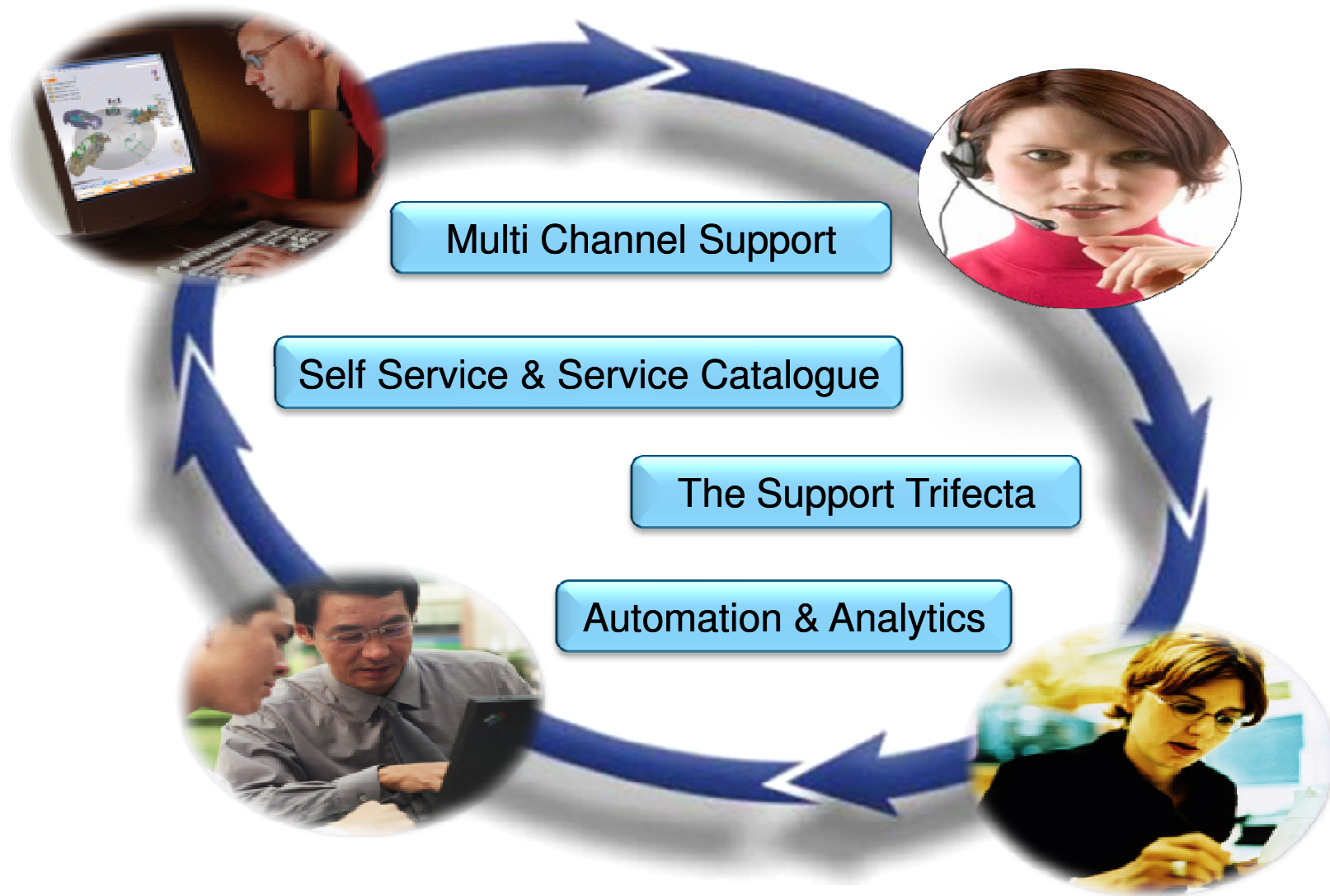




Creating an End User Experience

*Bill Irvine
Solutions Strategy*

Creating an End User Experience



CIO Agenda 2012

Business strategies call for revenue growth, new connections with customers and reduced costs

Business strategies	Ranking of business strategies CIOs selected as one of their top 3 in 2012				
Ranking	2012	2011	2010	2009	2008
Increasing enterprise growth	1	1	*	*	*
Attracting and retaining new customers	2	2	5	4	2
Reducing enterprise costs	3	3	2	2	5
Creating new products or services (innovation)	4	4	6	8	3
Delivering operational results	5	9	*	*	*
Improving enterprise efficiency	6	8	*	*	*
Improving profitability (margins)	7	21	*	*	*
Attracting and retaining the workforce	8	12	4	3	6
Improving marketing and sales effectiveness	9	18	*	*	*
Expanding into new markets and geographies	10	11	13	10	4
Improving governance, compliance, risk and security	11	10	11	12	14
Implementing finance and management controls	12	25	*	*	*
Improving business processes	13	5	1	1	1

