

# Getting more bang for your buck

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Anglia Ruskin University



UCISA 2010 User Support Conference



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"I agree, it's a lot of bang for the buck.  
And thumping, whining, clicking, clacking,  
clanging, grinding, buzzing and rattling."

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**Getting more Bang**

Applying LEAN Principles to:

- Processes
- Structure
- Support Demand
- Skills

What it all comes down to is increasing efficiency and effectiveness without increasing spend – boring but it delivers...

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**Key LEAN Principles**  
**1. Put the customer at the heart of your system and do only what delivers value to them**

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**Key LEAN Principles**  
**2. Eliminate Waste: Transportation, Inventory, Motion, Waiting, Over Production, Over Processing, Defects**

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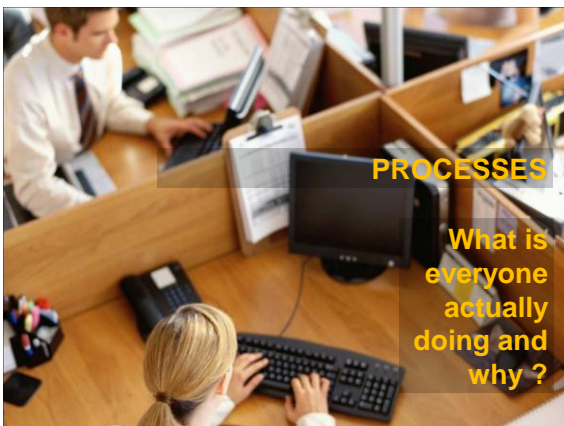
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**PROCESSES**

**What is everyone actually doing and why ?**

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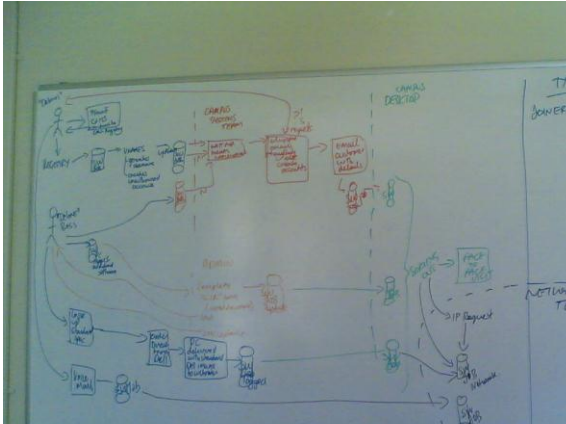
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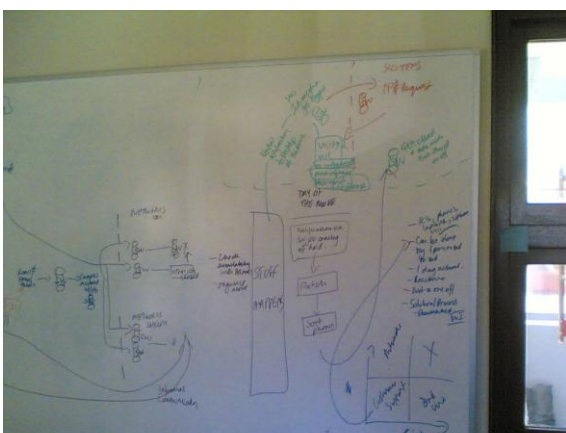
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Anglia Ruskin University

# ISMS

Request Code: [ ] Internal Use Only

Request Code: [ ]

Date of Issue: [ ]

### Confirmation of Installation Request

To: Name: [ ] Department: [ ] School: [ ] Office: [ ]

Requester Name: [ ]

Please tick the relevant Support works that apply, for future reference.

ISMS have recently received a request from:

Quantity	Cost	Class
1	20.00	
1	20.00	
Total		

For the installation of:

- Microsoft Office Professional (price code: 201-0101)
- Self-activation support software

Other:

- Please take a photograph of the completed form for your records. It will serve as proof that you have purchased a license and are entitled to use the software.
- To enable purchase of the above licenses and/or installation to take place, please return this form as soon as possible to: Training Services (ISMS Administration), Gateway Hall, Old School Lane, Ipswich, Suffolk, IP11 2AA. Email: [isms@anglia.ac.uk](mailto:isms@anglia.ac.uk)
- The cost of the above items will be chargeable to your department, so please have your budget holder provide the following details:

Department Code	Amount
[ ]	[ ]
[ ]	[ ]
[ ]	[ ]
[ ]	[ ]
[ ]	[ ]
[ ]	[ ]
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Signature of budget holder: \_\_\_\_\_ Name: \_\_\_\_\_

Date: \_\_\_\_\_ Thank You

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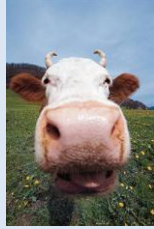
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### Improving processes .....



