

Overview – Client Service Management

For discussion/information
IT Managers Working Group
November 1, 2010



a place of mind

THE UNIVERSITY OF BRITISH COLUMBIA

Background

- IT review identified that there is a need for UBC IT to:
 - More closely connect with stakeholders to understand needs
 - Include stakeholder feedback in strategic planning processes
 - Include stakeholder feedback in the planning and evaluation of services



Client Services Group

- As a result, the Client Services group was formed in January 2010
- Mandate to improve communication & relationships between IT and academic/admin units
- Critical with the roll out and implementation of campus shared services like:
 - IAM and EAD
 - Faculty and Staff email
 - Virtual Desktops
 - Virtual Servers
 - SAN



Client Service Management

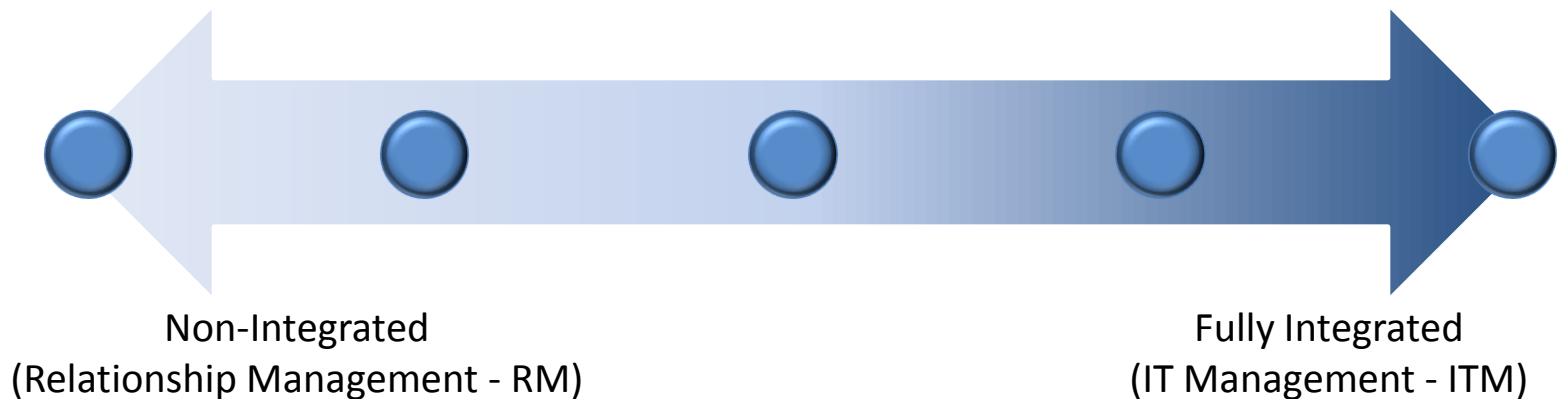
Specific goals are to:

- Increase knowledge and understanding of campus needs & communicate value of campus technology services
- Build long-term relationships and trust
- Provide single point of contact for non-routine issues
- Accountability for performance of IT services
- Provide mechanism for joint planning & funding
- Act as overall liaison between IT and customer
- Act as IT manager if necessary



