


**Virtual IT Assistance**  
*London School of Economics*

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**Context for Change**

- A history of remote assistance at LSE
  - staff only
  - campus only
  - patchy use
  - resistance from users and IT staff alike
  - technical issues



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**Strategic Drivers**

- Use remote assistance  
“wherever appropriate”
- Add value to user support services
  - more responsive support at first contact
  - location free IT support for staff & students



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**June 2007:**  
**Determining Requirements**



- Desktop sharing, file transfer, text-based chat and/or video conferencing
- Ability to work through LSE firewall
- No client installation required
- User management & system information tools
- Integration with other systems  
eg: new Help Desk toolkit



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**June 2007:**  
**Determining Requirements**



- User friendly and secure
- Rapid deployment
- External hosting preferable
- Robust technical support
- Cost effective



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**June 2007:**  
**Evaluating the Long List**



- Five products were evaluated, with the intention of shortlisting two
- Desk-based research, a standardised evaluation matrix and online surveys software were used in the evaluation process



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**July 2007:  
Producing a Shortlist**

Two became one:  
LogMeIn Rescue was the clear winner


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**July – September 2007:  
Piloting LogMeIn Rescue**

- User groups identified:
  - Academic departments with a large number of laptop/remote users or where the previous remote support tool was already used and accepted
  - Staff in halls of residence
  - Students on campus \*
- IT staff discussion and comments via SharePoint discussion area
- User feedback via LMI electronic evaluation form at end of session


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**Michaelmas Term  
Preparing for Deployment**

- Pilot successful – green light to GO
- Negotiate licensing model with LMI
- Resolve outstanding technical issues
- Formulate policy for use
- IT staff training and user documentation
- And what did that \* mean on the last slide?


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**Michaelmas Term  
(Not Just) Preparing for Deployment**



- Student participation was incentivised: 3 x £10 Amazon vouchers, but....
- Student use during the pilot was very low
- Pilot for students extended to Christmas



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**Lent Term 2008:  
Implementation!**



- <http://www.lse.ac.uk/vita>
- Phased roll-out
- User awareness programme
- Usage statistics
- User survey



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**And finally: Evaluation**



- Service is well-liked and adds value to user support services:
  - more responsive support at first contact
  - location free IT support for staff & students
- Not yet used “wherever appropriate”
- Need to promote service further



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