Customer Support Services Tactical Plan

Customer-Facing Premium Services
Computers and Support
- **Purchasing Computers and Printers:** Purchasing consultation service is provided free of charge to UNM departments purchasing computers and printers. UNM departments may purchase standard hardware via LoboMart utilizing the contracts negotiated by UNM Purchasing. WSM carries a small selection of Dell hardware inventory for just in time delivery of workstations.
- **Warranty Repair:** No cost Warranty repair service is available for workstations through the Dell contract. Apple warranty repair is available for devices purchased through the Apple Store.
- **Managed Workstations:** Support services are offered to administrative and academic departments for UNM owned workstations. The audience for this service are departments who do not have IT support and want stable, reliable and secure workstations.
- **Active Directory (AD) Organizational Units (OU) Support:** Support services are offered to academic and administrative departments who are using AD for authentication and workstation management. The audience for this service are those departments who want management of objects in AD such as people, computers and printers.
- **Student Field Agent Onsite Support:** Onsite support is available to academic and administrative departments. This support is provided by students under the direction of WSM. This support covers workstations, printers and applications.

Mobile Devices and Support
- **Cellular & Smart Phones:** Mobile services provided by T-Mobile and Verizon administered by UM IT CSS are available to academic and administrative departments. Talk, text messaging, voice mail and data plans are provided for cellular phones and smartphones. CSS Service Desk carries a small selection of popular devices for just in time inventory. International talk and text service is available on an as needed basis.
- **Pagers:** UNM offers two types of pagers - alphanumeric and numeric. The alphanumeric allow text messages, whereas the numeric only displays a number.
- **Data Plans:** UNM owned devices such as tablets and laptops with T-mobile or Verizon broadband chipset are eligible for unlimited data plans.
- **Tablets:** Tablets may be purchased at the UNM Bookstore or through one of our broadband carriers, T-mobile and Verizon. These tablets are available for an unlimited data plan.

Supporting Services (Not for the IT Catalog)
IT Service Points
- **Service Desk:** The UNM IT Service Desk provides a single point of contact for customers seeking assistance regarding technology. The Service Desk leverages internal and external knowledge articles to give accurate and timely information. A majority of customer interactions are through phone support. Customers who are resourceful find pertinent solutions to common
issues through FastInfo. About 20% of interactions happen through the self-service portal of Help.UNM
• **Enterprise Support:** Customer relationship management for premium and common good services.
• **Lobo Brain Bar:** Main campus walk-in support for students, faculty, staff and retirees.
• **IT Billing Portal & Support:** The portal allows departments to find, read and interpret their IT invoices, and to help resolve billing issues.
• **UNM Departmental A-Z Phone List:** IT is responsible for keeping this directory list current.
• **University Operator:** The first point of contact for incoming phone calls is the Help Desk.

### Current Work and Issues Related to Existing Services

#### Device Purchasing & Support

- **Computers**
  - Managed Workstations
    - Growth has been steady
    - Review of current rate and support model
    - Team reorganization
  - Onsite Support
    - Rate development for certified Desktop Support Technician
    - Growth of Student Field Agent program is steady
  - Purchasing Computers/Printers
    - JIT process needs documentation
    - Define appropriate support model
    - Review and document printer recommendation

- **Mobile Devices**
  - Cellular & Smart Phones
    - Review current rate and support model
    - Decide to remove Tmobile
    - Document and publish process
    - Document SLA
    - Review of android and ios encryption
    - Decide device appropriate device disposal
  - Pagers
  - Data Plans
    - Review current rate and support model.
  - Tablets
    - Implement centralized management.

#### IT Service Points

- **Service Desk**
  - Participate in Pinnacle upgrade project
  - Hire two grade 11 support analyst
  - Continue implementation of Help.UNM one steps to improve efficiency
  - Continue creation of customer facing knowledge articles – driving up Tier 0 resolution
  - Continue involvement in projects to assist with creation of knowledge articles as well as creation of appropriate support models

- **Lobo Brain Bar**
  - Secure more locations throughout campus
- Provide temporary BrainBar locations during move-in week at on campus dorms
- Provide temporary BrainBar at LoboVillage during first week of class
- Install appropriate signage
- Define service and publish

**Enterprise Support**

- Continue working with IT teams to define services, create SLAs
- Document and design appropriate workflows in Help.UNM
- Continued coordination of large voice projects for new buildings or relocations
- Participate in Pinnacle upgrade project
- Participate in Help.UNM project

**IT Billing Portal & Support**

**UNM Departmental A-Z Phone List**

- Recommend moving A-Z phone list to WCMS to allow departments to update on their own resulting in timely information on UNM’s website

**University Operator**

**Vision and Approach for Customer Support Services**

**Computers and Support**

- **Hardware & Software Purchasing:** Supply chain management is at the heart of scaling the purchase and delivery of computers and software at an institutional level. The vision includes understanding the market demand, selling desired configurations to the market segments providing same-day delivery for standard configurations.

- **Computer Support:** Support begins with warranty work, deployment and maintenance of standard images and end-user customer support. In a decentralized organization such as UNM, it is important to publish desktop configuration standards for enterprise applications for those departments who have dedicated IT support. Accurate and timely knowledge articles must be delivered to the Service Desk to reduce escalated tickets. This is intended to free up limited resources in the WSM team so they can deliver on more complex issues.

- **Supporting Applications:** Another milestone is improved support of applications. Besides triage documents, knowledge articles and more in-depth familiarity of browser and java-based applications will strengthen and standardize support for enterprise applications. CSS will build on the success of the LoboMail deployment by using this approach for new enterprise applications. IT’s knowledge article updating process (KIT) will be expanded to include more services, including those ‘owned’ by business areas using IT applications.

- **Mobile devices:** Phones, pagers, tablets are also an essential institutional commodity in the 21st century. IT’s vision is to provide a seamlessly efficient service for acquisition, support, service and replacement in a cost-effective manner.

**IT Service Points**

- **Service Desk:** Service Management embodies a core competency of IT. Service Management includes how IT designs, delivers and improves request fulfillment and service incident and problem handling. What the customer experiences of IT at the Service Desk, in person, on the phone, and online is the result of many invisible, behind-the-scenes processes working together. Our vision for this experience is seamless clarity and efficiency.

- **Lobo Brain Bar**
- **IT Billing Portal & Support**
- **UNM Departmental A-Z Phone List**
• University Operator

12-24 Month Milestones
Computers and Support
• Spring, 2015: Warranty repair for student laptops
• Summer, 2015: Adopting a support model for virtualization in computer labs and classrooms

Mobile Devices
• Fall, 2014: Coordinate Policy and RFP development for Mobile Device management
• Fall, 2014: Standard configurations of PCs and Macs with standard images stocked on site for same-day delivery

IT Service Points
• TBD: Service Desk
• Spring, 2014: Reduce technology related tickets through better triage documentation (call avoidance)
• Spring, 2015: FastInfo Users’ Group
• Spring, 2015: Standardized support for enterprise applications
• Spring, 2015: Expand KIT to more business areas
• Summer, 2015: Move internal Knowledge articles to Help.UNM
• FY, 2015: Actionable service catalog

Lobo Brain Bar
• Fall, 2014: Service definition complete
• Spring, 2015: Two new locations
• Summer, 2015: Pinnacle upgrade
• TBD: IT Billing Portal & Support

UNM Departmental A-Z Phone List
• Summer, 2015: Migrate to WCMS

University Operator
• TBD: Consider migrating service to Student Affairs/Registrar?