

## Information Technology Services Leadership Meeting

July 24, 2006

### Minutes

**Attendees:** Fayaz Ahmed, Harry Berger, Roger Bielefeld, Dave Dominish, Lev Gonick, Jeff Gumpf, Dave Kovacic, Dan Kowall, Tony Kramar, Mike Kubit, Bonny Lafave, Irene Medvedev, Mace Mentch, John Morton, Nate Murphy, Colleen Nagy, Steven Organiscak, Beth Quinn, Chet Ramey, Tim Ridgley, Ron Ryan, Wendy Shapiro, Tom Siu, Bob Sopko, Lora Veselsky and Ben Woznicki

Lev called the meeting to order at 9:05 a.m. The minutes from June 6 were approved.

Colleen presented the Employee of the Year Award to the data warehouse team: Fayaz Ahmed, Dan Kowall, and Karthi Patchamuthu. The new enterprise services which the team designed and implemented have changed the way the university gathers and reports information, reducing run times from hours to minutes.

#### Student Orientation and Move In

There have been two orientation sessions this summer and a third one for 500 students is being held now. Joel Kraft and Bonny host information sessions for parents where they field a wide variety of questions; an information fair with presentations by Dell, Sprint and PerceptIS is also scheduled. One-on-one sessions will be available if requested. Roger plans to put together a folder of new services which will be provided in the dorm rooms. Bob circulated copies of this year's brochure.

#### PerceptIS Student Info

Among the major support issues, registration of computers is a big one. Registering a new computer can only be accomplished by "plugging into the wall," and many students come to campus with wireless laptops. PerceptIS developed a registration page for proactive assistance in response to survey results that indicate that students want simple steps, an improved page layout and some graphics or pictures. Tim encouraged everyone to take a look at PerceptIS' registration page and provide feedback. It is hoped that this will reduce the 300+ ticket volume which occurred during last year's move-in. A handout was provided regarding the Welcome Days support process.

#### MediaVision Courseware

MediaVision Courseware (MVCW) has been in use at Case for about three years, and employs various assessment tools to help guide improvement efforts, including student and faculty focus groups and online surveys. Based on this feedback, proposed future enhancements include automatic encoding and indexing, support for closed captioning (accessibility feature), grade book and character recognition.

Sixteen MediaVision courses will be offered during fall semester, representing over 100 hours of content per week.

### Opportunities for collaboration between PerceptIS and ITS

Committee members were asked to prepare three ideas to answer the question, "what can we (ITS and PerceptIS) do together to enhance and improve internal communication, information sharing, escalation strategies, and collaboration ideas in order to provide better customer service and improve internal relations?" They broke out into four discussion groups, which included a PerceptIS representative in each, then reassembled to report to the Committee, as follows:

#### Group 1 (Ben)

Change Calendar/Communication

- ✓ tool/user docs
- ✓ tool training

Chat help channel

- ✓ capture script info

Educate UGEN staff

Customer Support Executive @ITS

Hoteling space & face time

#### Group 2 (Colleen/Tim)

Improve Communications

- Regular meetings (monthly)
  - ✓ gripe sessions
  - ✓ get to know each other as people (mixers)
  - ✓ include CC in meetings (video conf)

Training

- ITS gives training in services
  - ✓ better scripts
- Improved procedural processes

Script

- Collaborating for making them better

SLA

- Case rep?
- Suggesting changes/improvements

#### Group 3 (Mike)

Better Scripts = less headaches for everyone

Review Issues Specific to Schools (Med School)

Communication Strategy

- ✓ tickets need complete info
- ✓ closed tickets need complete info
- ✓ quality of ticket info

#### Group 4 (Bonny/Bob)

##### Updating Scripts

- ✓ self-help
- ✓ get it on-line
- ✓ Primus: self-help engine
- ✓ turning telephone calls into referrals to a self-help web site
- ✓ who is responsible for "the scripts"
- ✓ help desk is the "traffic cop"
- ✓ help desk referrals to informational web sites
- ✓ what do people want...focus groups

The major themes which emerged were updating and improving the scripts and keeping them up-to-date, achieving clarity on who is responsible for what, and developing a formalized communication strategy.

The meeting adjourned at 10:45 am.