OE Help Desk Consolidation FAQs
March 2011

What are some of the benefits of the Service Desk consolidation initiative?

- Reduce customer frustration! By joining Service Desks, we simplify. By having only one phone and ticket tracking system, customers will have their problems resolved and questions answered more quickly. Our customers will also not experience the frustration of being passed back and forth between different Service Desks.
- Gain employee efficiencies: By standardizing our tools across the enterprise, we will better utilize our staff’s technical skills and provide a level of seamless support to our enterprise.
- Provide improved service delivery: An increased level of internal knowledge sharing, cross training, and improved communications across the teams will produce a higher rate of ‘first contact resolution’, the ability of a Service Desk to resolve a problem on the customer’s first contact, and the highest marker of customer satisfaction.
- Address the diverse support needs of the UCSF community by leveraging a larger pool of shared, skilled resources.

Will service improve by the consolidation?

- More efficient Service Desk staffing will better cover peak request times so that customer calls are answered more quickly.
- Service delivery is enhanced by adopting best practices, processes, procedures and tools from the three consolidated groups.
- Service hours will be expanded to 24/7 for all customers.
- Leverage national, standardized metrics to measure success and support continuous service improvement.
- Increased levels of training, documented workflows, and better communication promotes more efficient and accurate routing for faster resolution beyond the scope of the Service Desk.

What is the high level plan for consolidation?

- Interview as many user groups as we can to determine specific requirements.
- Conduct a needs assessment to evaluate each customer group’s specific situation.
- Cross-train all staff appropriately.
- Perform quality assurance tests and resolve issues prior to continuing to move forward.
What are the extra steps taken to achieve success?

- Service Desk Consultant (Pete Kearney from Computer Sciences Corporation) was hired to perform a thorough needs assessment based upon industry best practices
- A Project Manager (Anuj Chaudhary) was hired to manage the planning and execution of the effort within the defined scope, budget and timeline
- Internal user groups and sub-committees are being formed to establish project direction and to guide the efforts toward success

When will the SOM and ITS relocate?

- Campus relocates March 7, 2011
- SOM will relocate in May 2011, after MC’s Apex Wave 1 go-live

When will planning begin and end for the consolidation?

- Planning began February 7, 2011 and will continue until April 15

When and how many FTEs (Full Time Employees) will be reduced?

- Two FTEs by end of June 2011, and another four by end of December 2011

When will students be added?

- Currently planned for September 2011
- A Parnassus drop-in site must be identified - need to evaluate feasibility and availability of drop-in location at Mission Bay
- The FTEs required to support the student population will be determined

Who will be overseeing this project and when will the group be formed?

- The OE Help Desk subgroup of the Technology and Architecture Committee will provide general oversight
- The Technology and Architecture Committee reports to the UCSF IT Steering Committee, responsible for overseeing all UCSF IT initiatives
- Julie Cox, the chair of the OE Help Desk subgroup, is developing the charter and soliciting membership comprised of key customers of ITS, Med Ctr and SOM

If you have questions or need more information please contact Julie Cox, Director of the OE Help Desk Consolidation at 353-4541 or Julie.cox@ucsfmedctr.org