



Client Services

UCOP Information Technology Services

What Can We Do for You?

AGENDA



Client Services Overview

- Background
- Service Desk, Desk Side, Telecom, Service Management

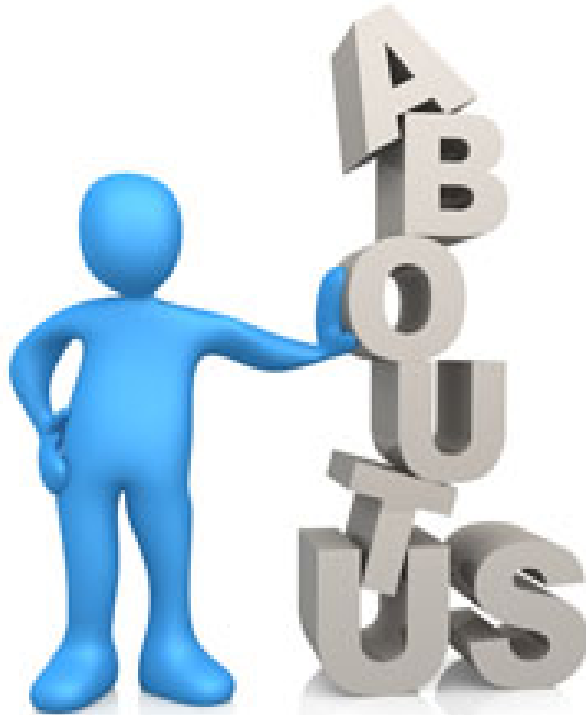
Customer Relationship Management

Project Management Office

Looking Ahead

Questions

Background



- **Established in 2012**
- **Voice of the Customer**
- **Service Desk, Desk Side, Telecom, Service Management**

Client Services is ready to help

Business Process Consulting , Business Analysis and Project Management

Working with departments to create:

- Disaster Recovery Plans
- Technology Roadmaps
- RFI and RFP coordination and evaluation.

Making smart choices with SaaS Solutions



You may have known...

- The Service Desk is the single point of contact for UCOP Staff, contractors and vendors when they are requesting services or reporting an incident.
- Our Telecom team provides support for desk phones, voice mail, ReadyTalk and mobile phones



- That we host and deliver your desktop and server computing environment
- The IT Service Hub has a News Feed ticker that reports major incidents and new IT policies that have been reported by the Service Desk.

But did you know?

- Service Desk Closes on Average 1100 tickets per month.
- There are some 2,300 desk phones, 600+ mobile phones, 900 ReadyTalk accounts, and an increasing number of tablet devices.

- While you're not looking, system and application updates are being deployed to the environment to keep it secure and up-to-date as possible
- The ServiceHub is on the verge of a very big makeover...

