements to the division's website, newsletter, and social media outlets, providing more regular postings and informational updates. We will also reach out to the campus community to determine alternative (and best) venues for disseminating information.

Results Description:

The communication plan was delivered to the VP of IT on October 22, 2015.

- A small revision was completed in January 2016 to outline the establishment of an "Incident Command Center."
- The division-wide signature has been implemented as of July 2016. The managers have been requested to update their email signatures and to notify their staff to do the same.
- This plan has not been widely distributed as no official feedback has been received noting it meets the requirements.

Client Services communication and web staff conducted usability testing of the IT@Sam website. Many devices were used to complete the set of actions using the IT@Sam website including Smartphones, laptops, and desktops. The feedback from 164 faculty, staff and students was received and analyzed. Recommendations such as correcting broken links, changing the location of links, and updating the mobile menu were implemented. There were no recommendations from the analysis of the feedback for substantial changes.

Newsletter improvements efforts were suspended due to the departure of the communications specialist. This effort will be revisited when the new specialist starts.

Social Media statistics for FY16:

- 29 blog posts were made that obtained 2325 views.
- 258 Tweets resulting in 68,205 impressions.
- An increase of 59 Facebook Page likes, 276 total FB posts that received 32,621 views.

Tech Shop Operational Improvements

KPI Description:

Client Services' Tech Shop area will develop and demonstrate operational improvements in laptop imaging (specifically turnaround time frames), and updating and documentation of policies and procedures.

Results Description:

With the purchase of new imaging server, the Tech Shop has been able to reduce the laptop imaging time to 4 hours from 8-12 hours, resulting in a more efficient process for technicians and a faster turnaround time for faculty and staff to receive reimaged laptops.

All of the Tech Shop processes and procedures were reviewed for updates in fiscal year 2015 and on-going review of knowledge articles is done quarterly with all documents being reviewed at least once a year.

Provide High-Quality Support Services To Campus

Goal Description:

Client Services will utilize work order surveys to evaluate clients' perception of the work performed by IT@Sam staff to complete the service request.

Attached Files

📄 Q4 Client Satisfaction Data by Department

Service Delivery Will Be Perceived As A Good Experience For The Client

Performance Objective Description:

Client Services will utilize work order surveys to evaluate clients' overall perceptions of working with IT@Sam to resolve their request.

Client Overall Perception Of Experience Resolving Service Request

KPI Description:

We will deliver a work order survey to the client upon completion of the request. The client will be asked to rate their perception of overall service request experience. Available responses are "Very Dissatisfied, Dissatisfied, Neutral, Satisfied, and Very Satisfied." We will target a 95% or better overall satisfaction rating for Client Services Department-specific survey items.

Results Description:

Of 1662 surveys returned, 96% of responders were satisfied (Very Satisfied or Satisfied) with their experience. This result is 1% more than our target of 95% for the year.

Client Services will continue to survey their clients for continual service improvement efforts.

Service Delivery Will Be Perceived To Be Provided By Qualified Staff

Performance Objective Description:

Client Services will utilize work order surveys to evaluate clients' perceptions of the technical qualifications of the staff member assisting with their requests.

Client Perception Of Technical Qualifications Of IT@Sam Staff

KPI Description:

We will deliver a work order survey to the client upon completion of the request. The client will be asked to rate their perception of the technical competency of the IT@Sam representative. Available responses are "Very Dissatisfied, Dissatisfied, Neutral, Satisfied, and Very Satisfied." We will target a 95% or better overall satisfaction rating for Client Services Department-specific survey items.

Results Description:

Of 1662 surveys returned, 97% of responders were satisfied (Very Satisfied or Satisfied) with the technical competence of their technician. This result is 2% more than our target of 95% for the year.

Client Services will continue to survey their clients for continual service improvement efforts.

Service Delivery Will Be Perceived To Be Timely And Efficient

Performance Objective Description:

Client Services will utilize work order surveys to evaluate clients' perceptions of the duration to complete the service request.

Client Perception Of Time To Complete Service Request

KPI Description:

We will deliver a work order survey to the client upon completion of the request. The client will be asked to rate their perception of overall service request experience. Available responses are "Very Dissatisfied, Dissatisfied, Neutral, Satisfied, and Very Satisfied." We will target a 95% or better overall satisfaction rating for Client Services Department-specific survey items.

Results Description:

Of 1662 surveys returned, 96% of responders were satisfied (Very Satisfied or Satisfied) with the timeliness of the completion of their request. This result is 1% more than our target of 95% for the year.

Client Services will continue to survey their clients for continual service improvement efforts.

Service Delivery Will Be Perceived To Have Kept The Client Informed

Performance Objective Description:

Client Services will utilize work order surveys to evaluate clients' perceptions of how well they were kept informed of the status of their request.

Client Perception Of Adequate Communication With IT@Sam

KPI Description:

We will deliver a work order survey to the client upon completion of the request. The client will be asked to rate their perception of overall service request experience. Available responses are "Very Dissatisfied, Dissatisfied, Neutral, Satisfied, and Very Satisfied." We will target a 95% or better overall satisfaction rating for Client Services Department-specific survey items.

