CDS SPOTLIGHT: Central IT Support Services

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What is the current state of central IT support services?
Support services within the central IT organization offer a broad range of IT expertise to distinct customers with different needs. Institutions use their central IT support services functions to help faculty, staff, students, and distributed IT staff fully leverage, and at times even enjoy, centrally provided institutional IT services. Often the last “leg up” that enables these customers to adapt to new IT processes and systems, support services add value through enhanced usability, access, and understanding of IT tools and systems.

What could this mean for you and your institution?
Unlike other IT areas, support services groups are rich with internal metrics from automatic call management, incident and request tracking, and knowledge base systems. The metrics gathered at an institutional level, used in conjunction with the broader CDS support benchmarks, help institutions survey the changing trends that can and should influence the technical support services landscape across the institution.
Mobility Support in the BYOE Era

The campus community’s technical support needs are ever changing as a result of the new bring-your-own-everything (BYOE) user environment. User needs for BYOE support and the consumerization of IT at the enterprise level are growing challenges that require a dynamic, customer-centric awareness across the IT organization. Support services staff must influence the IT organization with their current and close connection to user needs. As always, the analysis of support request types can and should enable proactive support—the type of support that prevents users from needing assistance in the first place. Support leaders also must analyze, prioritize, and develop a systemic learning culture within their staff teams to meet on-demand needs with truly best efforts.

Institutional Support of Mobile Applications

Faculty are more likely than students to receive mobile application support.

Faculty and students are about equally likely to receive mobile application support at doctoral institutions.

Mobile Device Support

Almost all institutions provide support for smartphones.

Full support

Best effort

Faculty/staff Students

PERCENTAGE

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Data Source

Information provided for this Spotlight was derived from Module 2 of CDS, which asked several questions regarding support services offered by central IT organizations. Responses from 742 institutions were analyzed. Only U.S. institutions with a designated Carnegie class (AA, BA, MA, DR) were analyzed for this bulletin.

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