

CONTINUOUS IMPROVEMENT ACTIVITY FORM

This record is a standard format method for collecting information about planning and change activities at the University. The record will be utilized as information for reports, as a vehicle for understanding and monitoring departmental progress, to assist with campus-wide communication and planning and in our work with the Higher Learning Commission. Your focus as you complete this form should be upon the systems and processes.

Please complete a separate form for every planned or implemented change within your department.

Name of Department: University Information Services

Name of Person Completing this Form: Charles Warner

Date of Completion of the Form:

Check one:

- This change is planned or in the process of being implemented: Planned for completion in spring of 2014.

This change is completed:

THE CHANGE

The Problem or Challenge. Briefly describe the problem, challenge, or need you are trying to address and the evidence that led you to seek to make a change. Why was it important to address this problem and what do you expect to be the impact of the change upon your department and the institution.

RESPONSE: The planned change is to implement an upgrade to the current UIS Helpdesk technology, i.e. to transition from the current HEAT 8.3.6 version installed to the new 2013.1 version. This upgrade serves as a basis for process change within UIS. Specifically, it provides opportunities for improvement in the way UIS collects data on its core services, and encapsulates a change management philosophy as a foundation for service. It incorporates new modules that are based on IT best practices with enhanced Service Management capability designed to manage and audit successful completion. This upgrade provides KPI reporting features to better analyze information and supports continuous improvement based on data collection.

In the course of implementing this upgrade, UIS is re-evaluating all of the services it offers and defining appropriate measurements for end user satisfaction.

What Was Your Original Plan for Change?

RESPONSE: The HEAT software was originally installed over 10 years ago. Upgrades offered by the vendor have been applied over time, however the life cycle of this particular suite is coming to an end. The plan is to implement this product enhancement in a test environment in the fall of 2013, to evaluate how each feature of the product can best be utilized in the context of UIS services.

What Was Your Final Plan for Change?

RESPONSE: The final plan will depend on the outcome of data setup and planned testing.

What was your Timeline for Change?

RESPONSE: This effort is planned for completion in spring 2014.

Metrics? What data are you routinely collecting to evaluate the effectiveness of your changes?

RESPONSE: Currently we collect data on each request that is input into the HEAT database, and we report on criterion including type of service provided, duration to resolution, outstanding requests, open and closed requests over time.

Results? How do/will you know you have successfully addressed the problem or challenge?

RESPONSE: Reports on data collected and measures of effectiveness will provide support for measurable improvement based on this upgrade.

Responses? What change have/will you make as a result of the data developed?

RESPONSE: UIS will look for ways to improve its level of service to students, faculty and staff in a measurable way - based on the data collected and analyzed.

Other Information?