

USER-CENTERED IT for



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# Agenda

- About our support environment
- Challenges of supporting remote locations
- Project justification
- Product selection process
- Scorecard
- Return on Investment



# Organizational Change



Three separate entities merged into one large IT department:

- University of Florida (UF) Health Sciences Center (27 various IT departments, 4 of 6 colleges, and various UF Centers and Institutes)
- Shands HealthCare Gainesville (1 main IT department)
- Shands HealthCare Jacksonville (2 separate IT departments [Inpatient and Outpatient])

# Environment

## LANDesk Service Desk 7.7.3

- 600 Analysts
- 55,000 End Users
- 200 Groups/Queues
- 13,000 Incidents/month
- Incident Management
- Change Management
- Knowledge Management

## LANDesk Management Suite 9.6 SP1

- 17,000 devices (virtual and physical devices)

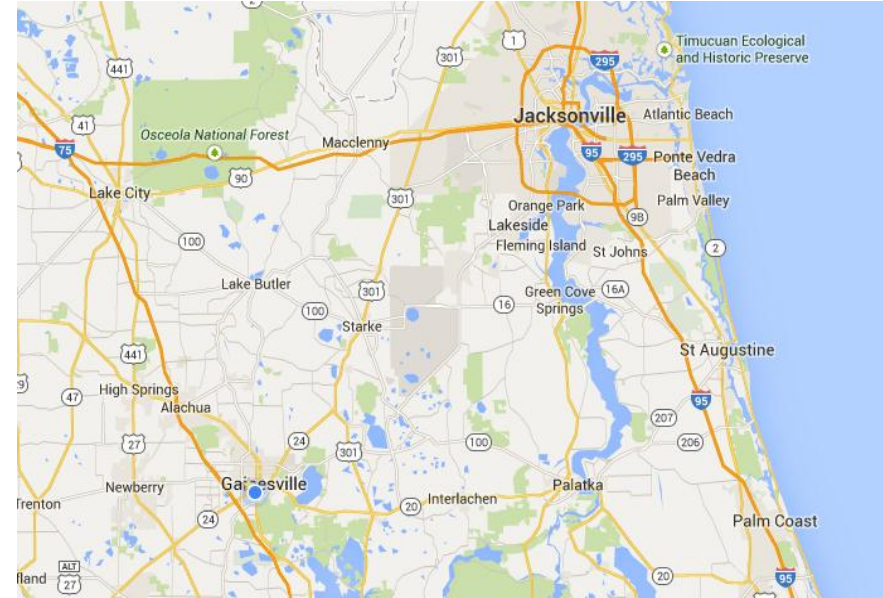
## ALM 6.0.2

- Process Manager 6.0.2
- 58,000 Devices (Active/Inactive)



# Two support centers

- Both Support Centers use a single Triage queue to manage self-service requests that are not auto-routed
- Each Support Center has its own dashboard that only shows incidents assigned to their respective customer groups based on the domain/forest of the user
- This combination creates less overhead to support and easier routing for both Support Centers



# A long time ago, in a galaxy far far away...

- Remote clinics/hospitals.
- Extensive travel time
- Extensive costs
- Resolution time delay
- Reduced productivity



# Justification Process

- Cost analysis
- Time to call resolution
- Software distribution
- Patching
- Defined scope of project