**Rule No. 1**  
"Don't pave over the cow-paths"



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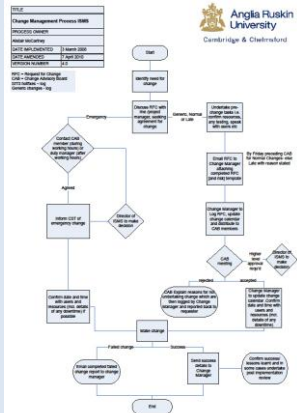
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### Document, Train and Continuously Improve



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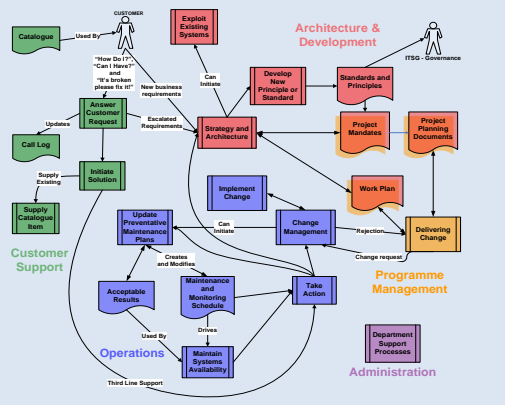
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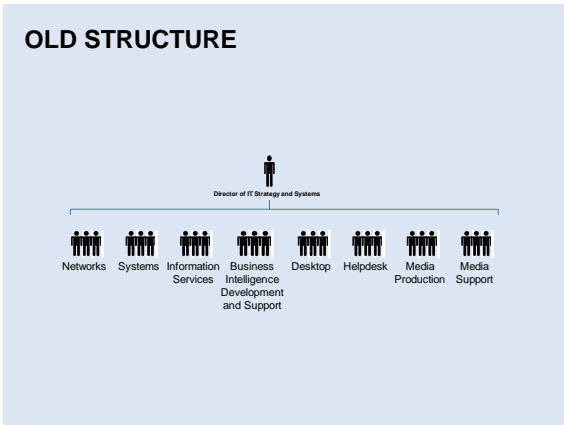
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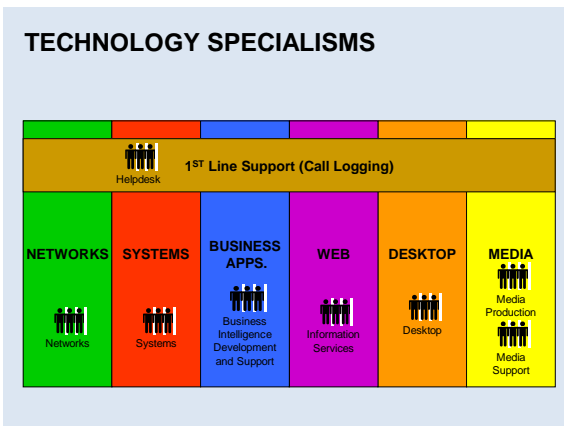
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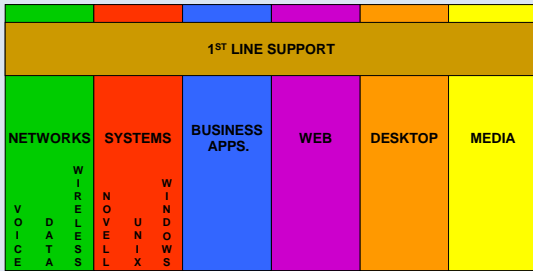
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### TECHNICAL SILOS




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**TECHNICAL SILOS**  
So what's the problem?

- When technology changes the structure has to change
- IT thinks in terms of specific technology areas but Customers think in terms of problems that need solving
- Specialism down to single job level creates single points of failure
- Communication between teams is made more difficult
- No common process encourages isolation of teams
- Problems can easily fall between teams or get passed around
- Functions are duplicated
- Proactive and reactive work is mixed together

... the structure does not make sense from the customer's viewpoint ...

