

27b – Tools for Self-service

Action Item Template Response

General Action Item Information

Lead Division/Office: Communication and Support

Action Item Number: 27b

Action Item Short Name: Tools for Self-service

Dependencies with other EP Action Items: 28 (IT News), 29 (Community Engagement)

Implementation leader (name & email): Sue Perin (sperin@indiana.edu)

I. DESCRIBE YOUR PLANS FOR IMPLEMENTING THIS ACTION.

The need for new self-service tools covers most areas of IT from the edge to the center. Identifying and creating tools will be done through cross-department and cross-campus partnerships and will involve collaboration, communication, and cooperation. IU's One IT Team, distributed throughout the campuses, has a goal of serving IU's IT customers. The goal of this project is to leverage self-service tools created for one constituency and make them available to all who have a need.

Potential self-service tools identified and, in some cases, under construction include:

- Interactive tools to perform tasks
 - Green Gadget for monitoring workstation carbon footprint
 - Printer finder tool for all campuses and OS platforms
 - Wizards or assistants as needed (Kerberos, SSL VPN, etc)
 - Online phone service requests in OneStart Workflow for departmental telephone coordinators
 - WCMS templates
 - Online scheduling of non-Registrar-controlled STC labs
 - Online reservations of video conferencing rooms
 - Chat option for Student Technology Centers
 - Get Connected (students living off-campus and for regional campuses)
 - AskIU email and IM question/answer service
 - User profiles to assist with personalizing answers to customer preferences, interests, behaviors, etc.
 - User preference guidance
 - Technology-agnostic end-user interfaces (device doesn't matter)

- Interactive teaching tools
- Static tools to look up information
 - System health dashboard to check on status of networks, etc
 - Change management dashboard
- Preference-based information delivery (RSS, mobile devices, etc.)
 - Phone billing verification for orders and usage
 - Interactive ITTE Training materials
 - IT Tools tab in OneStart where all available IT tools can be accessed
- Need-to-know information delivery (real-time, when and where it is needed)
 - UITS services interactive list/dashboard
 - Mobile applications
 - Footprint ticket look-up and self-service portal within applications
 - Leverage Oncourse Help Tool model for all web-based apps developed and/or deployed at IU

II. WHAT ARE THE POLICY AND PRACTICE IMPLICATIONS OF YOUR PLANS?

- Determine feasibility and ownership of identified tool development and service delivery, while leveraging resources where possible.
- Engage faculty, staff, and student constituencies to identify areas where self-service tools are missing, are in need of enhancement, or are at a best-practices level and should be used as models for future development.
- Create and maintain policies surrounding appropriate access, authentication, data security, approval process routing, responsiveness, transparency and other standards.

III. IDENTIFY STAKEHOLDERS.

- Learning Technologies
- Enterprise Software
- Networks
- Communication and Support
- Research Technologies
- All IU departments using centrally delivered services for which self-service tools can be developed
- Students, Faculty, and staff