*Not an option that year

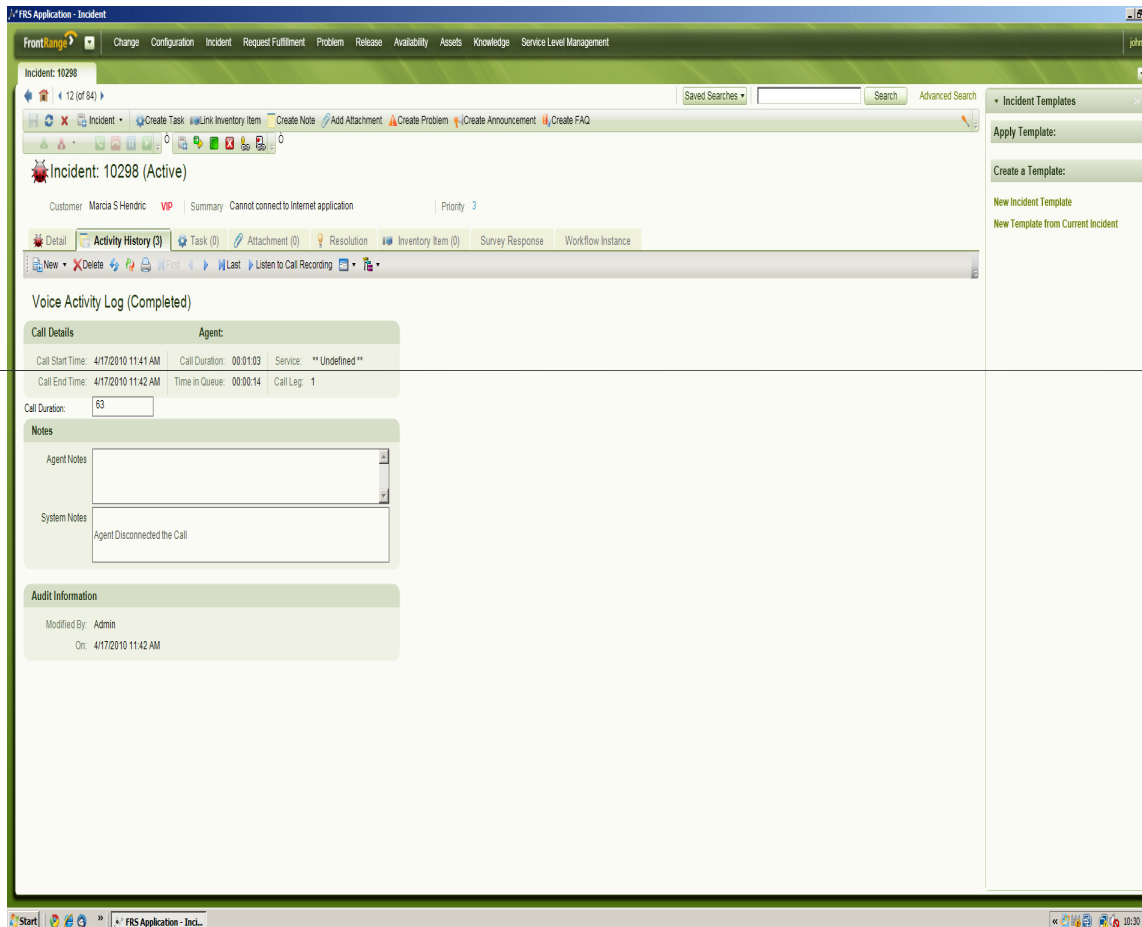
Source: Gartner, Amplifying the Enterprise: The 2012 CIO Agenda, January 2012

