24/7 Support - What are Others Doing?

An IT Support Services Community Group Webinar
Friday, August 2, 2019
1-2 p.m. ET

https://www.educause.edu/community/it-support-services-community-group
ELISABETH GREENWOOD
Instructional Technology Specialist, Center for Distributed Learning
University of Central Florida
68,000 students and 13,000 faculty and staff

PEG OCEL
IT Manager of User Services
The College of St. Scholastica
4,043 students. 500 faculty and staff

RYAN SCOTT WELLAR
Interim Director, Enterprise Service Management
The Pennsylvania State University
83,000 students, 4,000+ faculty and staff

KERRI HUDZIKIEWICZ
Operations Center Manager
University of Massachusetts Office of the President
500 staff members
24/7 Webcourses@UCF
Support Services

Elisabeth Greenwood
Instructional Technology Specialist
Center for Distributed Learning
University of Central Florida

- Large, public R1 research university
- 20+ years providing top online degrees
- 80+ online degrees and certificates
- 68,000 students enrolled Spring 2019
- ~7,500 online course sections Spring 2019
- AY 2018-2019
  - 47% total university SCH online and blended
    - 31% fully online SCH
  - 85% of all students took at least one online or blended course
    - 88% of all undergraduates
    - 68% of all graduate students
  - 74% of all students took at least one fully online course
    - 76% of all undergraduates
    - 58% of all graduate students
- Institutional policy requires LMS use for all course modalities for Financial Aid verification, and Syllabus and Grade access for students.
Division of Digital Learning

• The Center for Distributed Learning (CDL) serves as the central agent for online learning at UCF, providing leadership in distance learning policies, strategies, and practices.

• Previously part of the Division of Information Technologies & Resources, as of Fall 2017 CDL became part of a new division focused on digital learning:
  o Office of Instructional Resources
  o UCF Online
  o Mobile Strategy & Innovation
  o Learning Analytics and Impact Evaluation
  o Pegasus Innovation Lab
Webcourses@UCF Support

• Created Fall 2006 to provide academic technology support to faculty teaching online courses.
• Separate from central IT. Collaborates with Faculty Center for Teaching and Learning, Instructional Designers, and provides course development support for training faculty.
• Now supports all course formats, non-academic programs, faculty staff and students who use the LMS (Canvas)
  o Instructional Technology Specialist
  o Technical Support Specialist
  o Lecture Capture Specialist
  o 8-10 part-time student office professional staff
• Supports all LTIs approved for online course use, other than publisher materials
Webcourses@UCF Support

• Hours
  o Monday to Friday, 8 am until 5 pm
  o Extended hours (5-6:30 pm)
  o Limited evening and weekend support

• How to reach us
  o Link to Canvas to online form that generates a ticket
  o Phone
  o Email
  o Live Chat
UCF IT Support Center

Provides all telecommunications services (voice and data), enterprise administrative systems and support to the UCF community including:

- Campus telephone system
- Campus local area network
- Campus wide area network
- Campus wireless network
- Cable TV
- Computer labs
- Computer Store
- Data center operations and system administration
- Email
- Document imaging services
- Enterprise administrative data processing services
- Online instruction support
- PeopleSoft ERP (SA/HR, Portal, CRM) development
- Identity management/ domain services
- Research computing
- Web hosting services
Collaboration

• Central Phone tree menu
• ServiceNow
Challenges

- Not fully 24/7, tier 1 and 2 support provided in-house
- Scheduling student employees; staff turnover
- Hours not in sync with central IT Support Center: 7 am – 10 pm
- UCF Online students especially expect live response at all times
- Cost justification: very low call volume during off hours
- Evening/weekend provided by more senior students techs: opportunity for higher pay for greater responsibility, more flexible work schedule
- Evening/weekend service is off-site
Contact Me

- elisabeth@ucf.edu
- http://cdl.ucf.edu/support/
The College of St. Scholastica

Duluth, MN  (Near Lake Superior)

Peg Ocel
IT Manager of User Services
The College of St. Scholastica

We are a Catholic, Benedictine college. We were founded in 1912.

- Our main campus is in Duluth, MN.
- We have 7 remote campuses in Minnesota
- 4,043 total students in Fall of 2018
- 500 +/- Faculty/Staff
- For more information you can visit, [www.css.edu/about/fast-facts.html](http://www.css.edu/about/fast-facts.html)
Hours of Support:

• IT Staff –
  o 30 Exempt Staff
  o 20 +/- Student Technology Assistants at the Help Desk

• Help Desk:
  o 7:00 a.m. to midnight.
  o 7 days a week.
  o Closed holidays.

• 15 - IT Staff rotate the on-call cellphone a week at a time.
On-Call for Emergencies

On-Call Cellphone
- 15 – Exempt IT Staff rotate the on-call cellphone every week.
- 4 hours of flex time for an on-call week.
- 4 more hours of flex time for each holiday.

Acceptable On-Call Issues
- Affects a large group.
- System down
  - Web, email, Blackboard (LMS), etc.
  - Help Desk and Campus Security are trained to call us, and not give out the on-call phone number.

