

IT HELP CENTRAL STRATEGIC PLAN

MISSION STATEMENT

Through collaboration and professionalism, IT Help Central provides the highest possible quality technical support and assistance to the University community.

VISION STATEMENT

IT Help Central will be recognized as the first point of contact for IT customer services and support by leveraging teamwork, technology, expert knowledge, professionalism, and the commitment to excellence.

IT Help Central is committed to the values of

- Customer Service
- Mutual respect and trust
- Teamwork
- Professional Ethics
- Professionalism
- Education and development

GOALS, CRITICAL SUCCESS FACTORS, and OBJECTIVES (including Strategies and Assessments)

Goal 1. Customer Service: Become an efficient and effective, single point of contact ("on-ramp") for IT services and support for students, faculty, and staff.

Critical Success Factors (*measures the degree of success over the next 5 years*):

- Optimize support information and services available at www.helpdesk.ttu.edu.
- Improve customer satisfaction.
- Promote use of problem-tracking system and knowledge base by all departments within the IT Division to expedite problem resolution.
- Increase requests to IT Help Central for computing recommendations.

Objectives:

Objective 1.1: *Provide excellent customer support services in an efficient and timely manner.*

Strategies:

- Develop comprehensive problem tracking from first customer contact through resolution and feedback.
- Increase and maintain accuracy of customer solutions available via www.helpdesk.ttu.edu.
- Provide Web requests capability with viewable ticket tracking by customers.
- Establish and maintain site-mapping feature.
- Improve employee performance feedback process.
- Continually monitor and assess support needs.
- Expand reporting design for measuring customer service.

Assessments:

- Measure quantity of problems and quality of resolutions by obtaining customer feedback.
- Quarterly Web usage reports.
- Site map in place and current.
- Performance evaluation system in place and fully operational.

Objective 1.2: *Promote problem tracking system IT Division-wide.*

Strategies:

- Facilitate use of the Helpdesk Software System (HDS) through creation of an operations manual and interactive training.
- Collaborate with other IT Departments to obtain universal acceptance and utilization of Helpdesk software.
- Create a comprehensive list of second-level support consultants with associated area of expertise.
- Develop professional and cooperative relationships with consultants.
- Implement a strategy for continuous monitoring and improvement of these relationships.

Assessments:

- HDS operations manual in place and available for distribution.
- Maintain accurate list of second-level consultants in HDS escalation paths.
- Helpdesk usage statistics and reports.
- Consultant review and feedback.

Objective 1.3: *Promote standardization of campus hardware and software to improve ability to provide optimal support efficiently.*

Strategies:

- Promote purchase of computing hardware via the IT Division located on the Purchasing Department's Web site.
- Promote the use of campus site-licensed software.
- Develop computer life-cycle replacement plan.
- Offer consulting services on departmental and college orders.

Assessments:

- Customer review and feedback.
- Quarterly report assessments.
- Life cycle plan in place and available for community use.

Goal 2. Executive Support: Provide premier executive computing support.

Critical Success Factors (*measures the degree of success over the next 5 years*):

- Establish formalized communication channels.
- Establish and maintain reputation for immediate and professional technological support.
- Proactively respond to executive needs.

Objectives:

Objective 2.1: *Increase executive awareness of support provided by IT Help Central.*

Strategies:

- Create a comprehensive list of Texas Tech University executives and their support staff.
- Develop professional and cooperative relationships with these individuals.
- Employ uniform methods to provide immediate and efficient support at first contact with minimal involvement from the executive.
- Collaborate with other IT Departments to decrease “unexpected” problems.

Assessment:

- Maintain up-to-date executive list.
- Monitor, evaluate, and, if needed, improve response time for support.
- Review and assessment of feedback from executives.

Objective 2.2: *Identify and maximize resources to investigate and implement new executive technological tools.*

Strategies:

- Obtain and retain top-level staff in areas of communication, technology, and critical-thinking skills.
- Create and execute a plan for regular maintenance to decrease computer downtimes for executives.
- Provide customer service and communication training to promote the *ServicePlus* attitude.
- Obtain continual feedback to reassess and meet executives’ needs.
- Attend executive technical conferences to ensure knowledge of best technological devices for executive use.

Assessment:

- Number of training/enrichment opportunities provided to executive support team.
- Number of regularly scheduled maintenance contacts with executive's computers.
- Review and assessment of feedback from executives.

Goal 3. Knowledge Management: Provide support solutions and transfer of knowledge to the University computing community.

Critical Success Factors (*measures the degree of success over the next 5 years*):

- Maintain consistent, relevant and updated Web-based information.
- Market up-to-date support information for customers.
- Provide access point for non-IT computing support staff to create and escalate requests to IT Help Central via the Internet.