Creating an End User Experience



Multi Channel Support

Voice Enablement

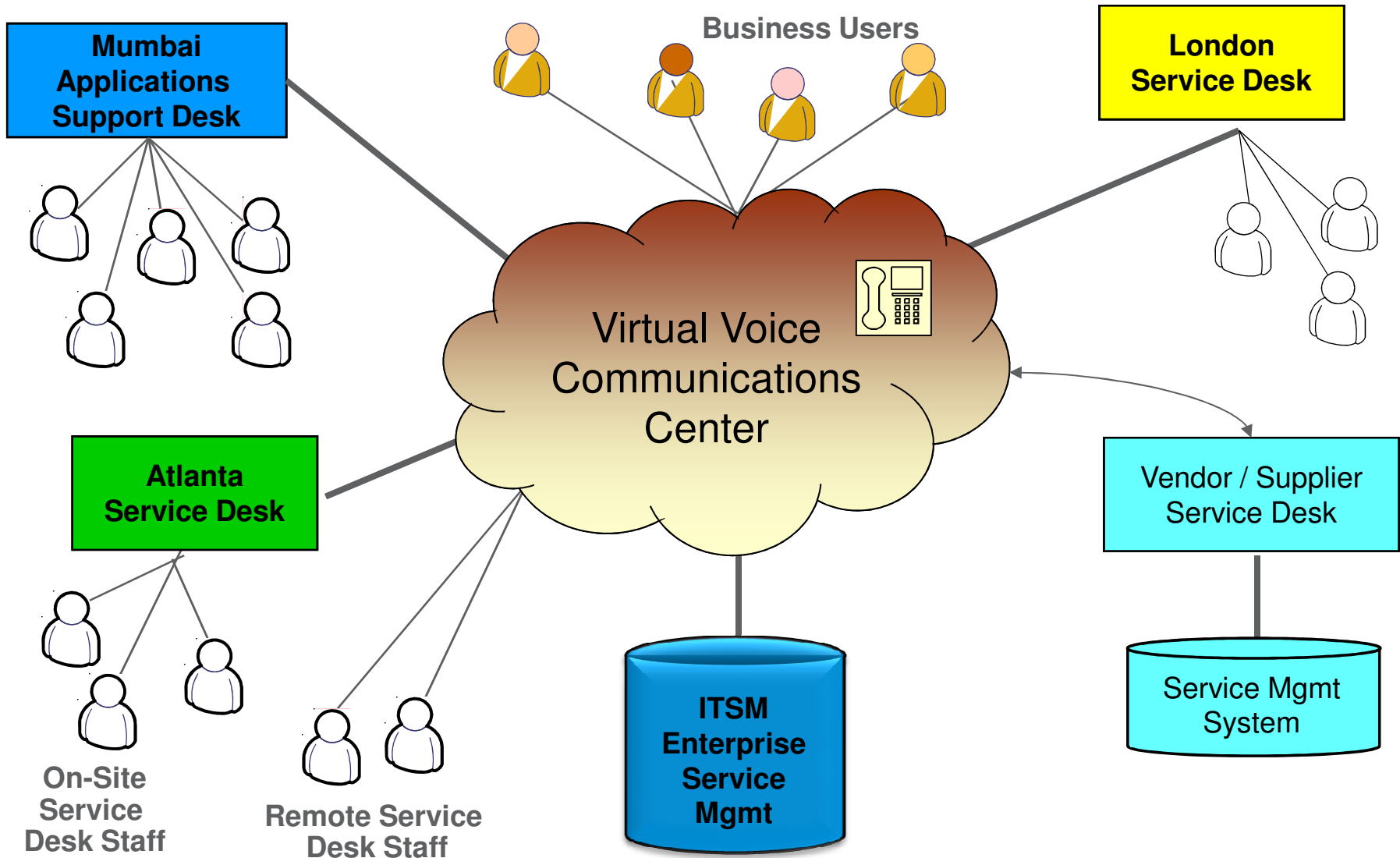


Voice for Service Desk

- Captures details of all voice interactions
- “Screen pop” to next available agent
- Tracks all inbound & outbound calls / click to talk
- Automated User interactions – Password Reset, Incident Resolution, Request Fulfillment etc

Multi Channel Support

Virtual Service Desk



Multi Channel Support

Mobile Solutions



On the Move

- Allows mobile employees to view and edit ITSM records on their iPhone or iPad devices
- Standard extensible Apple HIG user interface
- Field Support dispatch
- Change Approvals
- Management Information

Creating an End User Experience



ITSM Self Service & Service Catalogue

Self Service



ID	Item Name	Progress	Last Updated
10793	Employee Transfer	Progress bar	4/19/2010 6:45:...
10314	Outlook	Progress bar	4/19/2010 4:43:...
10313	Printer - Out of Toner	Progress bar	4/19/2010 4:43:...
10790	Employee Transfer	Progress bar	4/19/2010 4:40:...
10787	Employee Transfer	Progress bar	4/19/2010 4:34:...

Self Service

- Provides fast and convenient access for end-users & customers
- Accelerates the delivery of service at an optimized cost
- Flexible and scalable solution to meet the changing needs of an organization

ITSM Self Service & Service Catalogue

Self Service



← Back to My Items List * = required

Template
PC is very slow

Incident ID: 13437 **Status:** Logged

Urgency: Medium

Summary
* email not working

Description
* email not working

Attachment: No attachments available

Possible solution
email not working

Related articles (FAQ)
[How to create Outlook Personal Folders?](#)
[How to set up Outlook Email client?](#)
[How to log an incident?](#)
[How to Change a Toner Cartridge](#)

Related articles (Knowledge)
[MS Word - Error - Installation Error: File not found](#)
[Extend a Contractor's Active Directory Account](#)
[Sharepoint - Error: The document could not be opened....](#)
[This webpage is not available](#)
[Active Directory - Error: "Logon failure: account logon time restriction violation."](#)
[How Do I block emails using McAfee Quarantine Manager?](#)

Self Service

- Dynamic Incident and Knowledge matching promotes self-help
- Promotes independence amongst the user population
- Increasing factor in reducing call volume to the Service Desk
- Accelerates the delivery of service at an optimized cost

← Back to My Items List * = required

Template
PC is very slow

Incident ID: 13437 **Status:** Logged

Urgency: Medium

Summary
* email not working

Description
* email not working

Attachment: No attachments available

Request Detail: None Added

← Back << Previous Next >>

FAQ

Category: Software **Created by:** Admin

Question: How to set up Outlook Email client? **On:** 05/16/200

Answer: **Modified By:** Admin

On: 10/08/200

1. Go to Start, Programs, Microsoft Office, and click Microsoft Office Outlook 2003.
2. On the Outlook 2003 Startup dialog, Click Next.
3. On the Account Configuration dialog, Select Yes and click Next.
4. On the Server Type dialog, Select Microsoft Exchange Server and click Next.
5. On the Exchange Server Settings dialog, type cs-mx in the Microsoft Exchange Server field and your network account (e.g. james.leery) in the User Name field. Click Check Name.
6. The Exchange server and your user name will be verified and should be recognized. Click Next, then Finish.

Outlook should launch automatically and start the synchronization process with the Exchange server in COS. This process may take from few minutes to more than an hour, depending on the size of your mailbox and LAN/WAN speed.

