



## Our Journey

Iain McCracken

IT User Support Operations Manager





### About me



Iain McCracken

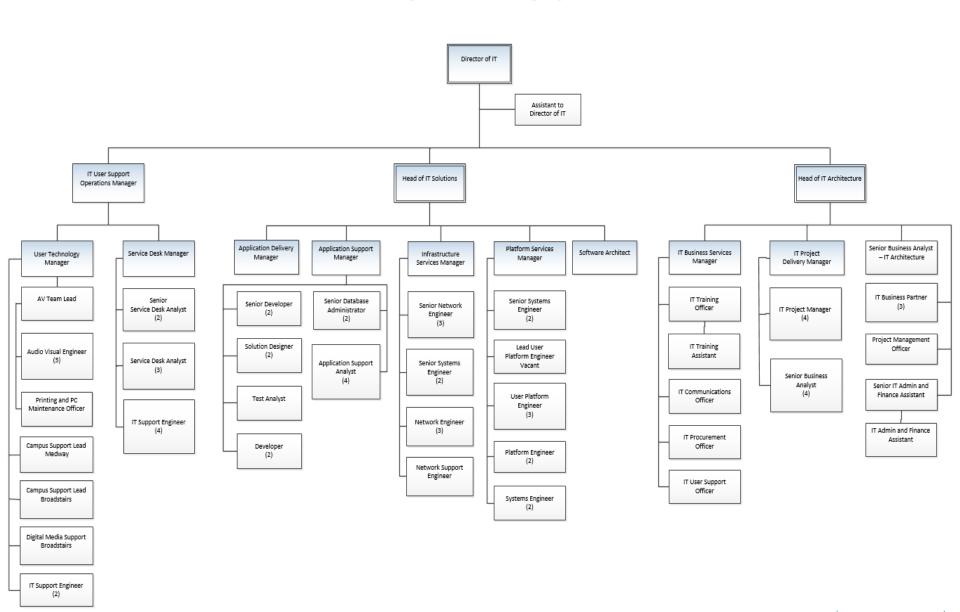
IT User Support Operations Manager

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### The IT Team





- 3 Campus Sites
- 17,000 Students
- 1,800 Staff







### The next 40 minutes

- Why Service Desk Certification
- Our Journey through the SDC
- The Results
- Our next steps
- Your questions





## Why Service Desk Certification?

- Merge of two departments
- Common processes, procedures and language
- Technology focused department







### Why Service Desk Certification?

- Student experience
- Competitive sector







## Our Journey

- November 2015 Pre-assessment workshop
- December 2015 Service desk assessment
- October 2016 Certification audit
- November 2016 Audit report received





# Pre-Assessment Workshop

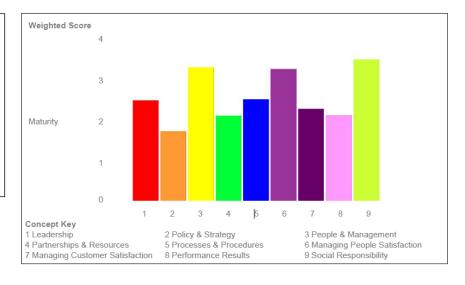
- 18 staff from IT
- Clearer understanding of SDI & SDC
- Helped us interpret the standards
- SWOT Analysis
- Workshop report and recommendations





### Service Desk Assessment

Concept	Concept Name	<b>Concept Weighting</b>	Weighted Score	Concept Rating
1	Leadership	10%	2.41	0.241
2	Policy & Strategy	10%	1.67	0.167
3	People & Management	10%	3.21	0.321
4	Partnerships & Resources	9%	2.04	0.1836
5	Processes & Procedures	14%	2.44	0.3416
6	Managing People Satisfaction	10%	3.17	0.317
7	Managing Customer Satisfaction	20%	2.21	0.442
8	Performance Results	15%	2.06	0.309
9	Social Responsibility	2%	3.4	0.068



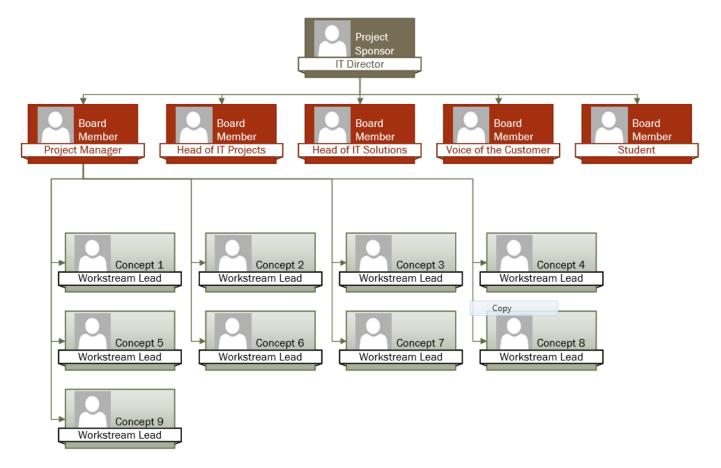
Service Desk Certification	Final Score	Star Rating
SDI Service Proper	2.39	

Unfortunately, your service desk has failed to meet the minimum score required to achieve certification. If your score remains at its current level SDI will be unable to award certification at your certification audit in 9 months' time.





