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
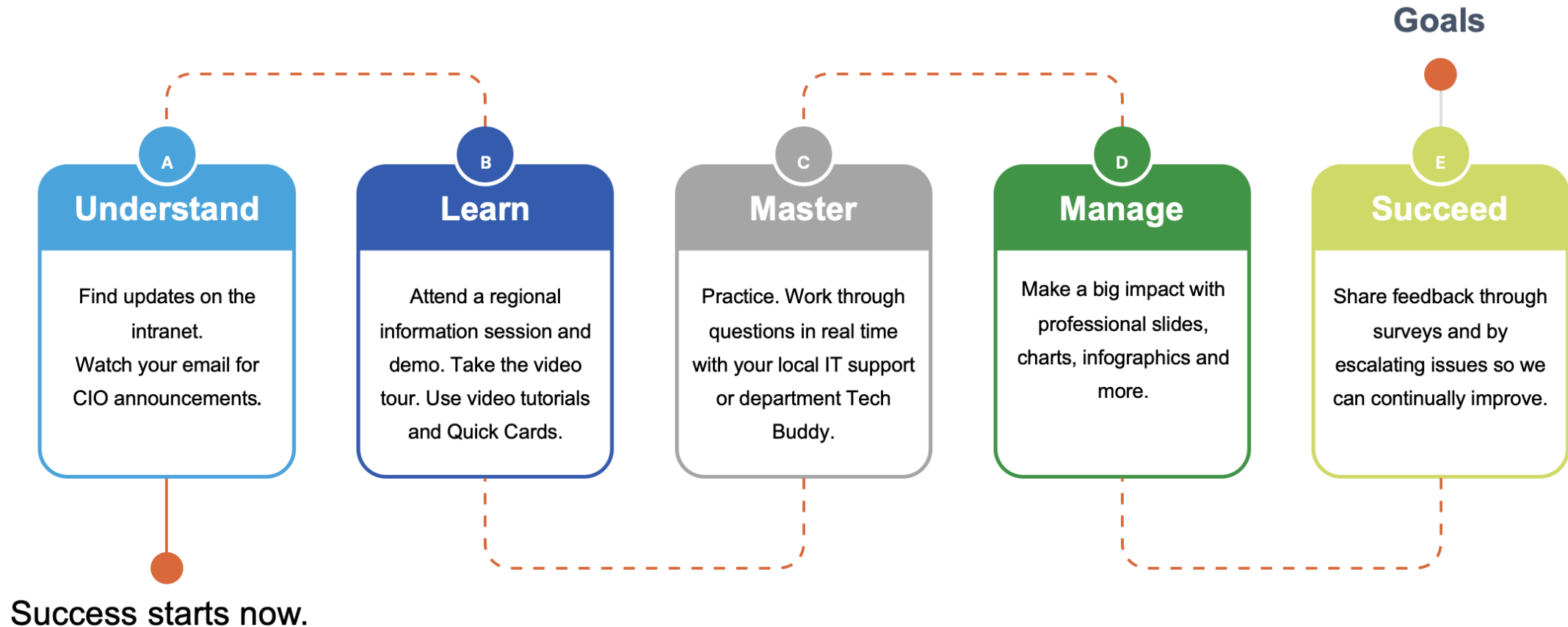
Why

- 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

Goals

A
Understand
Find updates on the intranet.
Watch your email for CIO announcements.

B
Learn
Attend a regional information session and demo. Take the video tour. Use video tutorials and Quick Cards.

C
Master
Practice. Work through questions in real time with your local IT support or department Tech Buddy.

D
Manage
Make a big impact with professional slides, charts, infographics and more.

E
Succeed
Share feedback through surveys and by escalating issues so we can continually improve.

Success starts now.

The New IT Service Hub Landing Page