UW Connect Service Management Service

Service Management Board
June 15, 2015
Mary Mulvihill marymulv@uw.edu
UW-IT Service Management Office

Agenda

UW Connect implementation status

Upcoming project work

Pilot feedback

Demo

UW Connect Service Management scope & rate

SMB input

UW Connect Implementation Status

In production for about 720 users for ~1 year

Functionality:

- ITSM Processes: Incident, Problem, Request, Knowledge, Change
- OnCall application for escalations
- Customer satisfaction surveys
- Metrics & Reports

UW Connect Implementation Status

Customer facing content in IT Connect:

My Requests page

UW-IT Service Catalog

Customer facing content coming soon:

Request forms for some services

Service Status (incident) page

Upcoming Releases

Notifications for Incidents & Changes

Continual Service Improvements to include:

- Merge duplicate records
- Streamline Email notification
- Simplify User Interface (UI)

Pilot

Pilot participants on UW Connect

- Foster School of Business IT - 28 users
- Intercollegiate Athletics (ICA) IT - 10 users

Using most, but not all, functionality

Generally positive experience, but some key issues to address before adding additional organizations

Pilot Feedback

Pros

Ticket management vs. email management

Sharing systems with UW-IT for coordination

Cons

Inability to merge duplicate records, email chatter, User Interface (similar to UW-IT staff feedback)

Demo of UW Connect Screens

What IT staff see when they use UW Connect:

- My Homepage
- My Work
- Incident
- Request
- Knowledge Base

UW Connect Service Management

Service scope with license:

- My Request page (unified for all end users)
- Incident, Request, Problem
- Access to Knowledge Base (currently shared, but eventually separate)
- Dashboards
- Reports

Service Rate and Availability

Implementation (one time): $3660 per organization

Monthly: $66 per licensed user

Timeline:

Summer - focus on identified improvements

Fall - publish service

Fall/Winter - gradual implementations

SMB Input

Computing Director presentation this week with Foster IT

SMB input? Suggestions? Comments?