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**TECHNICAL SILOS**  
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... and there is a lot of waste

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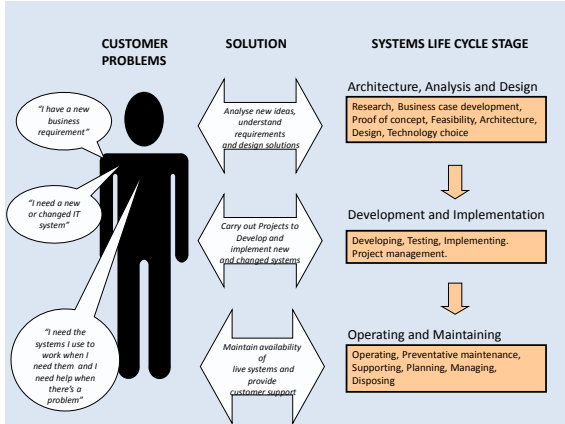
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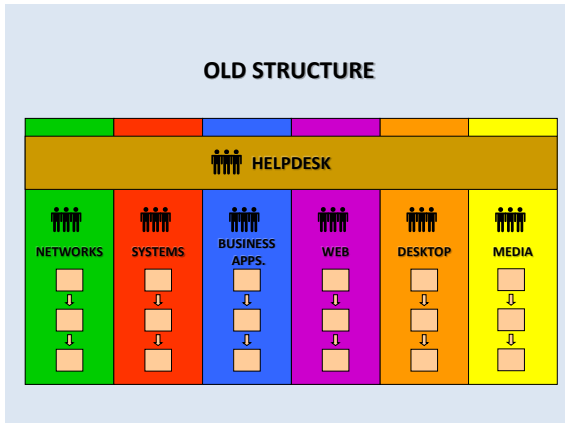
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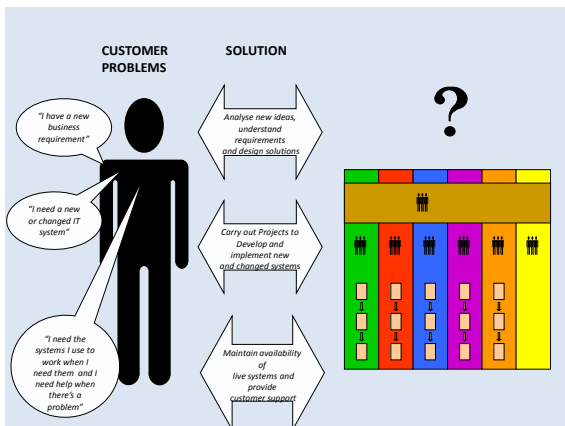
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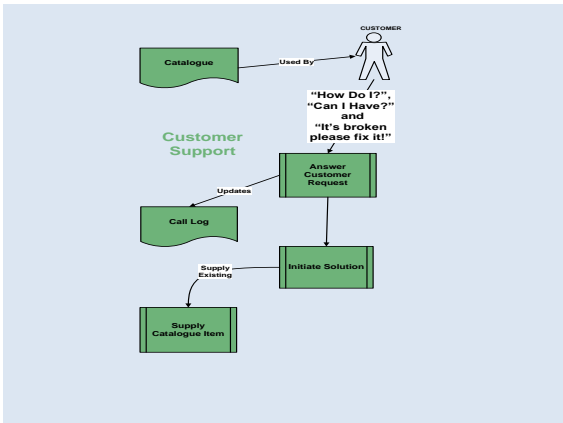
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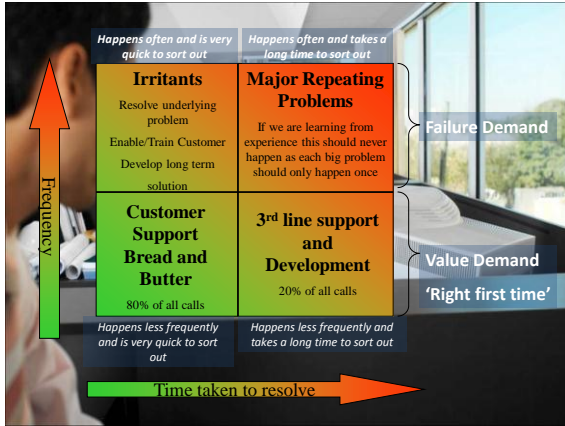
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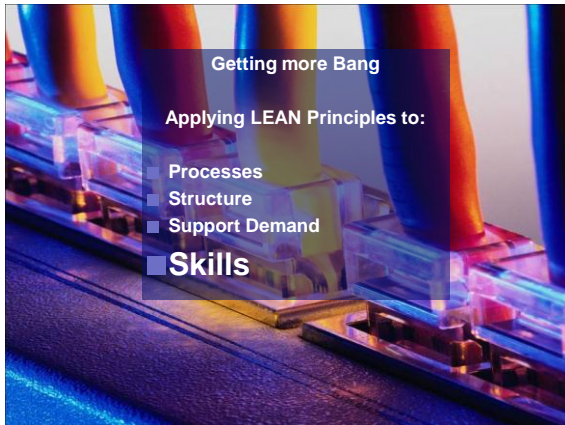
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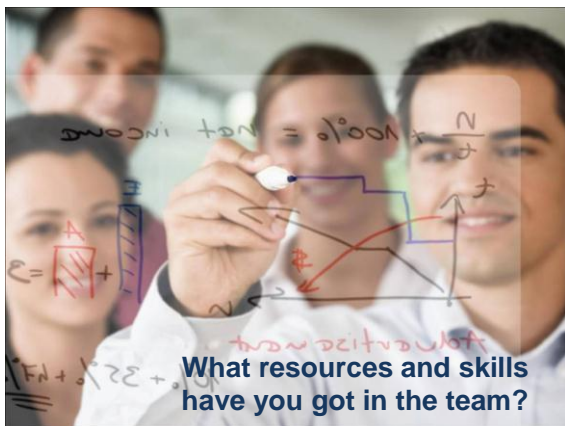
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**Value Demand**  
80% is 1<sup>st</sup> and 2<sup>nd</sup> Line Support cleared by IT Service Desk