Results Description:

Of 1662 surveys returned, 96% of responders were satisfied (Very Satisfied or Satisfied) with the communication level regarding their specific request. This result is 1% more than our target of 95% for the year.

Client Services will continue to survey their clients for continual service improvement efforts.

Provide Quality Information Technology Resources

Goal Description:

Client Services will provide resources that meet resource type needs, be reliable and be available when and where needed by the University.

Provide Reliable Core Customer Services To Campus

Performance Objective Description:

Client Services will provide reliable core services to faculty, staff, and students, to include: 10-Minute Promise services to support faculty and classroom technology; mass email services; website services; and IT Training courses for all eligible constituents.

Provide "Mass Email" Services To Campus

KPI Description:

Client Services will provide (and track statistics for) "mass email" services to campus that include: template creation; content delivery; target audience delivery; and state and federal guideline compliance (CAN/SPAM Act) for faculty and staff.

Results Description:

856 mail emails were sent during FY16, an average of 16.46 emails per week. Turn-around time averaged 3-4 days per service request. Web Services currently pulls data from Cognos to facilitate targeted mass emails to a wide range of audiences and is actively seeking ways to automate the process and provide a hands-on service that approved/experienced clients can use to send their own emails.

Provide IT Training Beneficial Faculty & Staff In Their Work

KPI Description:

Client Services' trainers will provide each attendee of an IT@Sam Training Session with a post-training survey and encourage completion of the survey at all instructor-led sessions. The attendee will be asked to rate their perception of how well the training delivered will benefit their work. Available responses are "Excellent, Above Average, Average, Below Average, Poor." We will strive for a 90% or better rating.

Results Description:

Of the faculty and staff that attended training sessions and submitted a post-training survey, 92% indicated that the training they attended was beneficial (Excellent and Above Average) to their work. This result is 2% over the goal for the year.

Training staff will continue surveying training attendees for continued improvement of training content, format, and delivery.

Provide Reliable 10-Minute Promise Service To Faculty

KPI Description:

Client Services will track 10-Minute Promise services to support faculty and classroom technology for both availability and first-time resolution. We will strive for a 95% or better rating for meeting the promise, and an 80% or better rating for resolving on initial contact.

Results Description:

In the past year there were 550 10-Minute Promise service opportunities. The Service Desk met the promise in 530 of those opportunities, a success rate of 96.4%, exceeding the goal of 95%. Resolution was achieved on initial contact 417 times, a success rate of 68.1%, falling short of the goal of 80%. The primary reasons for not achieving this goal are issues that, due to physical, time, or security limitations preclude immediate resolution. These issues include, hardware malfunctions, projector lamp replacements, projector settings, and workstation hardware & software errors.

We are evaluating the reasons for the initial contact rate falling below 80%, and will make appropriate changes to our procedures to help elevate this rate above the planned level. Additionally, more frequent checks on these activities will be performed to help us reach and maintain an appropriate level of initial contact success.

Provide Stable Website Platform For The University

KPI Description:

Client Services will provide a stable platform for websites to be created, updated, and viewed. We will strive for an annual 99.75% "uptime" rating.

Results Description:

The goal of 99.75% website platform uptime was exceeded for FY16 with a 99.94% uptime rating from September 1, 2015 – August 31, 2016. This exceeds our goal by .19%

Provide Quality Professional Development Opportunities For Staff

Goal Description:

IT Client Services will provide time and funding for staff to attend professional development through training and/or conferences.

RELATED ITEMS –

Provide Professional Development Opportunities To Client Services Staff

Learning Objective Description:

IT Client Services will allocate funding and time for staff to participate in professional development activities which will enhance staff value to students, faculty, staff and alumni.

Provide Opportunity For High Quality Professional Development That Enhances Value

Indicator Description:

Client Services will provide high quality professional development opportunities to enhance staff value to students, faculty, staff, and alumni by bringing value to individual employee's work.

Criterion Description:

All training opportunities for employees in Client Services are evaluated by their immediate supervisor for necessity and value. The department has used both per-capita and on-demand/as-available models for appropriating funding across the various services in the department. We will strive for a 90% rate for professional development activities attended to improve or enhance operational effectiveness related to CS functions.

Findings Description:

All trainings attended by Client Service full-time staff were for the improvement or operational effectiveness related to the attendee's job functions.

Provide Professional Development

Indicator Description:

Client Services staff will meet or exceed the SHSU Human Resources Staff Professional Development requirements (based on classification as staff or managers, as well as hire date in relation to evaluation requirements).

Criterion Description:

Tracking and reporting of internal and external is managed through Talent Management. Employee thresholds are based on position (i.e., staff or manager), and the amount of training required per employee is prorated against their hire dates. We will strive for a 100% rate for

this criterion.

Findings Description:

All Training and Communications staff have achieved the required training credits for the year.