

Supporting institutional operations: Improving desktop support

6/19/03

DESCRIPTION:

The focus is on the creation of a system that improves the quality of campus-wide desktop computer support. Activities include: the establishment of systematic methodology for the assessment of on-going desktop support needs; the implementation of communication mechanisms for the dissemination of support information and the solicitation of constituent needs; the establishment of a process to determine, implement, and evaluate desktop service level agreements; a process to develop and sustain desktop support expertise; and, a system to incorporate into the budgeting cycle desktop computing technology infrastructure needs.

RELATED AQIP CRITERIA:

Primary: Supporting Institutional Operations

Related: Measuring Effectiveness

Related: Planning Continuous Improvement

RELATED AQIP PRINCIPLES:

Involvement: Broad-based faculty, staff, and administrative involvement

Foresight: Planning for innovation and improvement

Information: Fact-based evidence-gathering and thinking to support analysis and decision-making

RATIONALE FOR ACTION:

Assessments indicate that the support of technology remains problematic. The University of Indianapolis will be more successful in creating a positive, high-performing work climate if it can (1) effectively determine and meet the computing support needs of faculty, staff, and students, (2) develop and invest in a system that develops and rewards technology support expertise, (3) promote collaboration by increase the communication and involvement between Information Systems and its constituencies, and (4) supports current needs and forecast future needs through effective technology planning.

AREAS AFFECTED:

This action project directly affects all offices and units that utilize desktop computing technology. The office of Information Systems will work in collaboration with the campus constituencies to design and execute many of the new systems. Administrative budgets will be aligned to support the processes related to desktop support.

PROCESSES AFFECTED:

1. Budgeting process
2. Technology planning process (*e.g.*, replacement cycles, infrastructure planning)
3. Hiring and/or development, training, and reward of desktop support personnel/expertise
4. Evaluation process for service support and faculty/staff/student satisfaction

PROCESS MEASURES:

1. Systematic process (s) is in place for the capture, evaluation, and communication of desktop support needs
2. Meaningful deployment of personnel to support desktop computing including development and reward mechanisms
3. Budgeting process includes a means to capture technology infrastructure needs
4. Communication mechanisms exist to convey support related information and to solicit feedback from constituencies

OUTCOME MEASURES:

1. Increase in faculty/staff/student satisfaction with desktop support
2. Improved desktop support personnel attraction, morale, and retention
3. Budget is adequate to address support activities within established service level agreements and to address future infrastructure needs
4. Number of faculty/staff/student trouble tickets serviced (level of service provided will fall with established service level agreement targets)

Plans for Year One – May 2003 – 2004

1. Establish a fluid subgroup (core members of AQIP Committee and stakeholders)
2. Refine this AQIP action project and submit by July 1, 2003
3. Obtain feedback on project and process during Faculty/Staff Institute on 8/03
4. Review and refine the desktop support needs assessment process – Fall, Spring
5. Review and refine communication mechanisms – Fall, Spring
6. Preliminary design of support expertise model – Fall, Spring
7. Develop satisfaction index - Fall
8. Establish and implement preliminary service level agreements – Fall, Spring
9. Review/revise the Systems Portfolio in relation to “Supporting Institutional Operations” – Fall, Spring

Plans for Year Two – May 2004 – 2005

1. Submit project update report by September 2004
2. Budget funds to support personnel expertise development – Spring, Summer
3. Execute support personnel changes - Fall
4. Revise processes and if necessary, service agreement levels, based on fall feedback assessment - Spring
5. Revise and implement infrastructure budgeting process – Fall, Spring

Plans for Year Three – May 2005-2006

1. Review budget and align as necessary – Spring 2005
2. Continue revisions/expansions to Systems Portfolio in relation to the two AQIP criteria – Spring and Fall
3. Submit project update report by September 2005
4. Revise processes with feedback from May assessment – Fall and Spring
5. Complete Systems Portfolio on two criteria – April 2006
6. Measure processes and outcomes – March 2006
7. Complete project with established on-going, systematic measures and processes

MAINTAINING FOCUS

The action plan sub-committee will meet monthly to report to the Campus AQIP Committee. Update reports will be disseminated to the campus community electronically, through general faculty, staff, and administrative meetings, technology-related committee meetings, and special sessions. The sub-committee will draw in members of the faculty, staff, and administration as appropriate to define and execute the project.

LEVEL OF PUBLICITY

Campus-wide announcements will be made regarding special reporting and development sessions. Accomplishment of project milestones will be kept visible through university print, electronic media services, and special events.