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The HEAT is on

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Service Desk Consolidation Project

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FrontRange

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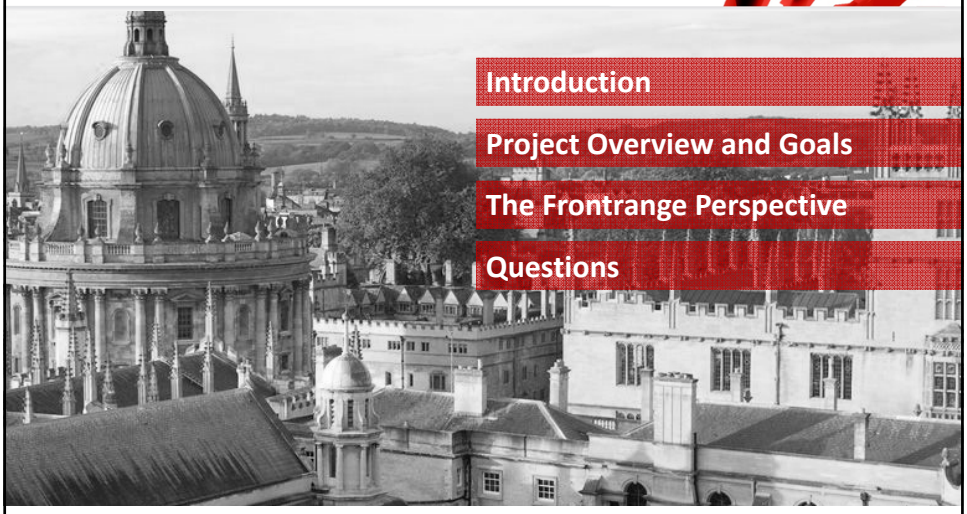
Service Desk Consolidation Project



- Introduction
- Project Overview and Goals
- The Frontrange Perspective
- Questions

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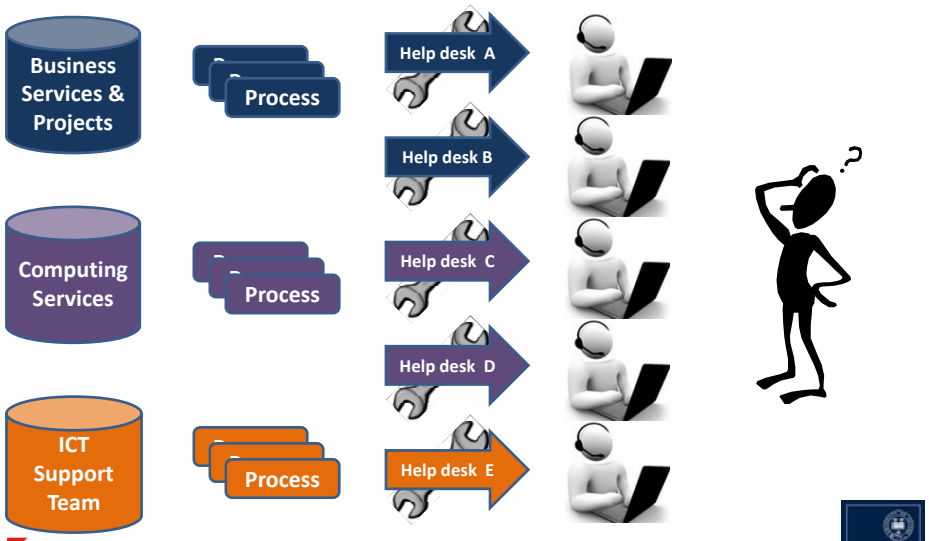
Before Consolidation



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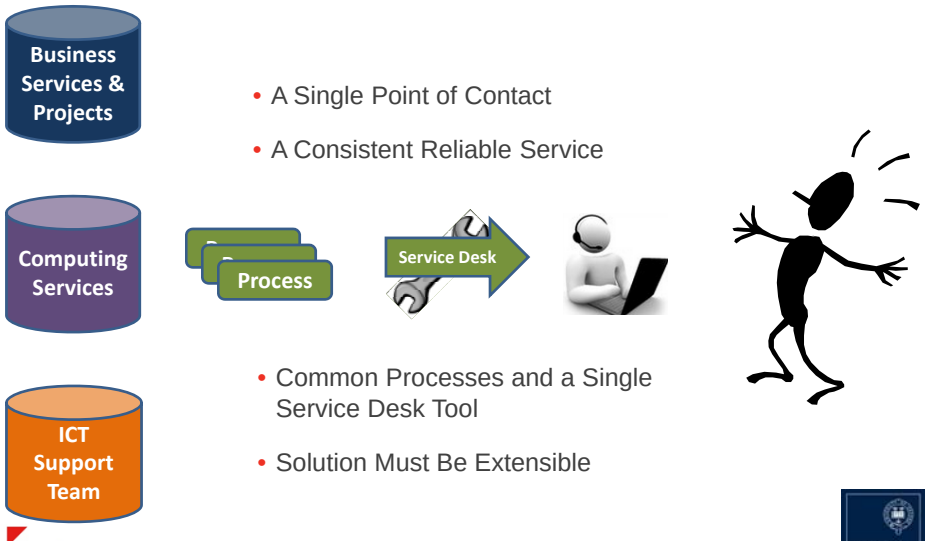
Objectives



