

CSS Overview

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Agenda

- 12:30 Lunch
- 1:00 CSS Overview – Wilson’s take
- 1:30 Q&A – Wilson and Mgmt Team
- 2:00 Cost Savings Ideas Realizations (CSIR)
project update – Rob Smyser
- 2:25 Closing Remarks - Wilson

Quick Overview of CSS

- 111 FTEs, 4 consultants
- Total Budget: \$13 M
 - Revenue: \$3 M
 - Settlements: \$2 M
 - General Institute Budget: \$8 M
- 6 Core Groups –
 - Computing Help Desk
 - DITR
 - Software
 - TCP – Training, DCAD, ATIC, Publishing
 - Telephony
 - ITSS

IS&T Client Survey

Survey conducted October 2008, asked 1500 faculty, staff and students. 41% response rate of 605 individuals.

Highlights

Core Services and IS&T Overall had big gains over 2007.

Network, Email and Help rose significantly from already high levels..

MIT's Help Desk ranks highest among ten other universities using the same survey consultant, including Stanford.

Tops in Satisfaction...

Help Desk Professionalism

- the Wired Network
- IS&T's keeping systems running
- Help Desk Technical Ability
- Network Services
- Ability to get through to the Help Desk

See the Report

web.mit.edu/ist/about/survey

Needs Improvement...

• **Faculty, Students, and Admin Staff**,
spam screening effectiveness

• **Faculty**

Selection of software licensed by MIT

Aspects of the telephone system (name connector, operators, customizability of VOIP.

• **Students**

Printer reliability

• Ease of connecting their computers to them

• **Admin Staff**

• Integration of calendaring and email

• Training and Outreach about SAP features

Computing Help Desk

Core Activities and Services

- General Computing Help on supported hardware, software, OS's
- Basic help on legacy applications, older technology, & technology in common use on campus
- Business Application Support
- User Accounts
- Stellar/EdTech Support
- Email & Network Help, incl. dorm & ILG
- User Accounts
- HW & SW repair, printer repair & loaner laptops
- Athena Consulting
- UNIX/Linux Help
- Backup/TSM Help
- Computer Buying Advice & Showroom
- Mobile Device Help
- Consulting & Administrative help on RT, Hermes, ACD
- Fall Readiness & Orientation

Key Constituencies

- All “official” community members: current faculty, staff, students
- Some non-official members such as family members and guests
- Retired members of the MIT community
- Business Application users
- Faculty, staff and students relying on educational technology such as Stellar
- Anyone using MITnet including guests, large visiting conference groups, etc.

Computing Help Desk, cont'd

Delivery Methods

- Contact Center, electronic & phone
- Walk-Ins Center
- Service Center
- RCC's in dorms
- Hermes (especially public facing articles)
- Coordinate Hardware Recommendation team (HardCore), participate on IT Partners
- Vendor relationships with key hardware vendors (Apple, Dell, Lenovo); maintain ECAT recommended configurations.

Key Metrics

- Staff: 28 FTE plus ~200 hours/week of students
- ~ 39,000-40,000 tickets/year
- ~ 60,000-70,000 incoming calls & emails/year
- 50% of contacts from staff
- 35% of contacts from students

DITR

SLA Team

- 11 consultants supporting roughly 1800 machines in 34 DLCs over 318 person hours per week
- Provide general desktop support

DITR Plus Team

- 3 consultants supporting 70 Institute executives in the vicinity of Building 10
- Provide general desktop support; available 24/7

DDM Team (Desktop Deployment and Maintenance)

- Recently merged AdminIT and Admin Desktop Renewal teams
- 5 consultants; roughly 58 DLCs and 900 machines in AdminIT program; and approximately 1000 total computer deployments per year.
- Free annual preventative maintenance visits; free basic remote desktop support (via phone, email, or using Bomgar); desktop deployments and data transfers.

Athena Cluster Support Team

- 5 members
- Student Laptop Loaner program for courses
- Athena Cluster spaces support: hardware, printing, furniture, renovation coordination.
- DLC Private Athena cluster support.

Software

Major Function:

Provide numerous services for desktop software to provide ease of use and deployment to save MIT time and money.

Software Teams – 10.75 FTE

- **Software Acquisition** – contract negotiation and interpretation
[32 licenses worked on: 7 new, 8 reworked, 15 renewals]
- **Academic Software** – Athena software and academic focused license servers
[154 titles supported, 65 updated past year]
- **Software Release Team (SWRT)** – release software to the community including preparing support
[32 release projects]
- **Mobile Devices Support Team** – release mobile device software and support usage on campus
[49 device evals – 400 tickets]
- **Volume and Site Licensed Software Team (VSLS)** – distribute volume and site licensed software to the community
[3,900 software transactions handled]

Looking forward to the Software Grid in new IS&T website

Training

Services

- Hands-on and Quick Start classes
- Departmental classes and I:I Tutorials
- Projects
- Online training: IS&T on-line demos & Element K (over 2000 titles)
- Outside training coordination
- Training room usage

Basic Info

- 7 FTE, 4.25 Trainers, Registrar, Facilities Coordinator
- 68 Titles
- 292 Events
- 96 DLCs represented among attendees

Value

- More than just Trainers: Follow-up support, QA, & “Usability”

Ambassadors for IS&T & MIT

Promote other IS&T services & provide training expertise to MIT and outside professional organizations such as NERCOMP, Boston Consortium, & MIT’s Training Alignment Team.

