



# Service Desk Consolidation Project

John Ireland, Director of Customer Services  
University of Oxford – IT Services

Steve Gardner, Regional Manager UK & Ireland  
FrontRange



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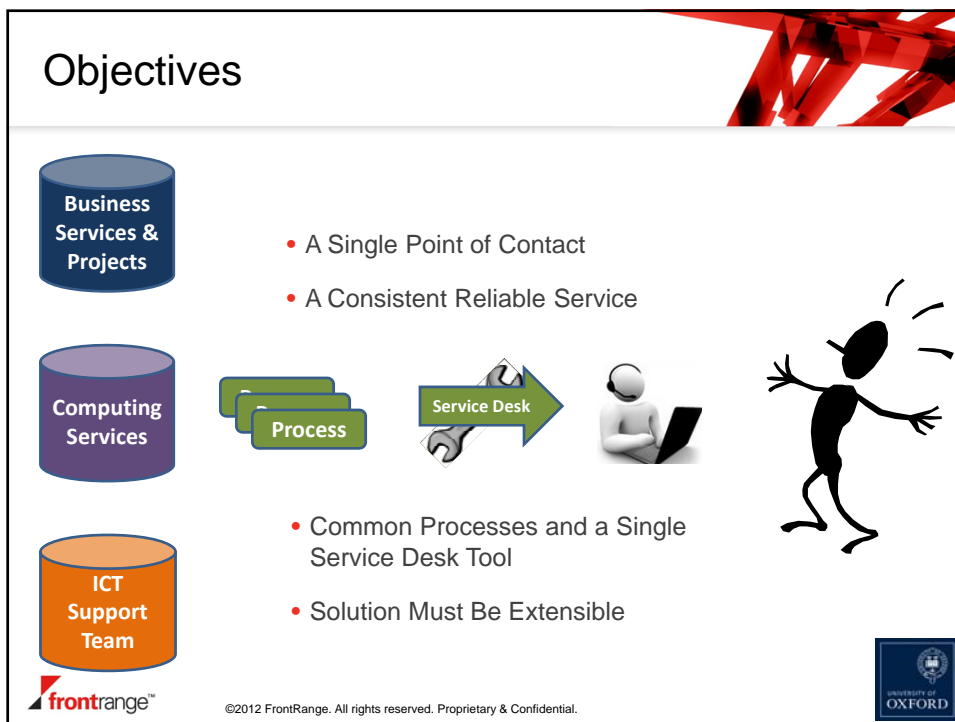
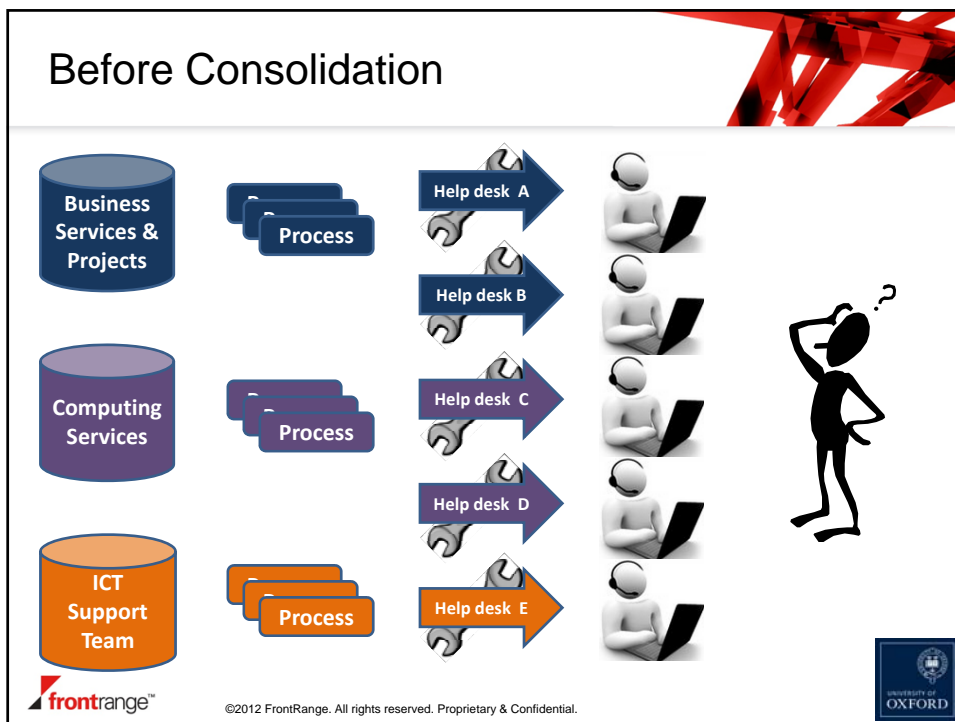
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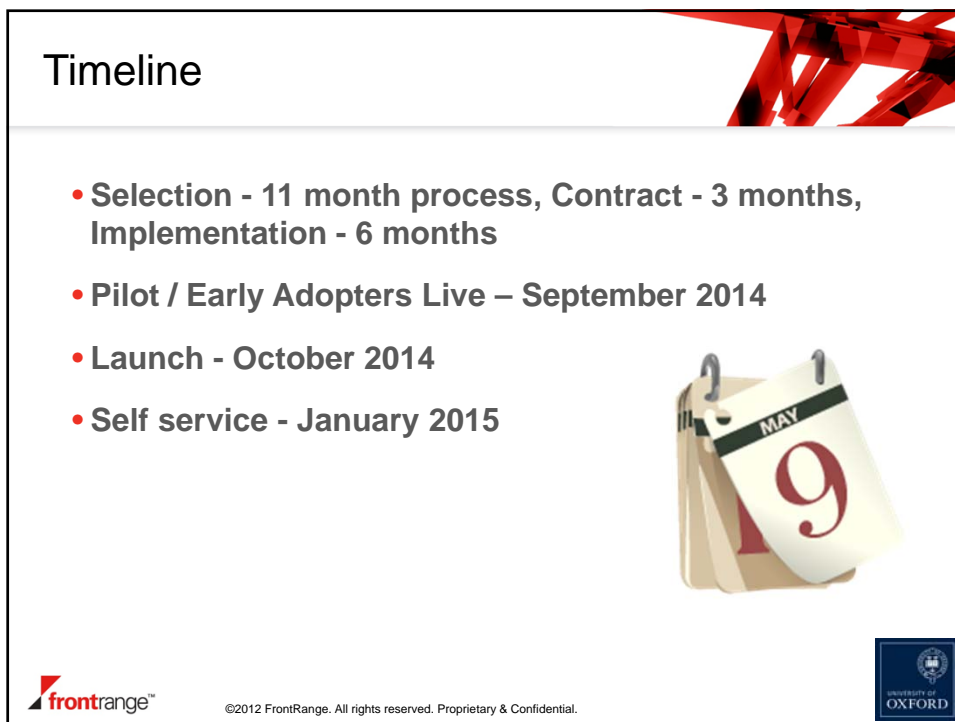
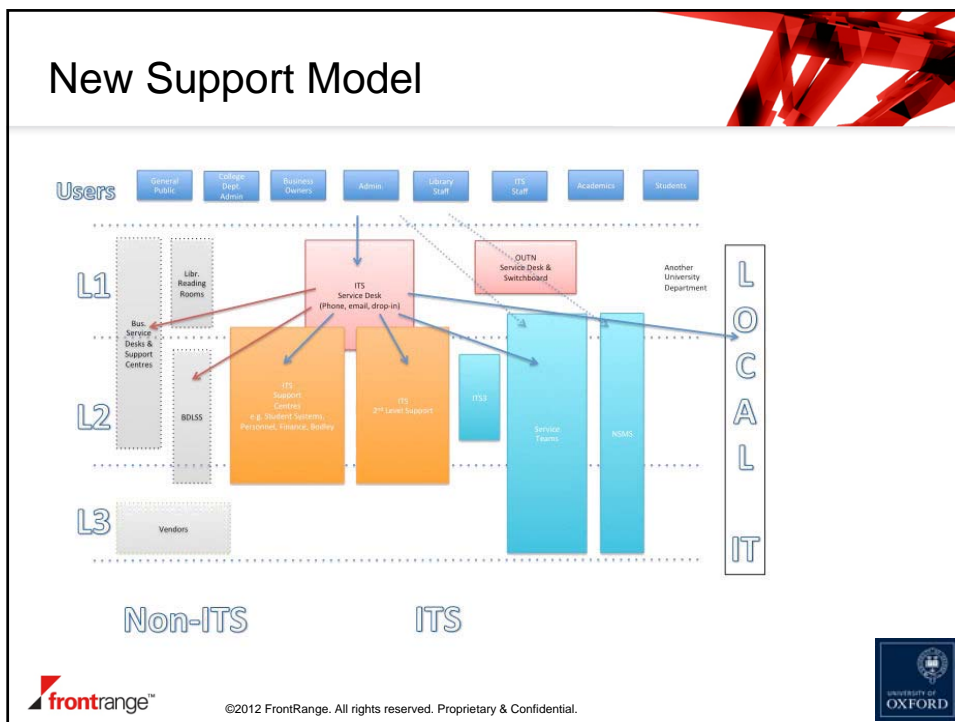