- A Single Point of Contact
- A Consistent Reliable Service
- Common Processes and a Single Service Desk Tool
- Solution Must Be Extensible

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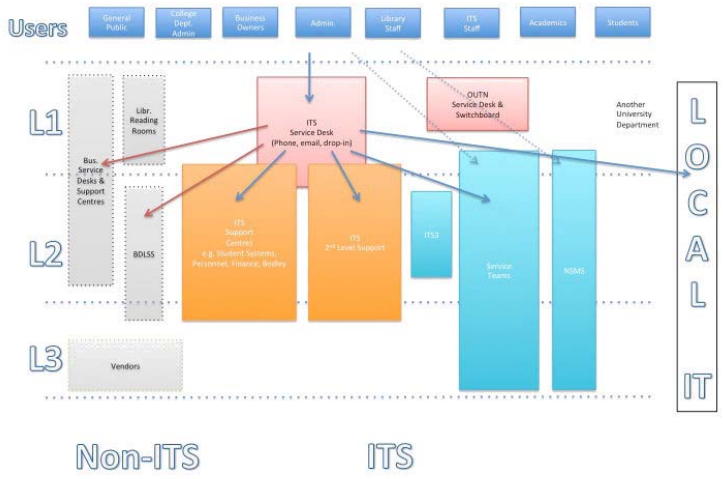
New Support Model



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Timeline

- **Selection - 11 month process, Contract - 3 months, Implementation - 6 months**
- **Pilot / Early Adopters Live – September 2014**
- **Launch - October 2014**
- **Self service - January 2015**

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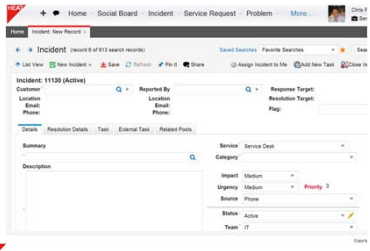
Why Frontrange ?

- "The high level of functionality available through a web browser, including automation design"
- "The speed / real-time knowledge search and the way that this works alongside the Incident Record"
- "The user interface achieved a high level of acceptance within our technical teams as well as service desk staff - other tools appealed less to the infrastructure staff despite looking good to those on the service desk"



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The Frontrange Perspective

"High degree of customer satisfaction through individual heroics"

"We need to overcome a fear of breaking what was already in place"

HEAT™ HEAT Cloud – Help Desk Solution

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Process

- ITIL Framework
  - Common Language
  - Certification for Vendor Solutions
  - Consultancy from 3rd parties
  - Maturity
  - Proven best practice

- Project Methodology
  - Proven approach
  - Experience of Multiple Engagements
  - Modular / Scalable / Phased

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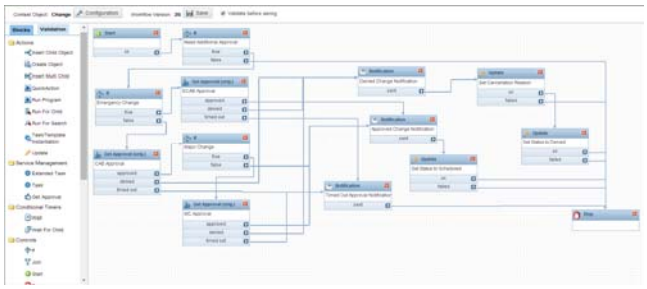
Technology

- Cloud “SAAS” Model
- Self Service Portal
- Service Catalog
- Automation / graphical workflow



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People

- Why is a Service Desk different in Higher Education ?
  - Complexity of 'Customer' identities
  - Higher turnover of Customers
  - Autonomy in Colleges / Faculties / Departments
- The organisation
  - 350 Central IT staff
  - 300 Distributed IT staff
  - 38 Colleges
  - 100 plus Departmentts
  - 30,000 end users

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Future plans

- Roll out and adoption of Self Service and Service Catalog
- Extend the desk beyond current IT team
  - Academic Admissions
  - Case Management
  - IT Purchasing
- Open up to Departments / Faculties / Colleges
  - Key goal of the project is to have an extensible solution

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Questions?

Thank you

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