Client Service Model

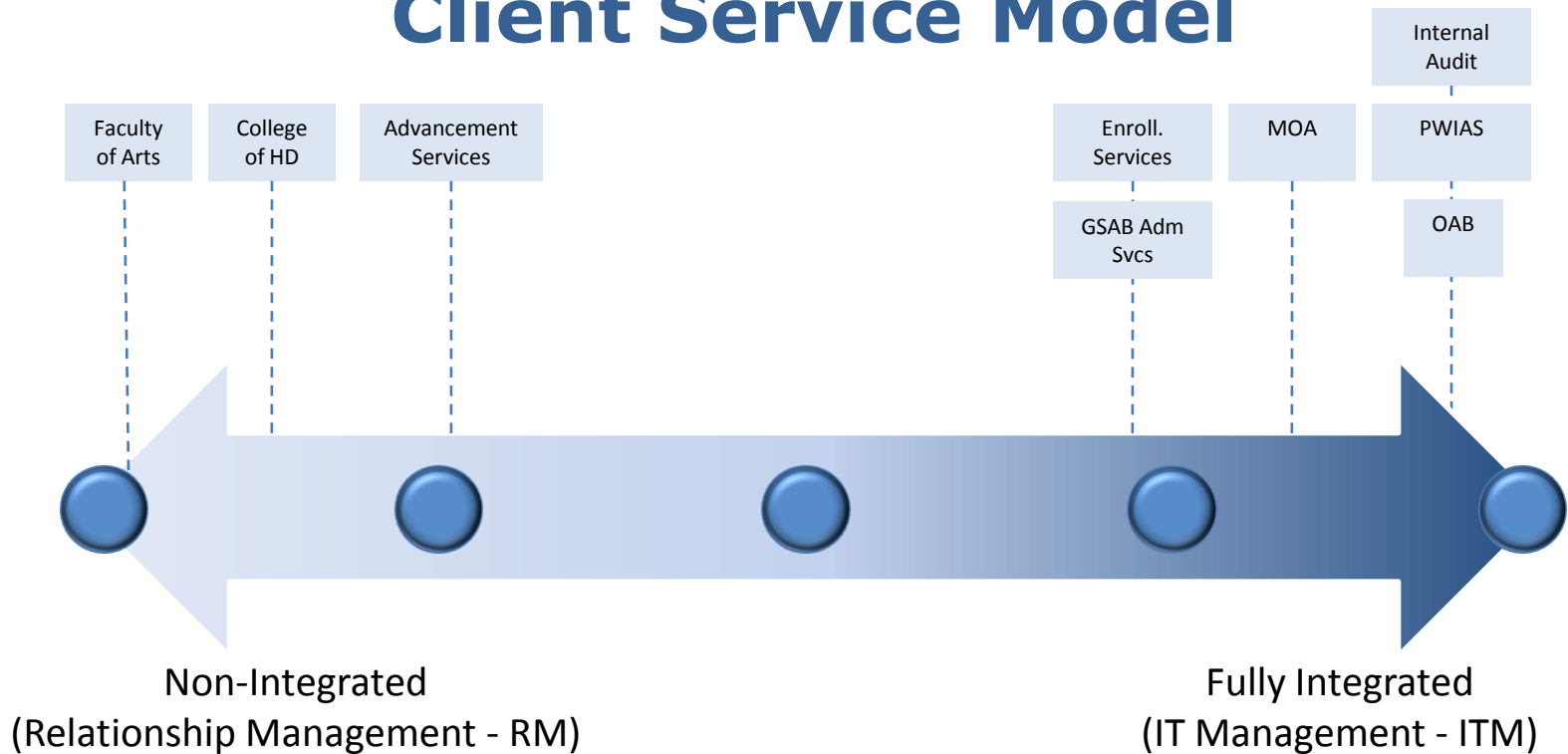
The client service model for each department, faculty or unit is defined based on the level of integration to UBC IT services and support structure and the role of the client service manager. It may be anywhere within this spectrum depending on the degree of support after on-boarding.



- Client manages their own IT staff and is responsible for the delivery of their IT services.
- Client service manager plays a strategic role by bringing expertise on product and services, best practices and campus requirement and standards.

- UBC IT provides operation support and is responsible for the delivery of all client IT services
- Client service manager provides strategic and tactical direction, serves as the client-side IT manager and degree of interaction is high.

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Roadmap

- Began as a pilot in January, beginning with the Museum of Anthropology
- Then added the Old Admin Building with the President and VP portfolios
- Then added Faculty of Arts, Advancement Services, Peter Wall Institute....
- Currently hiring our 3rd Client Service Manager who will be assigned to Faculty of Science and Faculty of Education
- Will continue to roll out across Faculties and Units over the next year or two depending on funding for positions

