IT Field Services

Comprehensive computer support and service for UCSF

Nothing should come between you and the great work you do!
Lessons Learned from OE

• Phased implementation over 2 years
• Monitor and solicit feedback to ensure success through the transition
• Hire and retain the most qualified staff
• Not doing more with less
  • Building a desktop engineering team
  • Implement automation and industry best practices
Service: Basic Support

• $44 per FTE per month ($528/yr)
  • One-time transition cost of $150*
• M-F 7 a.m.-6 p.m. on-site support
• 6 business hour turnaround
  • Assign and acknowledge issues from Service Desk
• Lifecycle support of devices
  • Desktop, laptop, smartphones, and tablets
• Eligibility
  • Standard computers up to 5yrs old*
  • iOS and Android phones and tablets
Service: Premium Support

- $75 per FTE per month ($900/yr)
  - One time transition cost of $150*
- Extended support hours: after hours, on-call, remote support
- 2 business hours turnaround
  - Assign and acknowledge issues from the Service Desk
- Specialized and end-of-service software supported
- On-site user training
- Project management for moves
- Event support at UCSF facilities

For those that need a higher level of support.
Service Highlights

Hardware and Software

- Microsoft Office and Adobe Acrobat Pro included
- Leverage Joint Administrative Computing Standards to optimize pricing, improve ordering and delivery
- Service loaner computers
- Loaner computers and projectors with Premium service
Service Highlights

Security

✓ Compliant with IT security policies today, and as standards evolve
✓ Fully test and validate software on supported platforms, to ensure compliance and compatibility with existing and new hardware and software
✓ Encrypt and track supported devices to guarantee data security and availability
Service Highlights

Backup and Storage

✓ Data storage, fast and continuous backup with version control, and disaster recovery to guarantee business continuity

✓ Cloud integration with data storage and backup, so you can access your data anywhere from any device
Service Highlights

Team

✓ Professional, customer service-focused IT organization
✓ Tight integration with IT Service Desk for responsiveness and availability
✓ Consistently positive support experience
Success Metrics

Under development with Advisory Board

- Recommendations for the OE workgroup report
- Hiring
- Customer acquisition goals
- SLA’s - published and accessible
Service Principles

✓ Accountable
✓ Standardized
✓ Proactive
✓ Integrated
✓ Responsive
✓ Efficient
Proposed Organization

Elazar Harel
CIO

Sian Shumway
IT Field Services, Director

Customer Relationship Management Group (provide guidance)

IT Field Services Advisory Board (provide guidance)

Field Manager

Senior Field Technicians - Leads

Field Technicians

Desktop Engineering Supervisor

Field Manager

Senior Field Technicians - Leads

Field Technicians

Desktop Engineers

Field Manager

Senior Field Technicians - Leads

Field Technicians

Field Manager

Senior Field Technicians - Leads

Field Technicians

Customer Engagement Manager

Customer Engagement Manager
Staffing Requirements

End state staffing to support all of campus: 74 FTE

• 1 Director
• 2 Customer Engagement Managers
• 5 Desktop Engineers
  • 1 Supervisor
  • 4 Engineers
• 5 Field Managers
• 60 Field Technicians
  • 12 Senior/Leads Field Techs
  • 48 Field Techs
Campus Collaboration

Built for Success: Implementation Design Team

- Julie Cox, Service Desk
- Dan Freeman, CLS
- Kurt Glowienke, ITS - DLS
- Tim Greer, SFGH
- Kylie Grenier, School of Nursing
- Quinn Hearne, School of Medicine – ISU
- Bonnie Hellevig, Director Educational Data, School of Medicine Educational Data
- Andrew Riley, School of Medicine – ISU
- Ann Rodriguez, Business & Operations Manager; VC-Finance
- Pranathi Sundaram, Radiology
- Richard Trott, Library
- Erik Wieland, Department of Medicine
Campus Collaboration

Built to Last: IT Field Services Advisory Board
Chaired by Jane Czech with representation from
- FAS: PENDING
- EVCP: Marge O’Halloran
- SFGH: Tim Greer
- School of Dentistry: Tommy Kwong
- School of Pharmacy: Marley Quirante
- School of Medicine: Clinical: Chuck Hajek
- School of Medicine: Basic Science: Maggie Millet
- School of Medicine: ORU: Jessica Welsh
- Medical Center (2): HOLD
- Faculty: Katy Williams (HOLD 2 additional positions)
More information

• Operational Excellence website:
  • http://operationalexcellence.ucsf.edu/work-groups/it

• Sian Shumway, Director IT Field Services
  • sian.shumway@ucsf.edu