TOWN HALL

Becoming World Class

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THE ITS VISION

To be recognized globally as the leading technology organization across universities, through rock-solid services, innovation, technology leadership and community satisfaction.
Organizational Priorities

1. Staff Development
2. Portfolio Management
3. Technological Leadership
4. Fiscal Management
5. Cultural Change
6. Customer Satisfaction
ITS ROADMAP TO WORLD CLASS

Data Gathering
- Voice of the Community
- Surveys
- Assessments

Validation
- Focus Groups
- Communications on needs

Alignment
- Mapping of programs and projects
- Implementing campus wide collaboration model

Rationalization
- Matching resources to needs
- Prioritization

Transparency
- Strategic Plan
- Operating Updates
- Project Reporting

And the cycle continues...
WHERE WE ARE TODAY

Source: Gartner Research – IT Management Maturity Model
IT STARTS WITH THE DATA!

- Surveys
- Voice of the Customer
- Assessments
- What we want and believe

Transforming data into information then knowledge!
The Tech Qual Project has its origins at Texas A&M University and has grown to be a collaborative project focused on a set of IT service outcomes that are expected by faculty, staff and students in higher education.
Rankings by Satisfaction Level

2011 Tech Qual Rankings

- Wired network
- Wireless network
- Reliable network
- Mobile device
- Univ. website
- Online services, helpful
- Systems timely, relevant info
- Tech in classrooms
- Knowledgeable staff
- Courteous staff
- Timely resolution
- Feedback opportunities
- Community of end users
- File storage
- Remote access
- Email & calendaring
2011 TechQual Survey Results

Across all constituents

These services did not meet expectations

- Email & Calendaring
- Timely response

EliApps powered by Gmail is rolling out Implementation of ServiceNow and ITIL
2011 TechQual Survey Results

Across all constituents

Other services that were marginal
• University Systems are easy
• Network reliability
• Knowledgeable support staff
• Online service performance
• Remote Access
• Wireless network coverage

ITIL and ServiceNow should improve perceptions of staff
Wireless Campaign to improve adoption of YaleSecure
WHAT DID WE HEAR?
SYSTEMS AND QUALITY IMPERATIVES

1. **EliApps** was the right decision! Keep on rolling that out.
2. Implementing **ITIL** and **ServiceNow** will improve transparency and help us help our clients better.
   - More visibility across the organization into incidents and problems
   - Self service will be a HUGE improvement
3. Whatever we do **Oracle**, WorkDay or something in between, it will improve the client experience.
4. We’re launching a campaign to promote **YaleSecure**.
Quality and Features of Systems – 2011 Survey Results
In 2011, ITS completed a ‘Voice of the Community’ analysis that examined how IT can become a better strategic partner on campus, helping to drive its major initiatives.

- The analysis included extensive video-taped interviews with representatives throughout the University.
- Compilations of existing metrics of ITS Services
- Analysis of data from the TechQual Survey

Approximately 30 hours of raw video was captured, focusing on the key attributes, critical initiatives and strategic direction of Information Technology for Yale University.
VOC Video
Desired Key Attributes of ITS

• Forward thinking and innovative
• Timely
• Transparent and easy to work with
• Proactive
• Knowledgeable
• Trustworthy
• Helpful
Defining World Class Service?
CONGRATULATIONS!

Philip Barello, Help Desk
Remo Capello, Classroom and Event Services
Jeffrey Goddu, Distributed IT Support
Todd Houle, Support Technologies
Michael Macary, Help Desk
Peter O'Connell, SSG
Robert Rocke, Distributed IT Support
Amit Poddar, SSG