



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






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




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




June 2007:
Determining Requirements




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



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





**July 2007:
Producing a Shortlist**

Two became one:
LogMeIn Rescue was the clear winner



**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





**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?


**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




**Lent Term 2008:
Implementation!**



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



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

