



Canterbury
Christ Church
University



Our Journey

Iain McCracken

IT User Support Operations Manager



About me



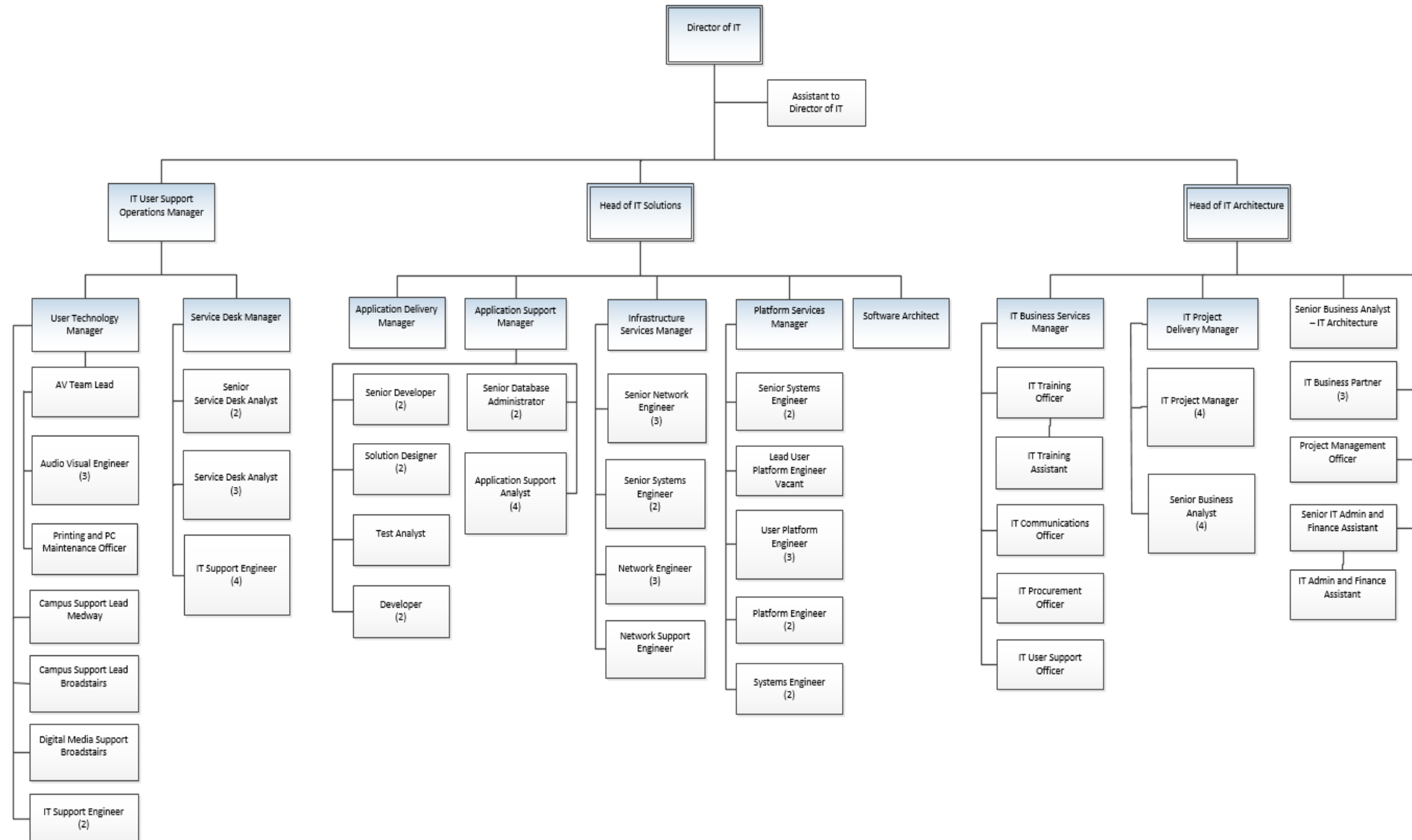
Iain McCracken

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



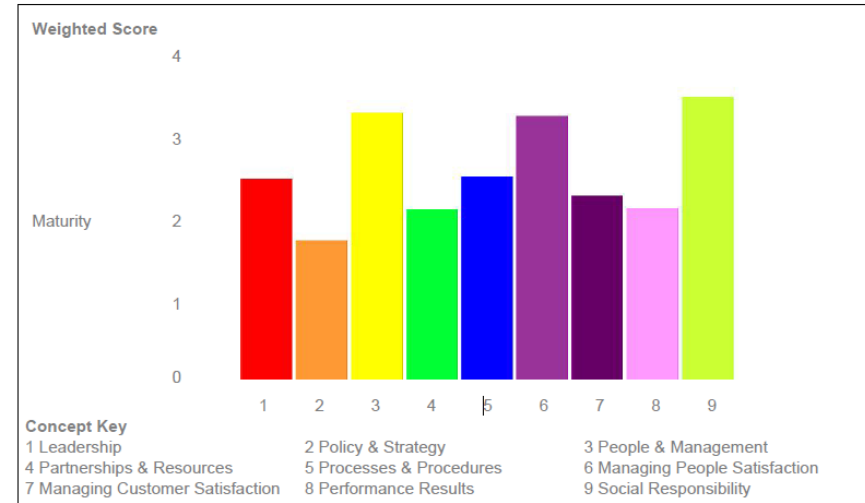
Pre-Assessment Workshop


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



Service Desk Assessment

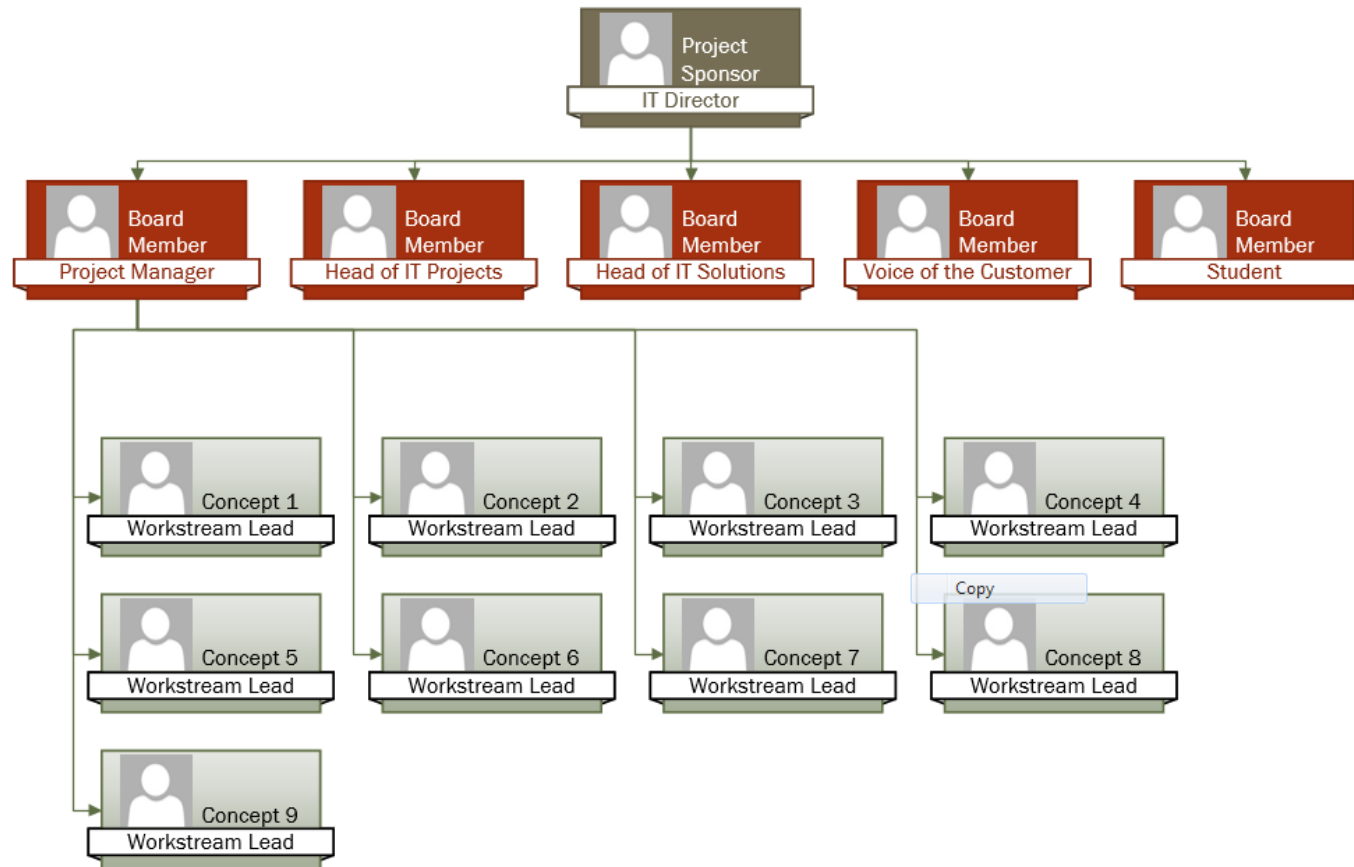
Concept	Concept Name	Concept Weighting	Weighted Score	Concept Rating
1	Leadership	10%	2.41	0.241
2	Policy & Strategy	10%	1.67	0.167
3	People & Management	10%	3.21	0.321
4	Partnerships & Resources	9%	2.04	0.1836
5	Processes & Procedures	14%	2.44	0.3416
6	Managing People Satisfaction	10%	3.17	0.317
7	Managing 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
	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