## **Certification Audit Preparation**







### **Certification Audit Evidence**

- Evidence template
- Evidence storage
- Evidence by maturity level
- Process creation
- Evidence binder

Concept 1	27/04/2016 15:04	File folder
Concept 2	10/05/2016 11:25	File folder
Concept 3	27/04/2016 15:01	File folder
Concept 4	16/12/2016 11:43	File folder
Concept 5	16/06/2016 14:48	File folder
Concept 6	27/04/2016 15:02	File folder
Concept 7	24/08/2016 13:14	File folder
Concept 8	27/04/2016 15:03	File folder
Concept 9	27/06/2016 10:43	File folder







# **Certification Audit Preparation**

- Audit teams identified
- SDI Online Tool
- Room with a view
- Customers engaged
- Evidence submission







### **Certification Audit**

- Audit took place over four days
- No hiccups
- Team felt engaged and a real sense of purpose
- Indicative score presented back to the department
- The long wait......





## **Audit Report**

#### **Positives**

#### Physical environment and ergonomics

- 4.1.1 The service desk's work area conforms to standards for general-purpose office space and is comparable to other administrative/office facilities within the organization.
- 4.1.2 The facilities reflect the special requirements of a typical service desk environment.
- 4.1.3 The service desk has facilities available for both public and private interactions between staff and management.
- 4.1.4 Workspaces have a high level of ergonomic design that demonstrates the service desk's value to the organization.

### Work required to achieve certification

none

### Work required to achieve increased score/rating Infrastructure

4.2.4 Evidence is required to verify that capacity and availability models and metrics results are used to plan and implement changes and improvements to the infrastructure.

#### Distribution of incoming interactions

4.3.4 Evidence is required to verify that the distribution system is integrated with the incident tracking or IT service management system.

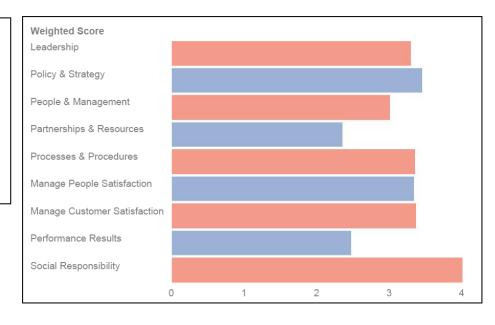




## **Audit Report**

**Individual Concepts - Weighted Results** 

Concept	Concept Name	Concept Weighting	Weighted Score	Concept Rating
1	Leadership	10%	3.29	0.329
2	Policy & Strategy	10%	3.44	0.344
3	People & Management	10%	3	0.3
4	Partnerships & Resources	9%	2.35	0.2115
5	Processes & Procedures	14%	3.34	0.4676
6	Managing People Satisfaction	10%	3.33	0.333
7	Managing Customer Satisfaction	20%	3.36	0.672
8	Performance Results	15%	2.47	0.3705
9	Social Responsibility	2%	4	0.08



Service Desk Maturity	Score	Star Rating
Customer-led	3.11	





## **OUR RESULT**

Service Desk Maturity	Score	Star Rating
Customer-led	3.11	







### What we Learnt

- Do not underestimate impact on your resources!
- Do not develop processes, procedures or evidence for "the audit" ensure they add value!
- Do not chase stars!
- Do not underestimate the impact operational change has on your institution!





### What we Learnt

- Do get senior buy-in!
- Do spread participation wide across your IT department!
- Do engage early with your customer base!
- Do embrace the journey!





### The Actual Results

- Joined up IT Service Management processes
- Service focused department
- Team collaboration
- Student support service
- Respected department





### The Actual Results

### 2 Overall view of department

In general, I found a department of very capable and skilled people, who are keen to provide a high level service to customers. Comments from staff outside of IT were complementary, and often quoted how customer service had improved significantly over the past few years.

#### 5.4 Service management

The Servicedesk has recently received SDI 3 star accreditation - this has clearly been a lot of work for the team, and they have made considerable improvements in their service delivery, which was favourably commented on by everyone I spoke to. They should be congratulated.





# The Impact to CCCU Staff

### **Our Overall Service**







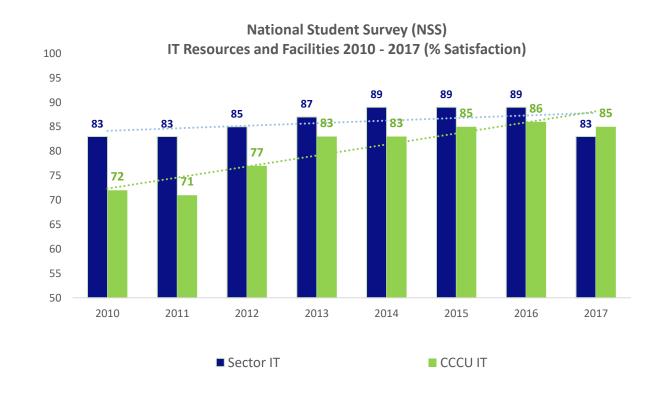
# The Impact to CCCU Staff

"While I was initially sceptical of a customer service initiative due to most problems I personally encounter coming from issues beyond/above the service desk lines, I have noticed a marked improvement over the last year of the overall IT-services generally. The IT-service desk seems to have been very effective in facilitating and advising on these matters, and generally, the whole process of IT support seems to be making great improvements. The IT service desk staff are always keen to help out and will always do everything in their power to help if they can, for which they should be rewarded. Well done."





## The Impact to our Students



I just wanted to say thank you for moving IT support in the library. It has been very helpful, please keep them in there!



Hello



## The Impact to our Students





### **Shortlisted**

Most Improved Student Experience





## Next Steps

- IT Service Management Tool upgrade
- Continual review of evidence, processes and procedures
- Surveillance audit: 27<sup>th</sup> & 28<sup>th</sup> November















