

HVC² Outcomes

Some results of high velocity change through our high volume collaboration • 11.5.2004 • #10

New Program Unit to Facilitate Seamless Delivery

A major part of the feedback from Information Services clients during the HVC2 team process was that the services offered by Information Services were not well known. It is essential that we are able to integrate our service offerings and provide our users a more seamless approach to service delivery. Two steps toward this goal are featured in this and the next issue of *HVC2 Outcomes*. In this issue guest author Jerree Catlin discusses the new Program and Service Management Office in Information Technology, our new name for those units working with Associate Vice Provost Donna Liss.

— Marilu Goodyear
Vice Provost for
Information Services

In the next issue ...

The Low-Down on our Instructional Programs within the Libraries

The New Program Office: Integration for Delivery and Support of Services

—Jerree Catlin, Associate Director of Information Technology, a division of Information Services

The recent HVC2 process focused on identifying the needs of our faculty, staff, and students. Many of the results of the process, especially those from the Quality of Service groups (Student, Scholars, and Decision Makers), documented needs for the development of new services and for customer service improvements. As a result, many new services developments and enhancements are underway.

In order to provide an integration point for the delivery and support of reliable services provided by Information Services units, a new unit, the Program and Service Management Office (PSMO), is being formed. The hope is that this single point of contact will enhance IS customer service and ensure that our services aligned with the needs of the University community. Staff currently involved with the Program and Service Management Office include a program director, a service manager, and a help desk manager, as well as project management support.

The Program and Service Management Office staff plans to focus our activities within four main areas: information collection, communication, service and process management, and project management services. Why these four areas? Most of our current IS services are integrated because they rely

on several computing systems, complex authentication services, and intricate maintenance and backup procedures. Any time new services are introduced, it is imperative to know how the new service will affect existing services as well as who will provide the technical support for software programs, computers, and their operating systems as well as user support such as documentation, web page support, training, and communications. The Program and Service Management office will serve as an information resource and a central coordination point for the support of existing services as well as the introduction of new services through reviewing and refining our service and process management, continuing to enhance our IS-internal and University communications, providing resources and support for IS project management, and centralizing the information about our systems and services.

Additional information about our goals, objectives, best practices and staff are available at www.ku.edu/~psmo. We invite anyone interested in providing new online services as well as those who are interested in project management to contact me or any of the other members of the office.