ITSM Self Service & Service Catalogue

Analyst Quotes



“Service Catalogues are the cornerstone of service delivery and automation, and the starting point for any company interested in saving money and improving relationships with the business.”

Julie Giera, Vice President, Forrester Research, Inc.

“Although less than 15% of IT organizations currently have a Service Catalogue, by 2013 almost 70% of IT organizations will start to develop and implement one.”

Gartner

ITSM Self Service & Service Catalogue

What is a Service Catalogue



- › Industry confusion over the Service Catalogue term
- › At its most basic level, the IT Service Catalogue is the service request portal for customers.
- › An IT Service Catalogue, is an operational tool to simplify the service request process for customers and to link the tool to automated service delivery processes for improved IT efficiency.

Gartner: The Fundamental Starter Elements for IT Service Portfolio

ITSM Self Service & Service Catalogue

What is a Service Catalogue



- › The more complex version.....
 - Service Catalogue contains an inventory of services with a hierarchy of all defined Services, Packages and associated Requests
 - The Service Catalog defines all details associated with the top level “Business” Service
 - Visibility of Services & Requests are defined by role – you only see the services you contracted for / are entitled to
 - Service records contain descriptions, availability details, response and resolution times, status, interfaces and dependencies of all services
 - Service Requests are actionable activities / provisioning designed to support the higher level Services
 - Services and Requests require associated SLA s/ Commitment

ITSM Self Service & Service Catalogue

Service Scope



- › Don't limit the potential scope.....
 - IT
 - Human Resources
 - Operations
 - Facilities
 - Procurement
 - Provisioning
 - Workplace Management
 - Application Services
 - Financials - Insurance

ITSM Self Service & Service Catalogue

Service Catalogue



Service Catalogue

- Provides a friendly, easy to use presentation of all available IT services
- Supports the alignment of IT with the business and encourages better communication across organizations
- Enhances service quality and fulfillment performance

Creating an End User Experience



The Support Trifecta

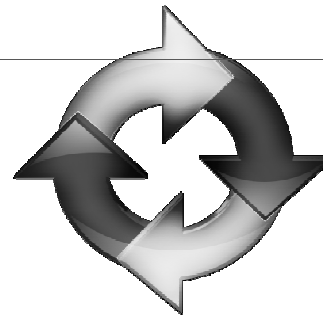
Incident, Problem and Knowledge Matching

Problem Detection
Root Cause Analysis



Error Resolution
Problem to Known Error

Incident
Detection &
Matching



Known Error Database,
Workarounds and
Resolution Details

*360° relationship
between Incidents,
Problems and
associated Knowledge*



The Support Trifecta

Incident Management



The screenshot displays the FrontRange Incident Management application. The main window shows a list of incidents with columns for Incident ID, Location, Customer Name, VIP, Status, Priority, Target, Summary, Team, and Owner. The first incident, 10219, is highlighted. Below the list, the details for incident 10219 are shown, including customer information (Chris Manager, US - Dublin), status (Resolved), priority (3), and summary (email issue). The interface also includes a search bar, navigation tabs, and a task list.