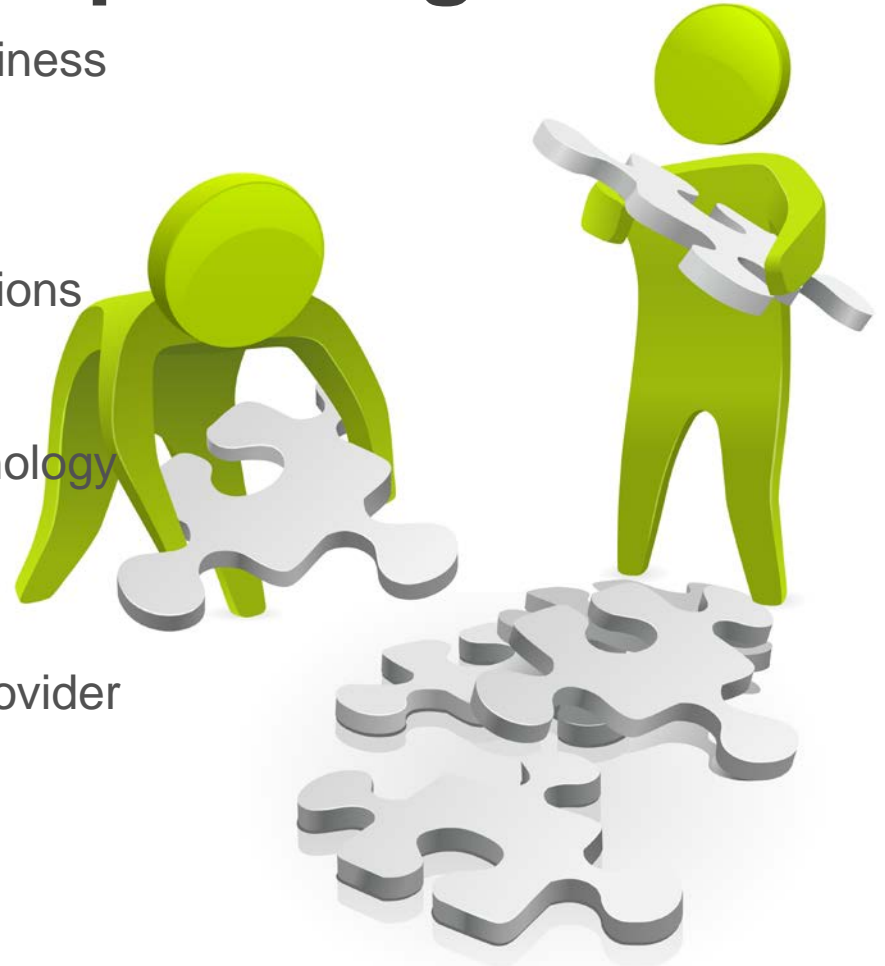
Customer Relationship Management

- Provide continuity, strategic planning, and innovation to business units
- Provide customer groups with budgeting and procurement support
- Guide projects for customers
- Ensure return on technology investments
- Promote Technology Roadmap
- Monitor SLAs
- Ensure consistently good customer experience
- Prioritize customer issues & projects
- Communicate across IT service and customer groups



What is a Relationship Manager?

- Bridges the gap between functional business areas and the IT organization.
- Facilitates intake of client technology challenges
- Works with clients to develop ideas, notions and aspirations and shepherds projects through the IT PMO
- Gathers and shares knowledge of technology opportunities with clients
- Gathers and shares knowledge of client intentions with IT
- Helps ITS improve its role as service provider



An RM establishes effective client relationships by developing trust, integrity, credibility and reliability with each client/business area.

RM Working Relationships

- External**
- Customer leadership and key stakeholders
 - Departmental IT specialists
 - Procurement
 - Campus IT leadership and teams

- Shared**
- Various governance committees
 - Project managers

- IT Internal**
- IT leadership
 - Enterprise Architecture
 - IT Security and Policy
 - Budgeting
 - IT Application and Infrastructure teams



Project Management Office (PMO)



- PMO Office In Operation Since 2009
- PMO staffed with project managers and business analysts involved in a portfolio of projects supporting different business units
- Focused on process, standards, templates, and portfolio optimization
- Services include varied project management and analysis activities (e.g. requirements gathering, RFP creation, full end to end managing of a project, project staffing)
- Collaborates with other project management groups within UCOP
- Evolves based on organizational needs to provide better service and value

Looking Ahead



- Stronger integration between Relationship Management and the PMO
- Stronger collaboration with other project management teams to establish one PMO framework
- JEP – ‘Just Enough Process’
- Leveraging the IT Service Hub as a platform for other OP business services





What about

Anytime/Anywhere Access

Cloud Computing

**Cloud
Applications**

**Cloud
Desktop**

**Cloud
Storage**

Today...

UNIVERSITY OF CALIFORNIA Office of the President

IT Service Hub

Switch to the new UI

Welcome: John Waugh Logout

Homepage Refresh Off

News

- UCOP Software Updates for July 2014-01-11
- UCOP Software Updates for June 2014 2014-06-12
- Upcoming IT Service Hub Changes -- Updated 6/26/14 2012-06-15

View all items

Get Help

- Report Something Broken (Incident)
- Ask a Question
- Password Reset
- What is the incident response time based on prioritization?
- What is the best way to contact the Service Desk?

UCOP IT Service Desk (510) 987-0457 ServiceDesk@ucop.edu Send Email (click here)

Order Services/Equipment

- Work Equipment: Computers, Phones and Software
- Accounts, Email, Calendar
- Application and Data Services
- Collaboration: ReadyTalk, SharePoint, Videoconferencing
- IT Staff Only: Infrastructure and Engineering Requests
- UCPC Staff Only
- New Employee IT Provisioning: Accounts, Phones, Computers
- Submit Other Requests

Search for Information

- Most Popular Topics
- Knowledge Base Search
- Frequently Asked Questions
- Tutorials: IT Service Hub Training

Response time(ms): , network: 0, server: 76, browser: 476

Primary function: ITS Ticketing system for incident reporting and request fulfillment

Tomorrow...

- Transition from an IT Service Hub to an enterprise-wide service center.
- Other UCOP departments track and fulfill requests from users across the system.
- A contemporary, visually compelling user interface.

