

# PROGRESS REPORT

**Working Group Name:** Establish a university-wide Help Desk and ticketing system.

**Working Group #:** 36

**Chair:** Ed Pierson

**Date:** February 23, 2022

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## **Update on Actions Taken Since Last Report:**

The Working group has met as a collective team twice. We have divided up into 4 sub teams.

- Sub Team 1 – Identify the required initial first touch contact solutions.
- Sub Team 2 – Identify the communications tools and methodology.
- Sub Team 3 – Identify the helpdesk services needed by Academic / Research customers.
- Sub Team 4 – Career pathing, supporting the helpdesk staff.

## **Next Major Issue to be Addressed:**

Each of the sub teams are meeting 1-2 times per week and doing a report out to the main working group.

## **Problems or Barriers Encountered and Solutions Identified:**

Shortages of staffing within the IT teams will limit the availability of staff to build the new infrastructure needed to consolidate services. With all the customer groups being impacted the demands on the existing IT teams to assist in reorganizational efforts and to deal with the number of office relocations will impact the ability to focus on IT restructuring. We will need to fill a large number of the existing openings to ensure that we have enough staff to handle the new and existing workloads.

## **Deliverables Completed:**

In process but not completed.

## **Timeline for Completion of Remaining Deliverables:**

Identify the recommendations for how to contact customers for resolution and to accelerate the solution: March 31

Identify the communication processes, tools, and methodology: March 31

Identify the helpdesk infrastructure and support team support needed by the Academic and Research groups: March 31

Define the key elements to support our IT staff career planning: March 31