IT Service Centre Roadmap

Rose Chan | Manager, Service Centre

The goal of the IT Service Centre is to become the Single Point of Contact for UBC IT, providing effective Tier 1 support to the campus community via multi-channels of communication as well as standardized processes and procedures.

UBC IT, as it exists today, does not have consistent service request and incident handling tools and processes. The Service Centre's goal is to align with IT Service Management to incorporate ITIL processes and policies in order to ensure tasks are managed consistently across UBC IT and thus able to deliver excellent and consistent customer service.

Overall description

Year	Milestones
2010	Re-organization of the IT Service Centre (ITSC)
2011	Develop a Knowledge Management Model Service Onboarding Redesign Develop ITSM Process Framework Single Point of Contact (SPOC) – Phase I
2012	Implement Web Enablement Technology Integrated Workflows across IT Service Providers Establish well-defined Key Performance Indicators (KPIs) Single Point of Contact (SPOC) – Phase II
2013	Full implementation of Incident Management Process Framework across all groups at UBC IT
2014	Contact Center Telephony Upgrade Implement automated network monitoring technology

2010
- Consolidate the 3 existing front line support groups into a 24/7 Tier 1 Service Centre.
- Set up "satellite" service centre in the Bookstore.
- Create new job descriptions
- Recruit positions for ITSC.

2011
- Deploy webchat
- Service Desk Engagement Model with other UBC IT Service Desks.
- Establish service levels to measure service delivered
- Develop performance measures on service quality and productivity.
- Investigate better software or automation for network monitoring

2012
- Deploy new Contact Centre Application
- Deploy CTI technology – Pop Screen
- Deploy software that enables smarter system monitoring and event management.

Timeline: 2010 2011 2012 2013 2014

2013
- Recruit a Knowledge Analyst.
- Develop a knowledge management model
- Reduce number of contact points to IT Service Centre.
- Onboard Incident Management Process and Tool.
- Develop a Service Onboarding template.

2014
- All incident management processes clearly defined in standards, procedures, tools and methods and are consistently performed across UBC IT