

## 27c – Leveraging Expertise

### Action Item Template Response

#### General Action Item Information

Lead Division/Office: Communication and Support

Action Item Number: 27c

Action Item Short Name: Leveraging Expertise

Dependencies with other EP Action Items: 29 (Community Engagement)

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#### I. DESCRIBE YOUR PLANS FOR IMPLEMENTING THIS ACTION.

IU has IT professionals across all university campuses who are potential resources that can be leveraged to share information, provide solutions, and enhance training opportunities. IT expertise is currently available through the participation of IT professionals who create of KB documents, training materials, and self-service tools, and through personal assistance at the Support Centers, campus Help Desks, and within departments. The goal of this Action Item is to leverage the expertise of IU's IT professionals to provide new and expanded services for all.

During 2009, the demand on the Support Center for chat support grew significantly. At the beginning of 2010 the Support Center increased the hours of availability to help meet this demand. To meet demand that continues to grow a decision was made to find a different chat support tool to provide new features, such as remote support for smartphones, and to enable IU to leverage one chat tool across the university. Chat software is being tested and a new product will be rolled out in May 2010. The upgrade of chat is a step toward additional leveraging of IU's IT expertise.

Further steps toward leverage lie in building partnerships within areas of expertise to identify appropriate sharing mechanisms (infoshares, blogs, forums, virtual networking, social network sites, etc.), and to determine the level of certitude required for each area of expertise. We will continually evaluate whether leveraging experts' time and knowledge is an efficient and effective use of resources. Opportunities for leverage exist in various forms, including the following:

- Real-time help
  - Expand support into more modalities, including remote help for mobile

- devices
  - YouTube videos created at faculty request for student assignments, i.e. “How to print to a wide-bed plotter.”
  - Connect classes (teaching IT concepts to classes at faculty request)
  - Podcasts of experts (podcast.iu.edu, YouTube, etc.)
- In-person support
  - Infoshares on IT topics of interest presented by area experts
  - IU expertise at your fingertips (chat, phone, one-one meetings)
  - World-topic expert sessions (access to experts at Intel, Adobe, Microsoft, etc.)
  - Discipline-specific user groups that meet regularly
- Group/social support
  - Generalist sites for connecting with customers
  - Facebook
  - MySpace
  - Twitter
- Niche audiences
  - Demographics (by campus, residence hall, fraternity, etc.)
  - Topic interest (online user groups)
  - White-label (branded) sites
    - uits.iu.edu
    - IU KB
    - IU Knowledge Commons (KB wiki)
- Online help materials from experts that are:
  - Interactive
  - Pertinent to what is happening in real-time
  - Presented using relevant media
  - Centralized so IU technical staff can share edge developments and ideas for service creation and refinement.
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- Potential services to be considered:
  - Implement a new chat tool for all IU campuses that provides all current chat capabilities and adds remote support for smartphones.
  - Increase chat hours; place signs in the STCs and other locations advertising chat.
  - Create user-friendly, easy-to-use avenues for UITS subject matter experts to share TechTips, troubleshooting ideas, etc. (blogs, KB, podcasts, chat, videos, desktop sharing, other formats).
  - Use the KB wiki as an interactive Q&A environment where customers and experts can ask questions, share solutions, and support each other.
  - Create and engage the IU community in participating in and using a skills matrix database to foster larger groups that can be called upon to support applications, etc.
  - Leverage expertise across all IU campuses to extend coverage, open cross-campus career opportunities, and achieve cost savings.
  - Engage social networking such as Facebook and Twitter (Tweets) for expert

answers to questions.

- Support faculty discipline-specific user groups through LSP academic outreach.
- Develop expert-driven media content that is relevant, reusable, and available across various access points.
- Partner with the IDS to establish a weekly IT column written by a UITS Journalism intern in a Dear Abby format that would provide solutions to submitted IT questions.

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

- The new chat tool will support all platforms and provide remote access to smartphones. While policies that apply to remote access to desktops and laptops will also apply to smartphones, there may be a need for new policies and procedures.
- In addition, the new chat tool will allow licenses to be purchased by departments across all IU campuses. This is an excellent opportunity to leverage the new chat software, but policies and procedures for purchasing licenses and appropriate use policies will have to be developed.
- In order to make IT expertise available, the first steps will be to recognize individual areas of expertise, identify appropriate sharing mechanisms, determine level of certitude required for each area of expertise, and come to an agreement that leveraging the identified experts time and knowledge is an acceptable use of resources.

## **III. IDENTIFY STAKEHOLDERS.**

- Communication and Support
- Networks
- Enterprise Software
- Research Technologies
- Learning Technologies
- Enterprise Infrastructure
- Campus LSPs (all campuses)
- Non-LSP Distributed IT Support providers
- Help Desks on all campuses