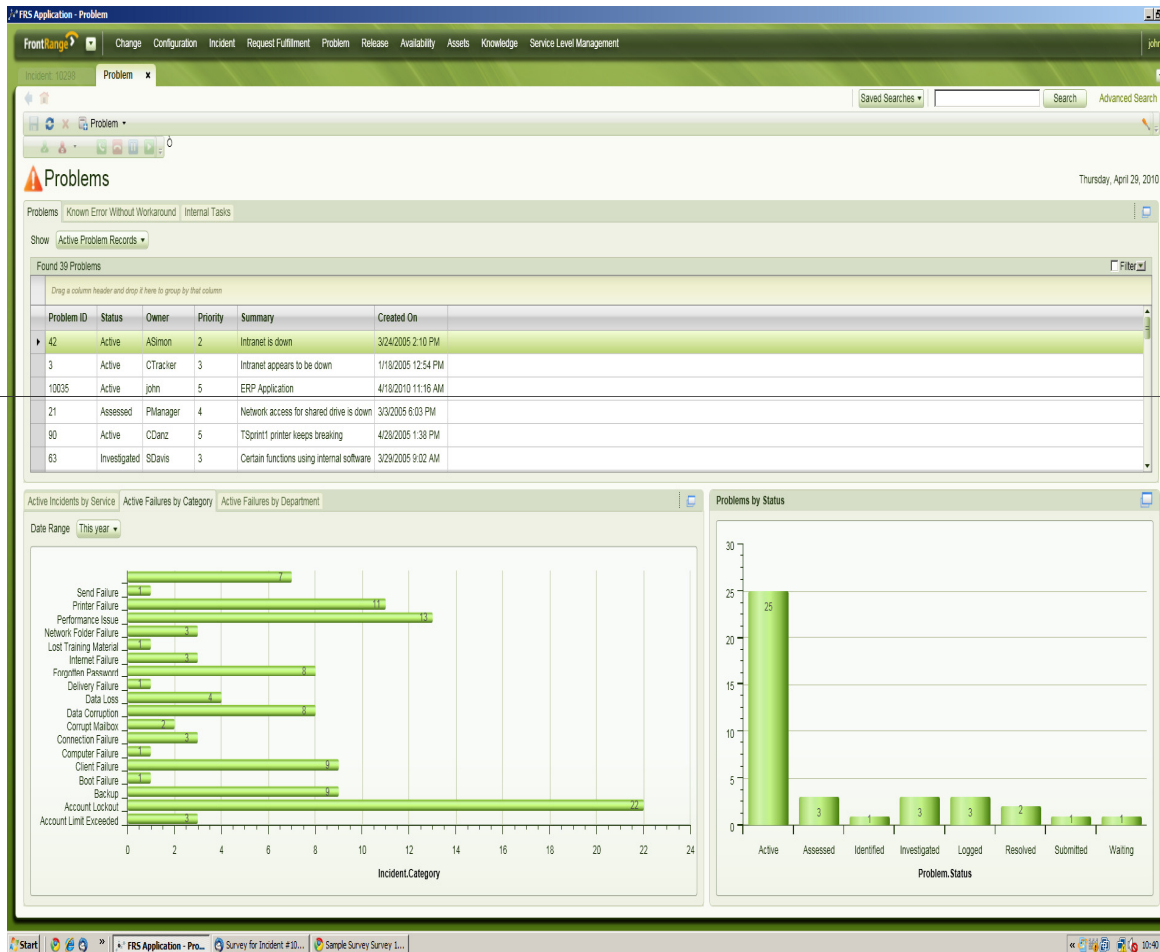
Incident...	Location	Customer Name	VIP	Status	Priority	Target	Summary	Team	Owner
10219	US - Dublin	Chris Manager		Resolved	3		email issue	Desktop Support	Admin
10108	US - Colorado S	Marcia S Hendric		Active	3	2/22/2010 11:49 AM	Cannot access Drive X	Desktop Support	Admin
10279	US - Colorado S	Administrator Admin		Logged	4		Cannot login to Performance Review System	Desktop Support	
10109				Active	2	2/21/2010 11:51 AM	Daily Backup Failure	Desktop Support	Admin
10302	US - Colorado S	Administrator Admin		Logged	1		Printer - Out of Toner	Desktop Support	
10263	US - Colorado S	Administrator Admin		Logged	2		Daily Backup Failure	Desktop Support	
10010	US - Dublin	Fred Director		Active	3		another trys	Desktop Support	Admin
10127				Active	2	2/21/2010 8:51 PM	Outlook	Desktop Support	Admin
10556	US - Dublin	Fred Director		Logged	1	2/1/2010 1:52 PM	My outlook is not working	Desktop Support	BSanton
10017	US - Colorado S	Marcia S Hendric		Active	4		PC is very slow	Desktop Support	Admin
10133	US - Colorado S	Marcia S Hendric		Resolved	4		Cannot open Outlook	Desktop Support	Admin

Incident Management

- Capture of all Incidents across all functions
- Fast navigation through key information
- Full Voice integration
- Drives escalation engine, notifications and SLAs
- Tight integration with related Service Desk functions

The Support Trifecta

Problem Management



Problem Management

- Engineered to support Incident & Problem Matching
- Captures root cause information and related workarounds
- Populates Known Error Database
- One location for all IT challenges

The Support Trifecta

Knowledge Management



Search the Knowledge Base Articles

Browse by Category

- All Categories
- Accessibility
- Backup
- Desktop Hardware
- Desktop Phone
- Desktop Software
- Documentation
- Enterprise Software
- Mobile
- Network Hardware
- Network Software
- Printer
- Shared Folder
- Windows

Filter Your Results

Article Type

- Knowledge Document
- Knowledge Error Message
- Knowledge Issue and Resolution
- Knowledge Patch
- Knowledge Q & A
- Knowledge Reference

User Rating

- 1 star or better
- 2 stars or better
- 3 stars or better
- 4 stars or better
- 5 stars

Found Items

Results per page: 10 Sort by: Best Relevancy << Previous 1 Next >>

Active Directory - Error: "Your account has been temporarily locked out"
Client entered an incorrect password more than 3 times.
Type: Issue User Rating: ★★★★★ Keywords: Account, Locked out

Extend a Contractor's Active Directory Account
Type: Q&A User Rating: ★★★★★ Keywords: Active Directory, Contractor