Benefit for IT Staff
- 4 hours flex time for a week of being on-call
- An extra 4 hours of flex time for each holiday during your week.
Partners Who Help Us Provide Extended Support

- **Zoom**
  - Screen sharing
  - Web Conferencing
  - Videos of step-by-step solutions

- **EesySoft**
  - Pro-active Blackboard messaging
  - Built-in knowledge base
  - Send emails directly to us with Bb info

- **Hoonuit**
  - Tutorials on many topics
  - Available 24 hours
  - LTI for Blackboard

- **Password Self-Service**
  - Allow customers to reset their own passwords
## Cost of Services  +/- $40,000/yr

<table>
<thead>
<tr>
<th>Service</th>
<th>Current</th>
<th>Past Option</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help Desk Students</td>
<td>$68K/yr</td>
<td>(19 hours less per week)</td>
<td>In place for 20 years.</td>
</tr>
<tr>
<td>Password Self-Service</td>
<td>Free add-on with existing service.</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>Zoom</td>
<td>$17K/yr</td>
<td>Adobe Connect</td>
<td>Campus wide. Not just for support.</td>
</tr>
<tr>
<td>EesySoft</td>
<td>$13.5/yr</td>
<td>Outsourced 24X7 $28K/yr</td>
<td>EesySoft Pro-active/fewer calls to Help Desk</td>
</tr>
<tr>
<td>Hoonuit</td>
<td>$7500/yr</td>
<td>Same</td>
<td></td>
</tr>
<tr>
<td>On-Call Cellphone</td>
<td>$1200/yr + Staff flextime</td>
<td>Same</td>
<td></td>
</tr>
</tbody>
</table>
Questions?

Contact me:

pocel@css.edu
www.css.edu

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Enterprise IT Service Desk

Ryan Wellar, Interim Director, Enterprise Support Services
• 24 campuses spread out across the state of Pennsylvania

• Total undergraduate enrollment: 82,098 (Fall ’18, including our World Campus)

• Decentralized IT environment
Four strategic objectives:

1. Orient Towards Our User Community
2. Optimize IT Operational Process
3. Position ITSM For Scalability Across PSU
4. Enable Greater Service Performance Transparency
• Insourced 24x7 Support

• Three shifts (7am-5pm, 3pm – 11pm, 11pm – 7am)

• Operational for several years, came from a leadership decision to expand support
## 24X7 IT SUPPORT PERFORMANCE

### Third Shift Contacts Year To Date - July 23, 2019

<table>
<thead>
<tr>
<th></th>
<th>Calls</th>
<th>Chats</th>
<th>Tickets</th>
<th>Total Inc</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>150</td>
<td>12</td>
<td>454</td>
<td>598</td>
</tr>
<tr>
<td>February</td>
<td>143</td>
<td>7</td>
<td>346</td>
<td>491</td>
</tr>
<tr>
<td>March</td>
<td>102</td>
<td>8</td>
<td>365</td>
<td>529</td>
</tr>
<tr>
<td>April</td>
<td>161</td>
<td>6</td>
<td>391</td>
<td>585</td>
</tr>
<tr>
<td>May</td>
<td>154</td>
<td>13</td>
<td>360</td>
<td>497</td>
</tr>
<tr>
<td>June</td>
<td>109</td>
<td>16</td>
<td>434</td>
<td>532</td>
</tr>
<tr>
<td>July</td>
<td>107</td>
<td>21</td>
<td>333</td>
<td>427</td>
</tr>
<tr>
<td>Totals</td>
<td>926</td>
<td>83</td>
<td>2683</td>
<td>3659</td>
</tr>
</tbody>
</table>

### Customer Satisfaction – January 1, 2019 – July 23, 2019

<table>
<thead>
<tr>
<th></th>
<th>Total Surveys</th>
<th>Courtesy</th>
<th>Knowledge</th>
<th>Timeliness</th>
<th>Quality</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scores</td>
<td>78</td>
<td>4.65</td>
<td>4.48</td>
<td>4.57</td>
<td>4.44</td>
<td>4.44</td>
</tr>
</tbody>
</table>
REIMAGING IT AT PENN STATE

• Align resources with the University’s mission and strategic plan
• Optimize our investments in technology and services
• Create capacity to support innovation.
Ryan Wellar
ryan@psu.edu
https://www.itservicedesk.psu.edu/
IT Support Services

EDUCAUSE Webinar
Who are we?

- The University of Massachusetts Office of the President
  - 500 staff members
  - Work directly with staff at UMass Amherst, UMass Boston, UMass Dartmouth, UMass Lowell, and the UMass Medical School to deliver important services to the University’s students, faculty, and staff
What do we do?

- Full customer support services Monday – Friday, 8:00 a.m. – 5:00 p.m.
- Limited IT Help Desk support 24x7, including:
  - Major incident response
    - Validating and escalating system or service down events
  - Assist with domain accounts and access issues (VPN, unlock accounts, etc.)
Why did we do this?

- Meet customer expectation for 24x7 availability of services.

76% OF CONSUMERS EXPECT COMPANIES TO UNDERSTAND THEIR NEEDS AND EXPECTATIONS.

Image from Salesforce.com