“...because you have better things to do”

Self Service via The Berkeley Desktop

Project Details

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Title: Self Service via The Berkeley Desktop

Team

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URLs

desktop.berkeley.edu

desktop.berkeley.edu/self-service

Informational Videos

What is The Berkeley Desktop?  How does The Berkeley Desktop make campus better?

Self Service in a Nutshell

Self Service is a rapidly expanding feature of the Berkeley Desktop that enables both individual users and technicians to self select and install core software for operational business needs. Much like the Apple app store, a user visits Self Service and chooses what they need. Self Service is free to users and includes popular commonly used and campus licensed software such as Adobe Creative Cloud (Photoshop, Illustrator, InDesign, etc.), Hypersnap, Microsoft Project, and Microsoft Visio. Self Service with The Berkeley Desktop is built to be compatible with all Berkeley Desktop hardware - Windows and Mac - laptops and desktops.

An important part of the Berkeley Desktop team mission is to produce an overall campus strategy that links together a standard for operating systems, software, and hardware, along with automated and self-service system management functions. This combination allows campus to provide more cost-effective and flexible IT services.

Criteria for Success

1. Create an easily accessible repository of frequently used software for Windows and Mac users
2. Provide a positive download and installation experience with the most up-to-date version of software for the user
3. Engage users to install what they need when they need it
4. Remove installation responsibility from IT staff
5. Provide a one-stop spot for previously disparate and decentralized offerings for all of campus
6. Establish an easily-identifiable identity for our services to enable user understanding and faster service

Project Timeframe

October 2013 - present
Self Service in Depth

Self Service via The Berkeley Desktop began 18 months ago with the focused intention of enabling users to easily install needed software without requiring technical assistance. Self Service at UC Berkeley is a completely new campus model and originated with The Berkeley Desktop team.

Now, in just 1.5 years, there have been nearly 12,000 unique Self Service clicks. Over two-thirds of these clicks originated from users with non-administrative rights on their machines self selecting the software they need. The remaining one-third were initiated by IT technicians in the field helping their end users. There are currently over 6500 endpoints with Self Service available compared to roughly November 2014, when fewer than 2,000 machines had Self Service available.

The success of Self Service via The Berkeley Desktop and its accomplishments are a direct reflection of the core team. Composed of 10 individuals, it is a dedicated, thoughtful, extremely hard-working and diligent group. The team is characterized by a strong desire to systematically evaluate challenges and succeed in untangling complex and often difficult problems that are unique to academic institutions.

The team introduced Self Service in late 2013 and continues to expand its offerings. The long range vision is to enable users to autonomously choose and download all of their software at will. To meet expanding campus needs, Self Service has been built intentionally to scale up easily. The team shares a belief in the importance of offering these features to campus while fully enabling the University mission statement of teaching, research, and public service.

Self Service is included as one of the The Berkeley Desktop’s offerings that enables users to install a wide array of software with a single click. Self Service saves both the users and IT technicians time because it decreases the number of steps involved in the installation process. It reduces the administrative labor costs and overall time sink previously associated with technicians providing single software installations one-at-a-time on an “as needed” basis. Self Service is accessible from any computer account and does not require the privileges of an administrator account. The Berkeley Desktop Team continuously and consistently adds new offers to Self Service. Self Service is offered for both Windows and Mac users.

An abbreviated list of some of the current Self Service offerings include:

- Adobe Creative Cloud Product Suite for Windows and Mac
- Mozilla Firefox
- Google Chrome
- Java
- Microsoft Visio
- Microsoft Project
- Skype
- Box Sync
- Apple Keynote
- Apple Numbers
- Microsoft Remote Desktop
- Cyberduck
- Hypersnap
- Notepad++

Importance of Self Service via The Berkeley Desktop

Direct Cost Savings:
- End users no longer need to contact nor require a technician for software installation
- Installs are quick and seamless; no downtime, no loss of productivity
- Computers are more secure and less likely to have inadvertently compromised software
- One click self service model creates happier and more autonomous users

Efficient Campus Technology Infrastructure:
- Reduces the overall IT footprint; users get only what they need, when they need it
● Improves security posture of endpoints, software is tested and vetted
● Eliminates costly and time-consuming interruptions associated with technical support
● Software offerings increasing steadily to meet campus requirements

Improved Campus Experience:
● User friendly and available for both Windows and Mac users
● Provides a comprehensive and accessible suite of essential software offerings to all of campus
● Software touches every department on campus and includes packages for research, teaching, and administration

**Impact of Self Service: Metrics**

● More than 10,000 unique Self Service installs
● Over 45 (and growing) commonly used applications and software available
● Greater than 75% reduction in installation time using Self Service vs. manual installation with a technician
● Minimal user interruption and downtime when using Self Service
● Increases desktop security by providing vetted, tested, and latest versions of software for campus use

![Software Installation Metrics](chart.png)

Total Number of Self Service Installs: 10,300
Reducing the IT Footprint with the Berkeley Desktop

- less interruptions to do updates
- only get the applications that you need
- less exposure to security risks

Before vs. After:

Customers → Tech before

Tech → Customers after
Testimonials

Terence Phuong, Chief Financial Officer, IST, UC Berkeley:
"With a new project in sight, I needed a new method to share large files and a tool to manage my project. If I had the same need a few years ago, my request would ultimately have generated a ticket of some sort with an unpredictable amount of wait time since I'm frequently in meetings with my laptop. With the new self service feature from IST, I was able to download both Box sync and Microsoft Project without submitting a request. A few clicks and no admin rights needed! In less than 15 minutes, I was up and running with two new applications."

Edgar Ortega, End User Device Support Supervisor, Campus Shared Services, UC Berkeley:
"The Berkeley Desktop improves the security posture of the campus and eliminates risk historically associated with non-standard computers. The Berkeley Desktop has done a great job at responding to campus needs and I am happy to participate as a partner in promoting and using The Berkeley Desktop."

The Future of Self Service via The Berkeley Desktop

The team is actively working on the following meaningful implementation projects for Self Service via The Berkeley Desktop:

- **Self Service Printer Management:** Using PrinterLogic Printer Installer, the team is currently executing on a campus-wide project to provide a new service that makes adding, configuring, and maintaining printers on campus easier. Printer Installer allows for easy installation of campus printers on Berkeley Desktop computers.

- **Automate All the Things:** The ongoing team objectives are to automate all things that can be automated and spend more focused time on exceptions-handling, learning and customer-driven development of tools and infrastructure. As part of that objective, the team is currently in the middle stages of automating the creation of software installers and uninstallers to further scale and optimize Self Service offers.

- **Improve Life on Campus:** Continuous improvements to device inventory and reporting, allowing technicians to quickly determine machine type, configuration, and installed software without having to play 20 questions with users that need support.

- **New Generation Desktop:** In partnership with the Information Security and Policy Office at UC Berkeley, build and offer an even more secure Berkeley Desktop. Features include: options for full disk encryption, removed browser plugins to reduce attack surface, Microsoft Enhanced Mitigation Experience Toolkit (EMET) included and enforcing application whitelisting on Windows to further reduce attack surface.