



Profile

Award-winning university serving students around the world

Company

University of Dundee

Location

United Kingdom

Industry

Higher education

Solutions

- LANDesk® Service Desk

Key Benefits

- Automation saves hundreds of hours' work
- Introducing Problem Management increases first time fixes by 20%
- Formal Change Management has reduced total reported incidents by 35%
- Browser-based solutions and on-line knowledge increase productivity
- LANDesk Service Desk's flexibility brings efficiencies beyond IT

Forward-thinking ITSM Approach Sets New Frontier for Higher Education

Overview

With more than 18,000 students, the University of Dundee (www.dundee.ac.uk) is one of the UK's leading universities, internationally recognised for its expertise across a range of disciplines.

Tom Mortimer, the university's Director of Information and Computing Services department (ICS) and Chair of the Executive Committee of the Universities and Colleges Information Systems Association (UCISA), has been responsible for the recent re-organisation of ICS from seven units down to two. The innovative role of this department is to capitalise on the university's investment in hardware and software to provide services more effectively across the university as a whole. This covers a wide spectrum of activity and, based upon consultation with users, Assistant Director of Service Delivery Ellen Kier is responsible for developing and delivering the projects—and ultimately, the services—provided by this new unit.

The university's IT department as a whole is responsible for 23,200 users. This total comprises 18,000 registered students, including 3,500 distance learning students, and 5,200 staff. The IT department supports 200 applications across the university's 60 buildings and handles more than 25,000 incidents and service requests every year.

Challenge

The university required new technology capable of managing a diverse and expanding user base at disparate locations. The new system was intended to replace the organisation's existing helpdesk tool, provide Change and Configuration Management, and have web-based capabilities. In addition, the system needed to integrate with other systems and be flexible and process driven to allow expansion beyond the IT department.

Solution

After a rigorous evaluation of the marketplace, University of Dundee selected LANDesk® Service Desk software to achieve proactive and continuous improvement of service delivery through the adoption of a best-practice framework based on ITIL. Automation and consistent, repeatable processes were also essential as Ellen Keir, Assistant Director, Service Delivery explains:

“Over the past three years, we have handled 80,000 incidents and service requests, significant volumes that require fast and efficient management from beginning to end. Before LANDesk, closing incidents was a problem because we relied on asking users to confirm their incident had been adequately resolved and, when they did not respond, we had to chase them up. It was time-consuming and frustrating. Now, all incidents are logged and tracked within the LANDesk system and are closed automatically after a set time.”

Introducing Problem Management Increases First-Time Fixes by 20%

Ellen continued, “Our biggest achievement since implementing LANDesk is knowing what's coming in. We can identify problem areas quickly and focus our resources accordingly. As a result, 60% of our calls are resolved at first line, up from 40% three years ago and we expect to reach our target of 70% by the end of the year.”

Formal Change Management has Reduced Total Reported Incidents by 35%

The discovery that a high proportion of incidents were caused by IT staff themselves highlighted the need for consistent processes. For example, it was common for one IT division to make a technical change without realising the impact it had on other IT members, let alone the organisation as a whole. To address this issue, University of Dundee took advantage of the change management functionality in LANDesk Service Desk to manage changes to the network infrastructure. By following a structured process for change, IT staff are forced to consider who might be affected by a change and how, and are then required to give users sufficient notice before making the change.

As Ellen Keir explains, “The LANDesk Change Management facility has improved governance within our department. Previously, IT staff thought in silos and in purely technical terms. Now, they have the opportunity to support the business actively by minimising the impact of change, saving time and money for everyone.”

Browser-based Solutions and Online Knowledge Increase Productivity

University of Dundee is trialling LANDesk Web Desk, the browser interface to LANDesk Service Desk. When live, the solution will enable 120 analysts to access LANDesk Service Desk from anywhere on or off campus.

Next on the horizon is the go live of LANDesk Self Service. This will allow users to search a structured knowledge base for their own solutions and complete simple requests without any involvement from the Service Desk. For instance, Ellen hopes that this will reduce the number of password reset requests, currently handled by Service Desk staff, by two-thirds.

Ellen adds: “Self-service capabilities will mean we can offer 24/7 support irrespective of our staff working 9-5, Monday to Friday. This will undoubtedly enhance our status as an award-winning learning institution globally.”

LANDesk Service Desk Flexibility Offers Efficiencies beyond IT

The university has a vision to create efficiencies beyond the IT department with plans to extend the benefits of LANDesk Service Desk to the school’s Student Services, Library Services and the Directorate of Student Operations. This will provide a powerful offering to students encompassing e-learning facilities and a single point of contact for all aspects of student life.

Processes have already been developed to handle enquiries, from simple Directorate Referrals to complex student Funding Requests. Throughout the processes, staff and students are automatically e-mailed references, notification of tasks and reminders. In addition to providing a detailed audit trail, these processes will enhance operational efficiency and provide a departmental overview, ultimately facilitating strategic management decisions for the benefit of all.

Results

Since implementing LANDesk Service Desk, University of Dundee has witnessed major breakthroughs in service desk efficiency and user satisfaction—recently backed up by an independent review conducted by PricewaterhouseCoopers.

Ellen concludes, “The introduction of LANDesk Service Desk has contributed to our organisation on many levels. It has enabled us to redesign our processes radically and enhance our customers’ experience of IT. The automation and standardised processes made possible by LANDesk Service Desk have saved a considerable amount of time—time that has since been devoted to developing new services that support the business. As a result, our expectations have grown exponentially and we have ambitions to be a leader in creating efficiencies beyond the IT department. With LANDesk, we believe we can set a new frontier for higher education.”

“The aim of the new department is to capitalise, as much as possible, on the University’s investment in infrastructure and systems in order to provide improvements in all service areas.”

— Ellen Keir

Assistant Director, Service Delivery
Information and
Communications Services
University of Dundee

Visit www.landesk.com for more information.

To the maximum extent permitted under applicable law, LANDesk assumes no liability whatsoever, and disclaims any express or implied warranty, relating to the sale and/or use of LANDesk products including liability or warranties relating to fitness for a particular purpose, merchantability, or infringement of any patent, copyright or other intellectual property right, without limiting the rights under copyright.

LANDesk retains the right to make changes to this document or related product specifications and descriptions, at any time, without notice. LANDesk makes no warranty for the use of this document and assumes no responsibility for any errors that can appear in the document nor does it make a commitment to update the information contained herein. For the most current product information, please visit www.landesk.com.

Copyright © 2011, LANDesk Software, Inc. and its affiliates. All rights reserved. LANDesk and its logos are registered trademarks or trademarks of LANDesk Software, Inc. and its affiliates in the United States and/or other countries. Other brands and names may be claimed as the property of others.

LSI-1006-EN 1011 SD/AZUU