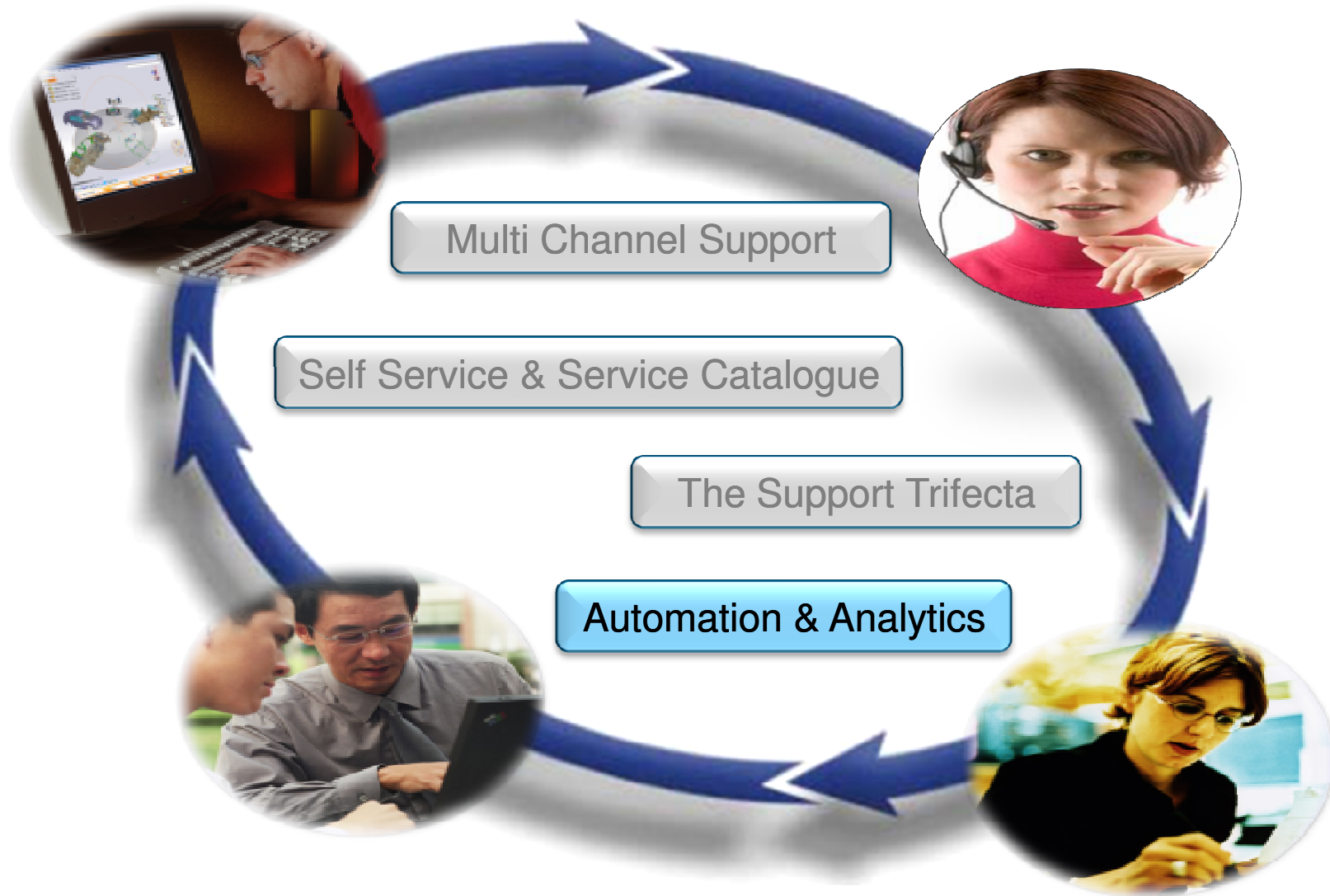
Active Directory - Error: "Logon failure: account logon time restriction violation."
Users may be working normally from home when suddenly they get an error message when trying to access a file from a network drive:
Type: Issue User Rating: ★★★★★ Keywords: Logon, account

<< Previous 1 Next >>

Knowledge Management

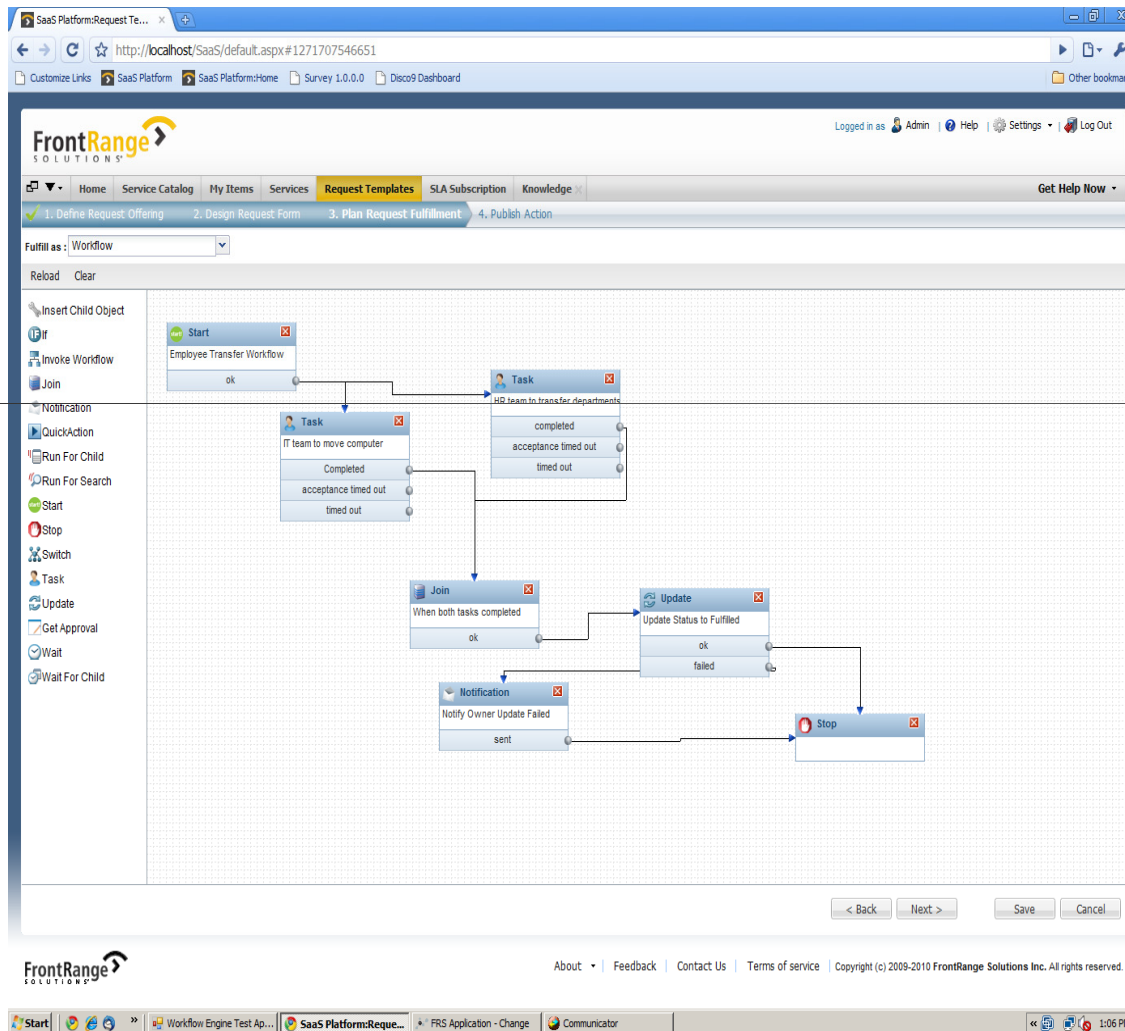
- Full Knowledge Management process lifecycle
- End User and Analyst “containers”
- Dynamic Knowledge, Workarounds, FAQs delivered in “context”
- Fully integrated with all other Self Service & Service Desk functions

