

# IT Self-Service Hub Launch – Overview and Demonstration

This redacted short deck served as:

- 1 – A Road Show for IT business relationship managers to present to their business clients
- 2 – The foundation for regional information sessions and demonstrations to employees

# New IT Self—Service Desk launches DATE

## Why

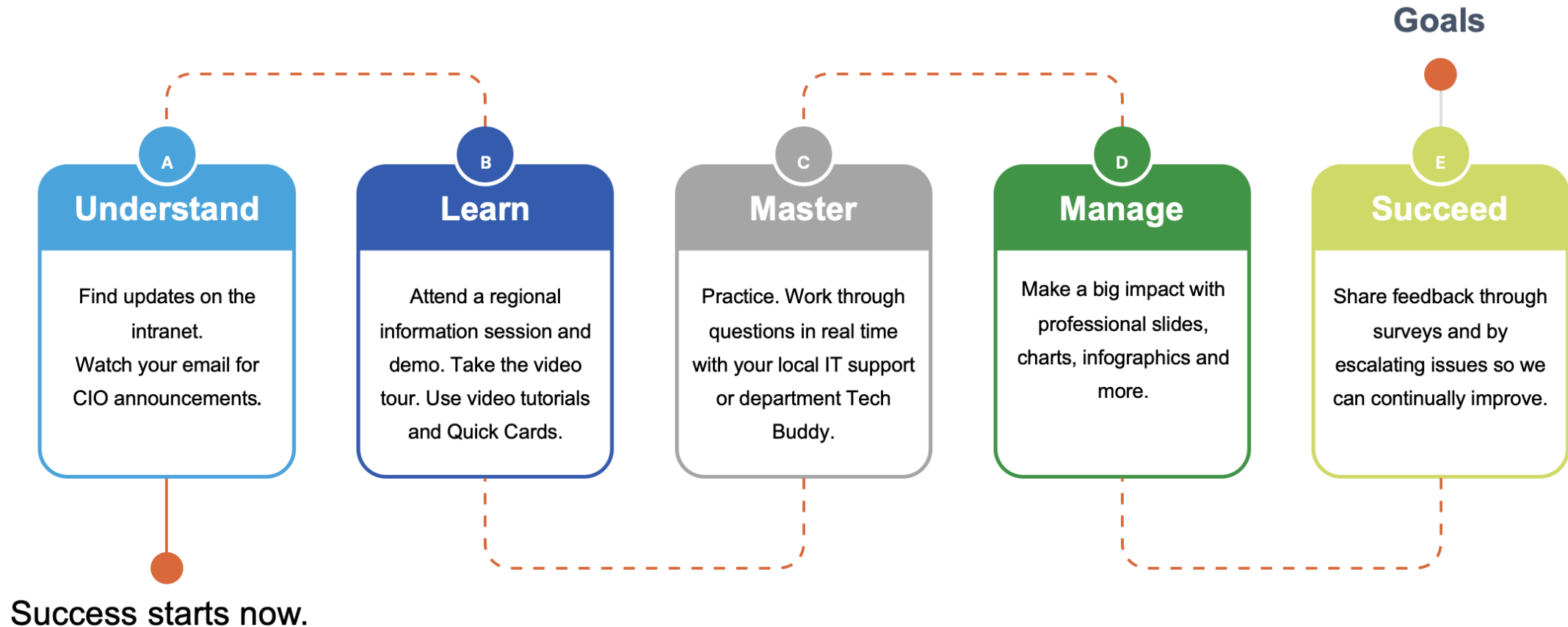
- Employees asked for it! Specifically, employees asked for:
  - Direct access to IT Service employees
  - Ability to create their own service ticket rather than go through IT
  - Tracking capabilities for their individual and departmental IT service requests
  - Self-service opportunities – Knowledge base with how-tos for fixing common problems (e.g., reset password, update applications)
  - Expanded learning opportunities – Knowledge base with articles to build tech skill
- Delays in IT service have increased due to inefficiencies in our current process
- Increased speed in processing IT service requests will increase speed of resolution, and productivity.

# New IT Service Hub – Benefits

## Benefits

- Simpler, cleaner, easier-to-use interface
- Multiple ways to get IT help easily identified through the Self-Service Desk
- Easier to request service
  - Shortened process
  - Intuitive service catalog choices
- Request to resolution time projected to drop by 60%
- New knowledge base enables self-service for immediate needs and expanding tech skills
- Quickly access IT Service Hub from company home page
- New site reflects needs/desires of employees - more than 50 volunteers engaged in surveys and employee experience tests
- Better IT service will promote better and easier work, productivity on the job

## Launch Plan on a Page



# The New IT Service Hub Landing Page

Personalized to you. Easily check Service Alerts. Check your department's open tickets.

Quickly return to IT Portal. Quickly get to commonly used services. Quickly connect to get help. Find information that empowers you to help yourself. Give instant feedback.

Hi, Lorin! What would you like to do?

[Submit a Ticket](#)

[Search Knowledge Base](#)

[Give Feedback](#)

[Find a Number](#)  
North America - U. S.  
Number: 8553490483  
Onsite Extension: 2004

[My Top 5](#)

[My Open Tickets](#) Approvals (0) Closed Tickets

[We are people first.](#)

[Need to talk to someone? We've made it easy to find numbers.](#)

[Rapidly get to your most frequently requested services.](#)

[Easily view your open requests.](#)

The screenshot shows the IT Service Hub landing page. At the top, there's a blue header with the IT Service Hub logo and navigation links: IT Home, IT Service Hub, Quick Cards, Service Alerts, and My Department's Dashboard. Below the header, a personalized greeting says 'Hi, Lorin! What would you like to do?'. There are three main action buttons: 'Submit a Ticket' (with a ticket icon), 'Search Knowledge Base' (with a magnifying glass icon), and 'Give Feedback' (with a speech bubble icon). On the right, there's a 'My Top 5' section listing frequently requested services: Microsoft Teams, Corporate Email, Shared Folders & Drives, and Backup, Restore & Archive. Below that is a 'My Open Tickets' section with a table of open tickets. At the bottom, there's a 'Contact Us' section with 'Chat with an Agent' and 'Find a Number' (which includes a phone number and extension). A woman in a hijab is sitting at a desk with a laptop, holding a mug. Red arrows point from various text annotations to specific elements on the page.

	T...	Status	Short Description
<input type="radio"/>	1555049	Pending	Receiving error when atte...
<input type="radio"/>	1756190	New	Corporate Email
<input type="radio"/>	1756193	New	Shared Folders & Comm...
<input type="radio"/>	1756197	New	Loaner Laptop Request
<input type="radio"/>	1756200	New	Computer (Hardware) Issue
<input type="radio"/>	1756203	New	Shared Folders & Drives