Involvement & Achievements:

Training Best Practice, NERCOMP, 2008

Development of MIT’s Training Partners Group

Training Delivery Guide , Best Product of 2009, Training Media Review

DCAD

Consulting and Development services for any MIT DLC on web or database projects. In FY08 DCAD started 246 projects

Web and Database Consulting – fee based

- 5 Consultants handling around 75 active projects at any time
- Provide business analysis, project management, vendor selection

Usability Consulting – no cost

- 1.6 Consultants handling around 20 active projects at any time
- Provide professional reviews, card sorts, usability testing

Web Development – fee based

- 2.5 Developers handling around 45 active projects at any time
- 35 projects are SLA's for web maintenance and managed hosting
- Develop using XHTML, CSS, JavaScript, PHP, MySQL
- Systems based on Drupal, Wordpress, MediaWiki

FileMaker Development – fee based

- 1 Developer handling around 20 active projects at any time
- 10 projects are SLA's for maintenance and managed hosting

ATIC

(A a d a p t i v e T e c h n o l o g y I n f o r m a t i o n C e n t e r)

Mission: Compliance with federal mandates of the Americans with Disabilities Act governing technology accommodations and access to academic programs and services.

Customers: Students and staff with disabilities; developers and providers of IT products, services, and web sites.

Services and current demand/scope:

- Accessibility consulting on best practices in web design, software development, and Institute-wide technology access. Perform approx. 12 reviews per month (150 year).
- Adaptive technology support for students or staff with disabilities. Meet with approx. 25 individuals/month (300 year).
- Adaptive Technology Computer Cluster for MIT Students with disabilities. 8 computer stations currently used by 28 students. Cluster open 24/7.

Team: 2.2 FTE Staff plus 5 MIT students

Publishing

The Publishing Team creates and publishes documentation that helps the MIT community use IS&T's products and services quickly, knowledgeably, and effectively.

This year, the eight team members:

- Created documentation in support of over 50 new and enhanced IS&T products and services including Exchange, SAP HR/Payroll, SAP Facilities, EHS, Stellar, Win/Mac/Linux software, Coeus, Mobile Devices, Server Operations, and VoIP.
- Updated IS&T organizational information, assisted with IS&T HR and other departmental site redesigns, and helped launch the online IS&T internal newsletter.
- Maintained production control of the IS&T web site.
- Published 2,160 page updates since July 08.
- Collaborated with ISDA and OIS on the IS&T Web Site Redesign/Drupal CMS project, scheduled to go live with migrated content on July 1, 2009.

Telephony

Telephone Info Center team

Three team members

- Answer 5500 calls per month on average
- Provide 800 Audio-Bridge Multi-Party Conference Calls per month on average to the MIT community

Telephone Client Support team

Six team members

- Support traditional telephones
- Support MITvoip
- Have decreased resolution of MITvoip RT requests about 10 times since started a year ago:

4th qtr FY08	3.5d avg	1d median
1st qtr FY09	2.5d avg	0.65d median
2nd qtr FY09	1.4d avg	0.085d median

ITSS

Activities

- Promote safe computing through awareness and by finding or handling vulnerable, compromised and dangerous hosts.
1587 new incidents in 2008.
- Reduce MIT's legal risk due to data spills.
17 incidents in last 12 months.
- Help MIT comply with Copyright Law
2169 takedown notices in 2008.
> 100 lawsuits since 2007
- Provide digital forensics support to OGC et al.
- Promote civility and responsible use of MIT computing resources.
- Provide IS&T Policies.

Approaches/Methods

- Policy
- Awareness
- Preparation
- Prevention
- Detection/Response
- Risk Management

So where do we go
from here?

What does our data tell us?

- Ratio of products/services to employees in IS&T
- Ratio of products/services to employees in CSS
- Unit Costs?
- Very diffused model for service delivery
- High customer demand but we are trying to be all things to all people

What's broken?

- Billing
- Inventory
- Customer Management system
- Paper work for work-orders
- No cost model
- Work not tied to metrics, costs, minimal prioritization

What's working !!

- Our People
- Most services well received by Community
- Our desire to do the right thing for MIT
- Hermes, Mobility, DITR+ - examples of well received new services



Increasing Quality

- Reduce Quantity
- Metric driven services
- Employee Satisfaction
- Client Satisfaction
- Employee performance tied to customer metrics and adherence to budgets

Reducing Costs

- NO “Sacred Cows”.
- Look at new ways for delivering services
- Reduce time to deliver quality services
- Eliminate duplications

New Processes

- Streamlining service delivery into CSS and out to Community
- Setting rigorous work criteria:
Software Release is first of many.
- Ideas welcome from all of you.

New models for service delivery

- Increase X-CSS collaboration.
Use each team for appropriate work.
- Increase focus on faculty and students.
Dedicated group?
- Merge functions that provide similar service
to community

Our Aspirations

- To be the **best** IT Services organization in higher-ed, that is aligned with MIT's mission around teaching, learning and research
- Providing the best customer experience - support and services
- Reducing time to market and costs of new services to the community
- Enable the community to innovate by providing easy to use services and infrastructure
- Become an "Employer of Choice" for the best technology and business talent.
- Recognized as an entity that fosters creativity, talent and growth with balanced work/life