2.01 Vision and mission
2.02 Goals and objectives
2.03 Business and operations plans
2.04 Stakeholder input
2.05 Diversity and inclusion

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

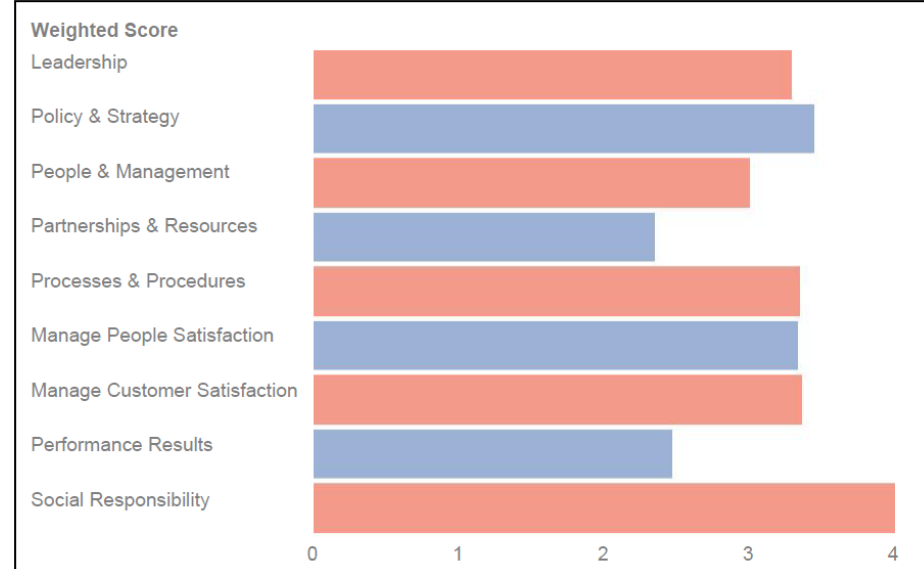
4.3.4 Evidence is required to verify that the distribution system is integrated with the incident tracking or IT service management system.




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.