Creating an End User Experience



Automation and Analytics

Business Process and Request Fulfillment



Workflow Designer and Engine

- Drive the standard processes of Service Provision
- Enables the automation of key business rules
- Provides repeatability and velocity to improve business performance
- Removes the guesswork of “what happens next”
- The engine for Process integration

Automation and Analytics

Service Desk Survey

Sample Survey Survey 1.0.0.0

Page 1 / 1

1.1 On a scale of 1 to 7 where 1 represents "Extremely Satisfied" and 7 represents "Extremely Dissatisfied", how would you rate your level of overall satisfaction with the Service Desk? *

1

2

3

4

5

6

7

DK/NA/RF

1.2 Do you recall your recent contact with the Service Desk? *

Yes

No

1.3 Thinking about your most recent contact, how would you rate the technicians ability to help you or to get you to someone who could help you? Would you say ... *

Excellent

Very Good

Good

Fair

Poor

DK/NA/RF

Survey

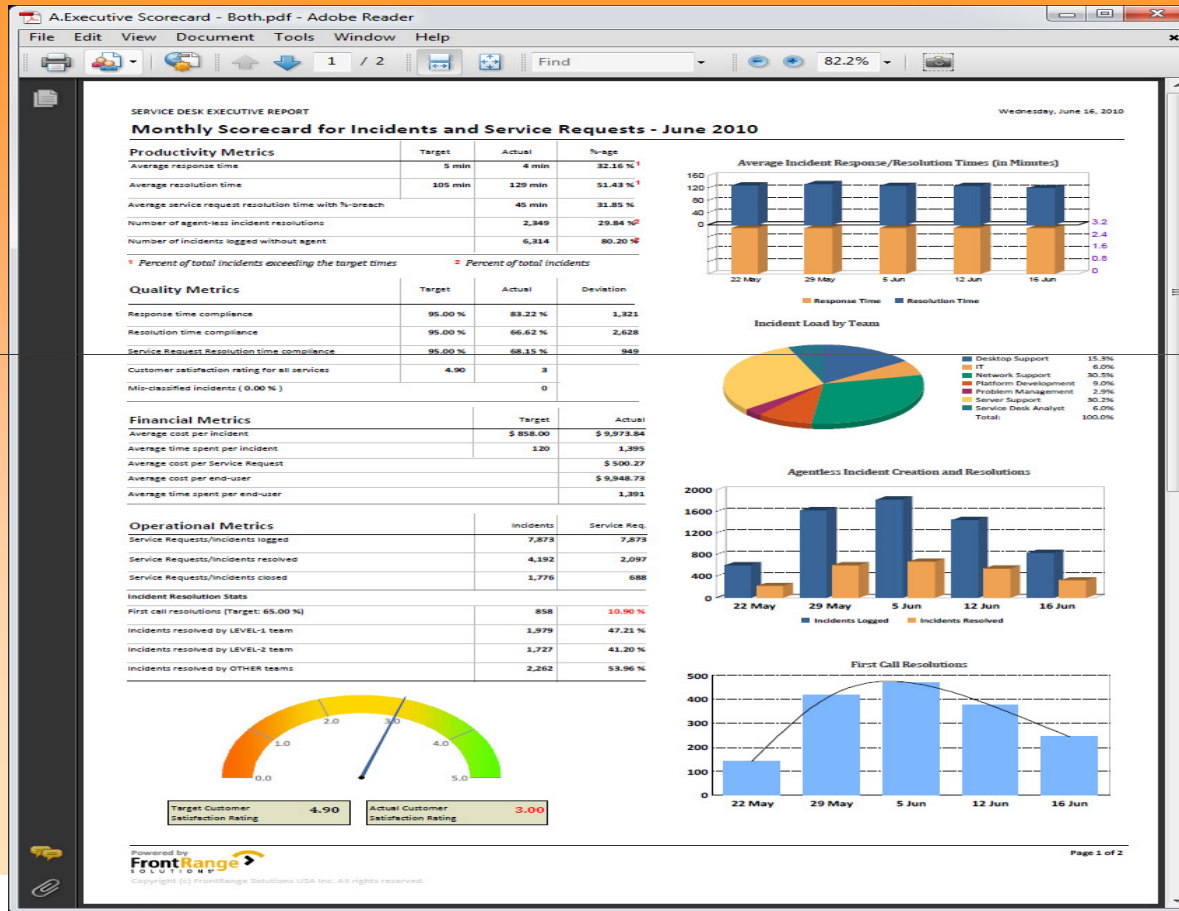
- Quickly build custom surveys to measure user and customer satisfaction
- Easy distribution and collection of survey results
- Automation and business rules support survey process
- All results tied to related records

