From ITSM to INSTITUTION SM – Extending Service Management Technology Beyond the Walls of IT

UNIVERSITY of WYOMING

A discussion with the University of Wyoming on evolving from Incident to Service Management, reaping the benefits of customer satisfaction along the way

Brett Williams, Manager, Technology Support Unit and Help Desk

BEFORE TEAMDYNAMIX

Info-Tech: **What led you to start thinking about replacing your existing ITSM solution?**

Brett: Our old service management tool was never actually used for anything beyond incident management and it was confined to the IT group. It was basically a glorified call tracking system used by our client support services group. We had to create a custom backend so that it could be used by the IT maintenance group but even then it lacked the asset tracking capabilities they needed.

As a result, there was no transparency into what we were doing – we didn't have a published service catalogue or ticket numbers for service requests. Our customers would frequently call IT for status updates because they had nothing to track. This led to a lot of wasted time and frustration on both ends. Overall, the tool gave IT a bad face to our customers.

Info-Tech: **Once you had made the decision to switch, how did you narrow the list of potential replacements?**

Brett: We were operating on an older technology solution so we had an opportunity to evaluate a new ITSM solution and got buy-in from our CIO. We issued an open RFP for all possible functionality; we didn't want to hold back on anything this time around. Ultimately, we received responses from seven vendors including TeamDynamix.

TeamDynamix was one of two vendors short listed for a product demonstration and won out for a couple reasons. Unlike the other vendor, TDX came onsite and gave an excellent presentation. Everything was customized to our institution; we really got the sense that they understood our needs and how the solution would impact our organization. Combined with the fact that their price was lower than their competitors, it was an easy decision at that point.

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TeamDynamix was even willing to work with us during contract negotiation to ensure that the licensing costs were at a price point that we could afford. That licensing included the PPM portion of the product despite not initially considering it.

HOW WE GOT THERE

Info-Tech: You mentioned the previous tool was no longer supported, did that mean an accelerated implementation timeline?

Brett: It did. We had four months to implement the tool before the start of the school year in September and wanted to ensure that we had at least the baseline functionality running. From the very start, we had a good relationship with TeamDynamix. They came onsite for three days in May just to go over the tool's functionality and show us how to administer and start building it. They came back onsite a month later to go over any process gaps and provided us with solutions and guidance on how to solve issues. By early August the solution had been built and we solicited feedback and made changes accordingly. By the end of August they came back onsite to train all the end users.

The only real challenge to implementation was importing assets from the previous tool. It took us about a month through several iterations. There were also some change management issues due to how different the new tool was. Overall though, TeamDynamix gave us one of the best starts to the school year the IT team has had. The end result was totally worth it.

Info-Tech: Were there any strategic changes or quick wins that your institution was able to realize from implementing TeamDynamix?

Brett: The whole implementation allowed us to simultaneously build out our ITSM processes and service catalog. We had two committees working on each area that would meet weekly to ensure that our processes and services were fully aligned. Once everything was ready to be put into the tool, it was already fully optimized for our needs.

WHERE WE ARE NOW

Info-Tech: What improvements have you seen in your organization since the implementation of TeamDynamix? What impact, if any, has there been on your overall efficacy?

Brett: We send out regular surveys to gauge the overall satisfaction of our customers. The first noticeable change is that the response rate itself has gone up. The second, and most significant, change is to our customers' satisfaction with being kept up to date on the progress of a service ticket. On a five-point scale, the score for this used to average between 2 and 3. Since implementing TeamDynamix, the score has gone up to above a 4.

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KEY FACTS

25% Improvement in Customer Satisfaction response

2.5x Increase in Service Catalog usage

The efficacy of our service desk has improved significantly as well. We now have self-service functionality and a knowledge-base that is accessible to all our customers. Service Catalog usage has gone from 5% to 12% since implementing TeamDynamix and has been increasing steadily. People have really embraced this tool so far even with just generating tickets and help desk requests. 85% of these requests used to be generated over the phone. Now it's split evenly between email and phone. This has been great for us and we're hoping the trend continues.

TeamDynamix has also drastically transformed how we communicate internally. Managers are now able to track a host of metrics they never had access to before; they're able to really maximise the efficiency of their resources. It's improved collaboration as well. We can now kick tasks over to other groups – even those running Macs, since the platform is not limited to Windows only, which was a big barrier with the old solution.

Info-Tech: Since you already have the licensing, do you plan to roll out the PPM functionality as well?

Brett: We're very excited to move to TeamDynamix on the PPM side and get the same improvements to transparency and internal communication that we've seen from ITSM. Right now we have a home-built project list keeping track of requests that come in through generic emails. Under this model, you never know who got the request and who's working on it.

We're hoping to have the PPM scoping done within the next month. After that we can start defining projects, and identifying processes to be built into the tool. Like with the ITSM implementation, we're going to bring in TeamDynamix for consultation so we can ensure a smooth implementation. We're planning to have the tool up and running for the summer.

Info-Tech: What advice would you give to other institutions who are currently considering TeamDynamix?

Brett: Reaching out to other institutions who have implemented the solution is very beneficial. Talking to other intuitions who have been through the same process really helps to ease any concerns and learn novel ways to address potential issues. One of the nice things about TeamDynamix is that most of their customers are in higher education, and they really understand the space. TDX will actually give you contacts to reach out to in order to support your implementation so that you can bounce ideas off of other schools.

Overall, there's no need to go into this implementation with any fear – it really wasn't hard to implement or configure. If you know your processes and services and have them documented, then you're in good shape. If you don't then you can work with the TeamDynamix team to establish this foundation as part of the implementation.

70%

Decrease in incoming phone requests now using email or form