“How Do I ...?”  
“It’s Broken please fix it?”  
“Can I have ...?”

**Customer Support**  
1<sup>st</sup> and 2<sup>nd</sup> Line Support across all technologies

“Increasing skills so that (service desk) staff can restore user service for most incidents reduces the need for escalation of support. This leads to greater job satisfaction and faster restoration of services, reduced downtime and a reduction of distraction from project work. By 2010 50% of large enterprises will significantly improve the efficiency and effectiveness of their staff (in this way).”  
Gartner

Customer Demand

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**‘I’ Shaped Skill Sets**

Breadth of Technologies

Desktop

Depth of Skills

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**‘T’ Shaped Skill Sets**

Breadth of Technologies

Desktop

Networks  
Business Apps  
Systems  
Web

Depth of Skills

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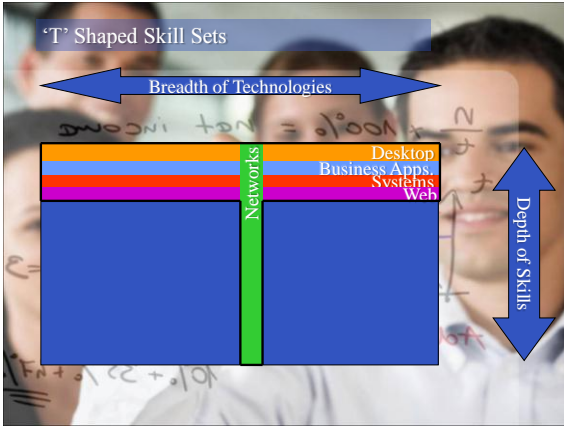
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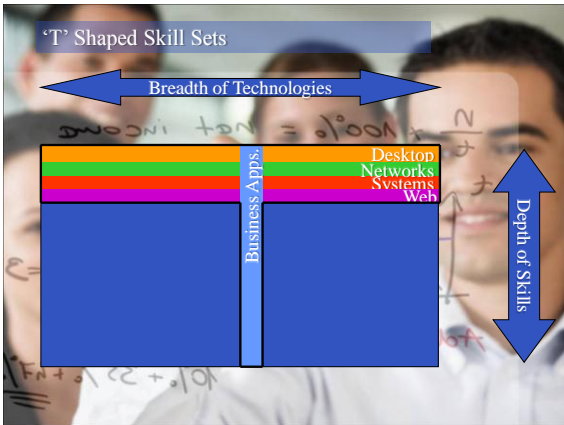
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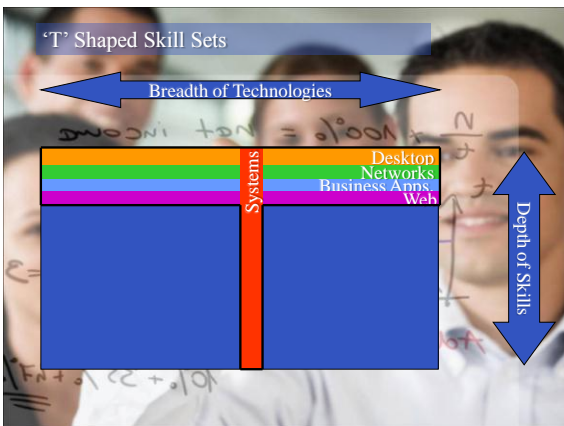
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## Key Messages

- Processes should be lean and designed from the customers perspective
- Structure should support the processes and separate reactive and proactive activities eg: top level process is the system life cycle
- Eliminate Failure Demand – get it right first time
- More ‘T’ shaped skill sets and increased knowledge and skill sharing

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