- Introduction
- Project Overview and Goals
- The Fronrange Perspective
- Questions



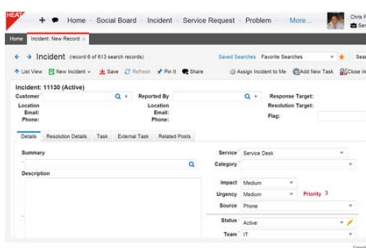
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## Why Frontrange ?

- “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 Cloud – Help Desk Solution



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## Process



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



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



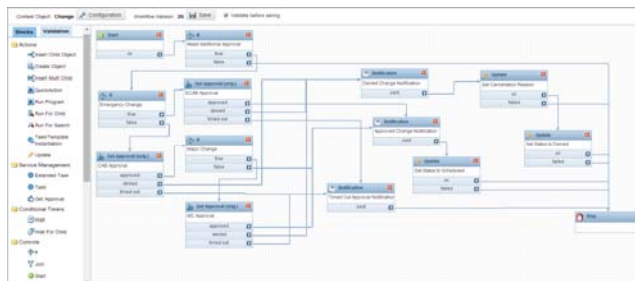
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## Technology



- 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 Departments
  - 30,000 end users

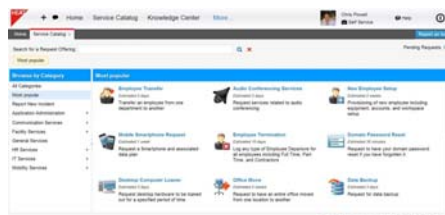


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# Future plans

- 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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