Intentional Transparency

How to develop 1 Service Catalog for all IT services
IT Master Plan

5 year, university-wide IT plan, 16 initiatives, "One University IT"
A service catalog is like a menu, it allows customers to understand what we offer and how to request IT services.
Challenges

Establishing Understanding
Defining Methodology
Obtaining Buy-In
Collecting Data
Developing Tool
Staffing Constraints
Committee

Call for Participation, 17 divisional reps, RFP. Began defining services
Framework

Educause
Data Collection
Initial Results

55 Departments
56 Services
12 Weeks
1200 Categories
Implementation

Cherwell System Upgrade
Technicians using Service Catalog
Searching
Key Words
Self Service Portal
Reporting
Unified Service Catalog

- Teaching & Learning: 102
- Administrative & Business: 170
- Security: 35
- Communication & Collaboration: 96
- Research: 32
- IT Professional Services: 60
- Infrastructure: 34
- Device Computing: 74
Final Data

55 Departments
57 Services
603 Categories
77 Services Supported by Multiple Units
41 % Central ITS Services
What Worked Well

- Institutional Mandate
- Leadership Buy-In
- Outside Consultant
- Team Dynamics
- Kick Off Workshop
- "Homeroom" Services
- Train the Trainer Model
- Interviews
- ITS Taking the Lead
What We Changed

- Auxiliary Systems
- Police & Public Safety
- Facilities Management Systems
- Technology Enhanced Spaces
- Media Production

Device Computing
Ongoing Frustrations

- Project Staffing
- Maintenance & Revision
- Accessibility
- Self Service Portal Design
- Categorizing Component Services
- Displaying & Automating Multiple Providers
Lessons Learned

Not black & white
No right or wrong
Difficult to get information
Difficult to maintain
Best to align ticketing solution with Service Catalog
Good idea no matter what the tool
Need to publicize to decision-makers
Important to be consistent
Just start and then multiple time estimate x 3
IT staff can see who provides what services, we can make more informed decisions when on boarding new services, customers know what they can request, clear categorization for tickets.
Work in Progress

IT Governance, developing the road map to review and maintain, Service Management. It will always be under construction, identifying common good services, reducing redundant services.
Transparency?

We do have more transparency into the services all of IT provides. Is it enough to effect change? Will decision-makers use the resources we now have available? Will this data be used for purchasing decisions? Will we mature in our service management?
ABOUT

The service catalog is a list of University-wide academic and administrative technology from across campus. The goal of the service catalog is to provide a central place for members of the University community to find the IT systems and tools needed for their success.

Please start by clicking Faculty/Staff or Student to see specific services, or click All to see everything.
COMMUNICATION AND COLLABORATION

- **COLLABORATION**
  Tools that facilitate the creation, sharing and exchange of information and ideas like Google Docs and FAQs.

- **CONFERENCING**
  Online meeting services like WebEx.

- **EMAIL AND CALENDARING**
  Tools used for electronic communication and scheduling like Gmail and Google Calendar.

- **EMERGENCY NOTIFICATION**
  Campus alert systems like Alertus and LiveSafe.
E MAIL AND CALENDARING

Tools used for electronic communication and scheduling like Gmail and Google Calendar.

- **EDUCONVERSE**
- **GMAIL**
- **GOOGLE CALENDAR**
- **GOOGLE GROUPS**
E MAIL AND CALENDARING

Tools used for electronic communication and scheduling like Gmail and Google Calendar.

EDUCONVERSE

GMAIL

University email platform supported by ITS. Available to everyone at the University with a NinerNET account.

Submit Ticket

FAQs / Links
- Gmail FAQs
- gmai.uncc.edu
- How do I get started using Gmail?

Tags
Email, Google

GOOGLE CALENDAR

GOOGLE GROUPS