Objectives:

Objective 3.1: *Enhance customer level zero support to maximize current resources while still improving customer services.*

Strategies:

- Use feedback and research Internet and trade publications to ensure relevant and current support information is available 24/7.
- Work in partnerships with other IT units to construct an online problem tracking and customer solution tool.
- Identify new types and levels of online support.
- Encourage contacts with students, student groups, staff, staff groups, faculty, and faculty groups regarding their needs.
- Expand various customer FAQ feedback instruments.

Assessment:

- Customer survey feedback.
- Monthly review of information for relevancy and accuracy.
- Level zero support system in place and fully operational.
- Quarterly Web usage reports.
- Quarterly quality assurance assessments

Objective 3.2: *Establish processes to empower IT Help Central employees to become more self-sufficient, productive, and customer-service oriented in the support of technology.*

Strategies:

- Analyze processes for ability to streamline and improve efficiency.
- Consult with managers and employees to determine topics for coverage.
- Produce training materials to promote more in-depth knowledge and skills with minimal resources.

- Develop baseline for staff efficiency and effectiveness.
- Develop certification program for staff/students.
- Develop training improvement plan.

Assessments:

- Customer review and feedback.
- Staff review and feedback.
- Training materials produced and in use.
- Performance of staff/students on exams relevant to training issues.
- Certification program in place.

Objective 3.3: Increase quality, availability and use of IT Help Central and IT departmental training for other campus computing units.

Strategies:

- Consult with other IT and campus units to determine the amounts and types of support training needed.
- Work in partnership with other IT Division departments and offer support training for non-IT areas.
- Monitor trends and analyze technology to predict and address future customer support needs.

Assessments:

- Customer review and feedback using surveys.

Goal 4. Quality Assurance: Provide quality assurance for IT Help Central services provided to the TTU community.

Critical Success Factors (*measures the degree of success over the next 5 years*):

- Define, develop, implement, and disseminate quality assurance measures to improve services within IT Help Central.
- In collaboration with other IT units, further quality assurance efforts for the customer community.

Objectives:

Objective 4.1: *Develop Quality Assurance processes that administration can use for gauging customer service level provided by IT Help Central.*

Strategies:

- Develop an unbiased methodology for measuring customer service level.
- Promote the concepts of quality assurance to IT Help Central employees.
- Counsel and retrain staff and student assistants as needed and reevaluate performance on an ongoing basis in technical/customer service areas.
- Review and recommend strategies for improving quality at IT Help Central.

Assessments:

- Quality assurance system in place and fully operational.
- Customer review and feedback.
- IT Help Central employee feedback.
- Number of recommendations for improvement.

Objective 4.2: *Provide accurate reports to administration and IT departments to ensure timely resolution of customer requests.*

Strategies:

- Develop a relationship with the computing community that instills trust and assurance that quality customer service will be achieved by IT departments.
- Identify and report root causes of recurring customer incidents, based on criticality, to responsible administration.
- Communicate immediate needs of customer to the system administrators/developers and/or other IT departments.

Assessments:

- Customer review and feedback.
- Number of root cause problems reported.
- Mean time from first contact by customer to notification of appropriate department.

Goal 5. Personnel: Recruit and retain high-caliber IT personnel.

Critical Success Factors (*measures the degree of success over the next 5 years*):

- Establish recruiting procedures to obtain the best available staff.
- Take measures to increase employee satisfaction and retention.

Objectives:

Objective 5.1: *Recruit the best possible candidates.*

Strategies:

- Recruit Texas Tech students prior to graduation.
- Leverage student assistant resources for promotion to IT staff positions.
- Offer competitive salaries and promote benefits.

Assessments:

- Review of applicant pools.
- Retention of student employees as staff employees.
- Salary, benefits and job satisfaction surveys.

Objective 5.2: *Retain quality employees.*

Strategies:

- Offer competitive salaries and promote benefits.
- Offer IT Divisional benefits such as flex time and other staff perks.
- Provide for all staff to attend enrichment opportunities, such as certifications, training, professional development, conferences, access to industry publications, and collaborative opportunities with peers and other universities, etc., on annual basis.
- Promote a fun, cohesive team environment.
- Provide opportunities for career advancement.
- Foster an internal knowledge transfer among staff.
- Provide cross training and staff with the right tools for the job.
- Leverage the unique learning opportunities available at Texas Tech.

Assessments:

- Salary, benefits, and job satisfaction surveys.
- Number of staff members offered enrichment opportunities.
- Annual employee reviews.