Schedule

> Survey conducted in May 2015
> Data review and report writing completed in Fall 2015
  > Survey report identified nine recommendations for improvements in UW-IT
> Action Plan created to address recommendation
> UW-IT Action Plan initiated in Jan 2016
> Status: COMPLETE
> Future plans
Recommendations 1 and 3

> Set awareness goals for select services
> Develop and publish roadmaps to communicate service changes to customers
  – Developed Strategies on a Page for UW-IT Seven Strategic Goals
  – Developing Strategies on a Page for UW-IT Business Services and Service Offerings
  – Future plans
    > Publish SoaPs
Recommendation 2

> Increase coordination of communication efforts

> Established strategic communication about UW-IT services to Governance boards, Computing Directors, tech-support@uw.edu and other venues

> Developed an editorial calendar to promote a UW-IT Service once a quarter across all UW-IT publications

> Calendar is complete and being reviewed by Stakeholders

> Anticipated launch in Q1 2017

> Hosted a panel presentation “Marketing your Service” at a Service Owners and Managers meeting

> Highlighted best practices, tips, tools and consulting from UW-IT Communications Group

> Created online resources for UW-IT Service Owners and Managers
Recommendation 4

> Increase funding for wireless network expansion on all UW campuses

- Funding was not increased in FY16 or FY17
- Used existing funding and leveraged vendor contract concessions to install over 700 new Wi-Fi Access Points across the UW campuses
- Replaced or upgraded ~1,900 Wi-Fi Access Points
- Increased total Wi-Fi Access Points to ~10,500 across the UW campuses
Recommendation 5

> Work with providers to increase cell phone coverage in Health Sciences and on the Bothell campus

– Negotiated, designed and began construction of AT&T indoor coverage in parts of Foege and Health Sciences

– Reached agreement Verizon will fund a new, multi-carrier solution at Harborview

– Worked with cell carriers and Wi-Fi vendor to improve tracking of Wi-Fi calling (using Wi-Fi for cellular calls)

– Future plans

  > Adding three new Verizon sites on Seattle campus. One lease is signed, two are pending
**Recommendation 6**

- Explore options to expand software licensing program
  - Developed model for expanding campus licenses program
    - Added Matlab
  - Future plans
    - Launching project in 2017
      - Greater transparency on process
      - Increase customer ease and efficiency in acquiring licenses
Recommendation 7

> Provide more access to training and instructional resources
  – Hired new manager for Instructional Design and Outreach
  – Developed social media strategy
  – Evaluated and redesigned the Training and Workshops entry in the Service Catalog
  – Created and are fostering strong programmatic connections
  – Future plans
    > Designing new workshop curricula
Recommendation 8

> Invest in increasing vendor management skillset in UW-IT
  – Not started
Recommendation 9

> Benchmark current success for customer feedback
  – Developed strategic plan for regular intervals of this survey
  – Documented best practices and models for gathering customer feedback including surveys, focus groups, etc.
  – Developed plan for regular assessment and sharing of themes from UW Connect transactional surveys
  – Established method for tracking customer experience metrics across UW-IT
  – Developed a communication plan for sharing metrics with the UW community
Recommendation 9 continued

> Benchmark current success for customer feedback

  – Future plans

    > Participate in TAP Administrative Units survey in 2017
    > Developing Customer Experience workshop for UW-IT staff
    > Developing metrics dashboards for Business Service Owners
    > Two Projects scheduled for FY18
      – Improve UW Connect surveys
      – Develop customer visible UW-IT peer benchmarking data
QUESTIONS?