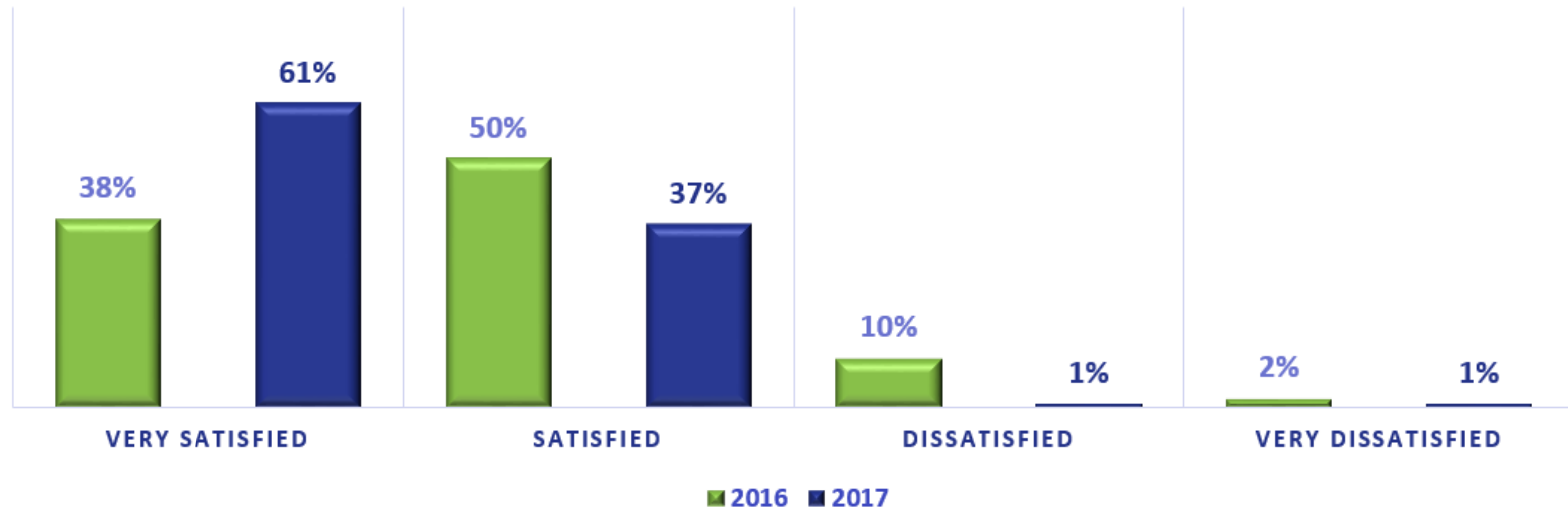


Quotes from external IT departmental review



The Impact to CCCU Staff

Our Overall Service

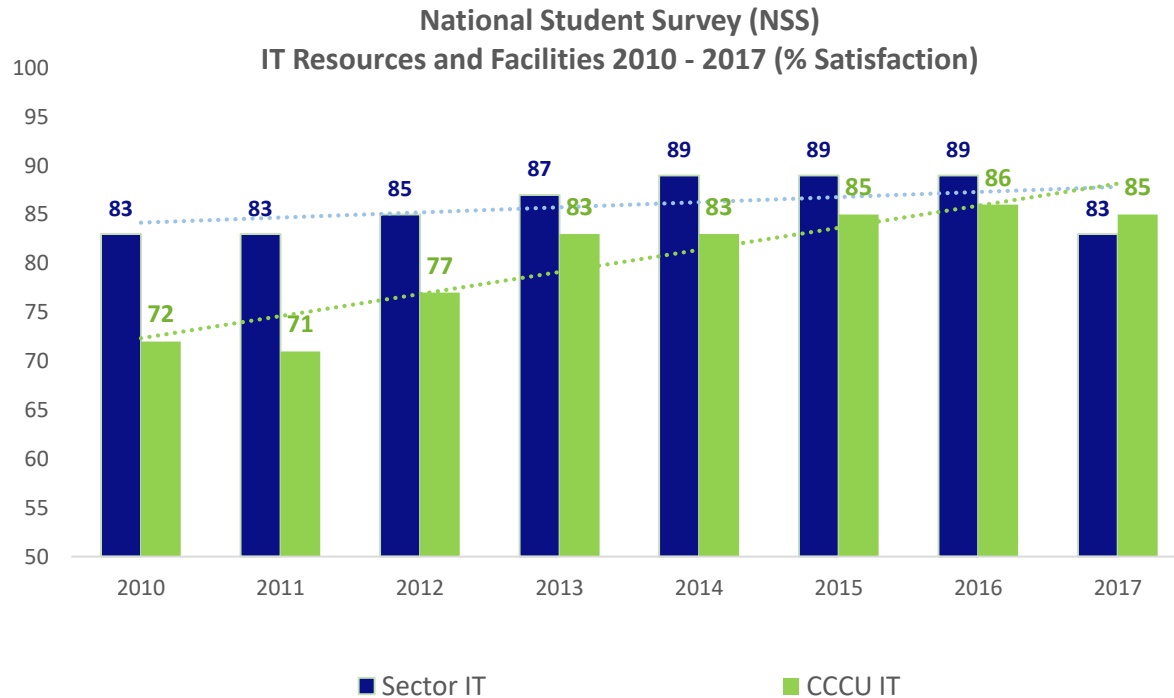


The Impact to CCCU Staff

“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



Hello

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



The Impact to our Students



THE AWARDS
TIMES HIGHER EDUCATION 2017

Shortlisted

Most Improved
Student Experience



Next Steps

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





Questions?