Automation and Analytics

Dashboards & Reporting



FrontRange Enterprise ITSM Executive Scorecard

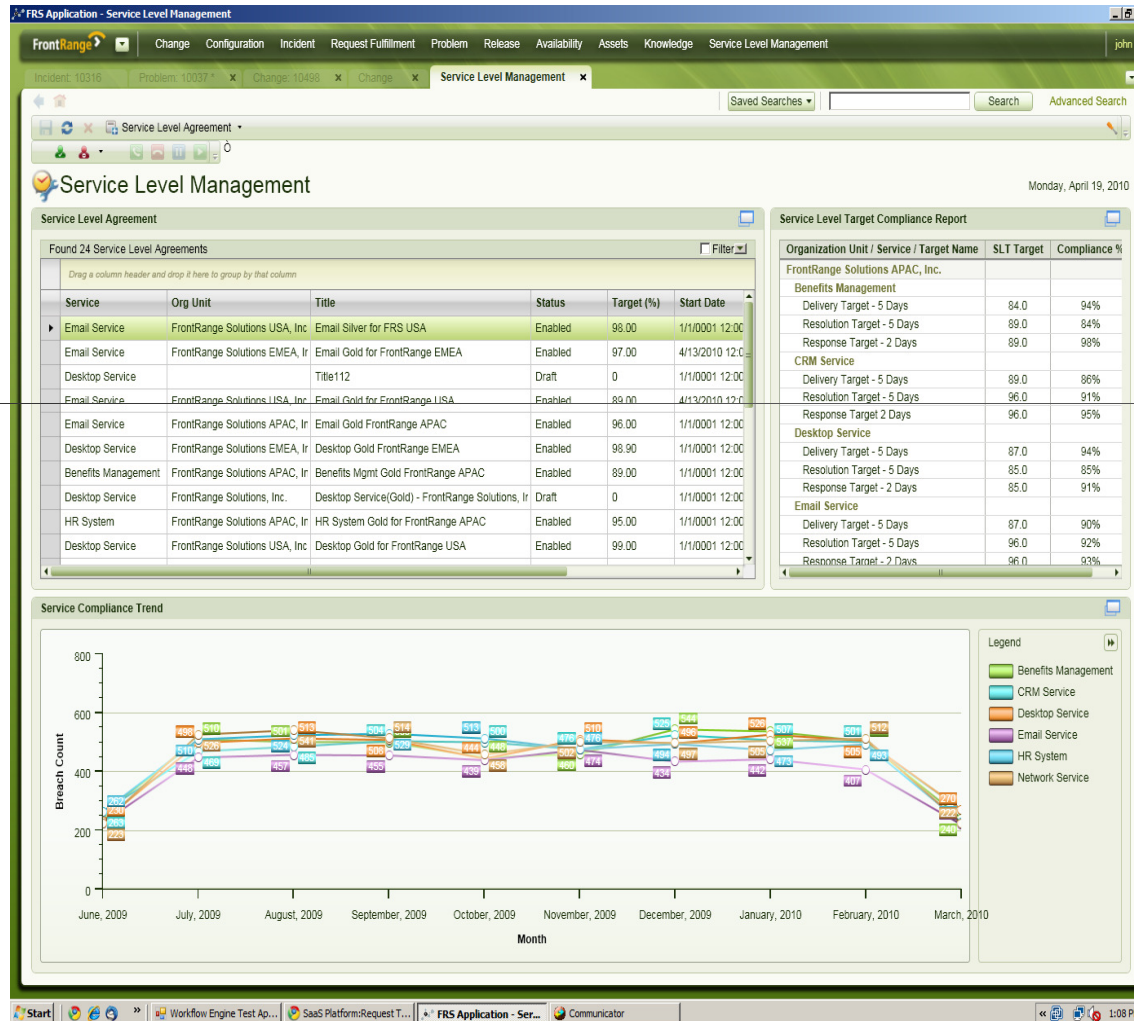


Integrated Analytics

- Voice metrics
- Incident and Request Fulfillment KPIs
- Problem and Knowledge Usage
- Survey Results
- Self Help metrics
- Full FCR analysis

Automation and Analytics

Dashboards & Reporting



Service Level Management

- Easy view of SLA's and the related services
- Review key performance indicators and service compliance trending
- Enables more proactive management of performance to key service targets



Thank You for Attending