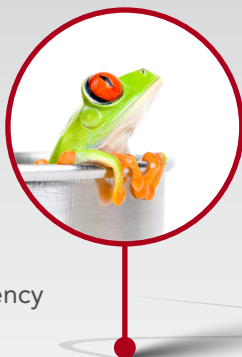


MOUNTING DEMANDS

Increasing enrollment
Decreasing funding
Cannot afford inefficiency
"Frog in the pot"



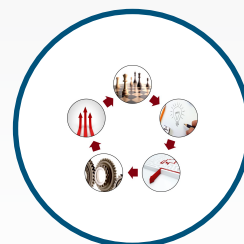
INTENTIONAL DESIGN

Identified a need for intentional service design, coordination of resources, and more structured service delivery



EDUCATIONAL SESSIONS

Conducted educational sessions to teach all BA IT staff about key service management concepts



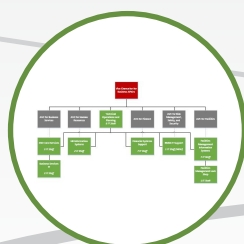
SERVICE DESIGN & UNIFIED CATALOG

Applied IT service management concepts in the intentional design of BA IT services
Advanced readiness of BA to adopt the University-wide IT Service Catalog



ORGANIZATIONAL CHANGES

Implemented organizational changes to address staffing gaps and strengthen the overall reporting structure within BA IT



* BA = Business Affairs

NEXT STEPS

Strengthen focus on customer service
Establish procedures for regularly revisiting IT service design elements
Continue focus on strengthening the BA IT organization
Support continued development of the University-wide service catalog



Business Affairs

ROAD TO IT SERVICE MANAGEMENT