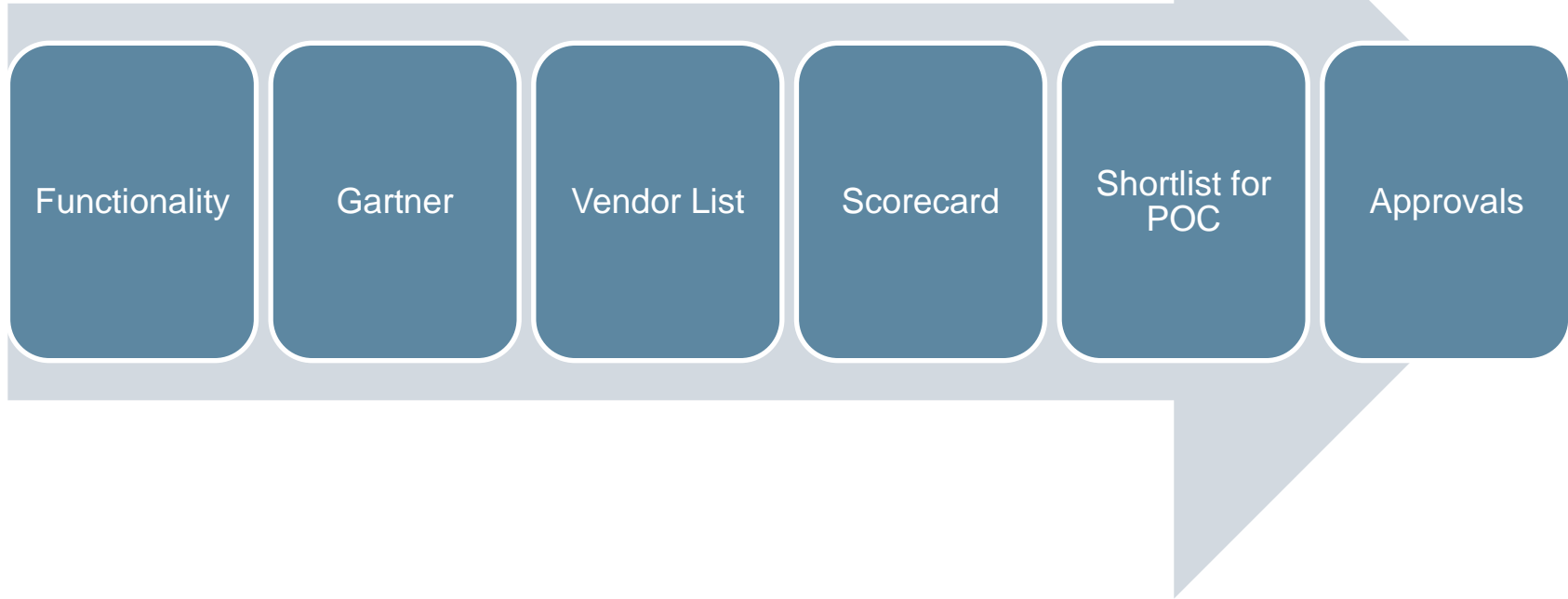
# Product Evaluation

- What functionality to evaluate?
- Which products to evaluate?
- How to select the shortlist?





# Selection Process



Functionality

Gartner

Vendor List

Scorecard

Shortlist for  
POC

Approvals

# Scorecard

- How did we identify what to put on the scorecard
- How did we evaluate the vendors
- Talk through the scorecard

	A	B	C	D	E	F	G	H	I	J
1	<b>Weighted Scores for all products</b>									
2	(4) Must Have (3) Significant work reduction (2) Nice to have (1) Icing	Availability of feature: (3) Out of the Box (2) Write Script (1) Requires purchase of additional features (0) Not possible	<b>LANDesk</b>		<b>Vendor 2</b>		<b>Vendor 3</b>		<b>Vendor 4</b>	
3	<b>Weight</b>	<b>Features</b>	Feature Score	Weighted Score	Feature Score	Weighted Score	Feature Score	Weighted Score	Feature Score	Weighted Score
4		<b>Application Deployment</b>								
5	4	Allow Prompting by user - Allow users to control when they get a deployment.	3	12	3	12	3	12	3	12
6	2	Ability to categorize deployment packages: 1. Security 2. Application 3. Tasks	3	6	3	6	3	6	3	6
7	4	Command-line parameters - Ability to use command line switches for deployments.	3	12	3	12	3	12	3	12
8	3	Ability to version different iterations of a package.	2	6	4	12	3	9	3	9

# Benefits

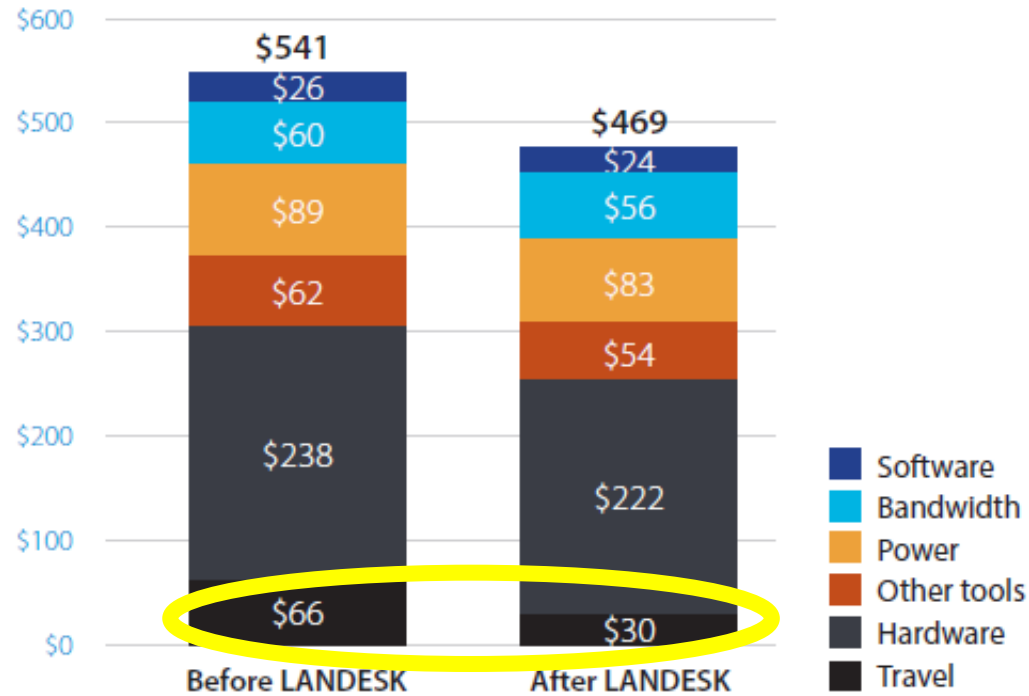
- Improved response times
- First call resolution
- Automated service delivery
- Reduced costs
- One vendor
- Increased productivity
- Happy customers



# IDC Report

- Savings in capex and opex
- Reduced operational costs for
  - Power
  - Bandwidth consumption
  - IT staff travel
- 5 out of 8 companies reported savings in travel costs – 54% using remote management

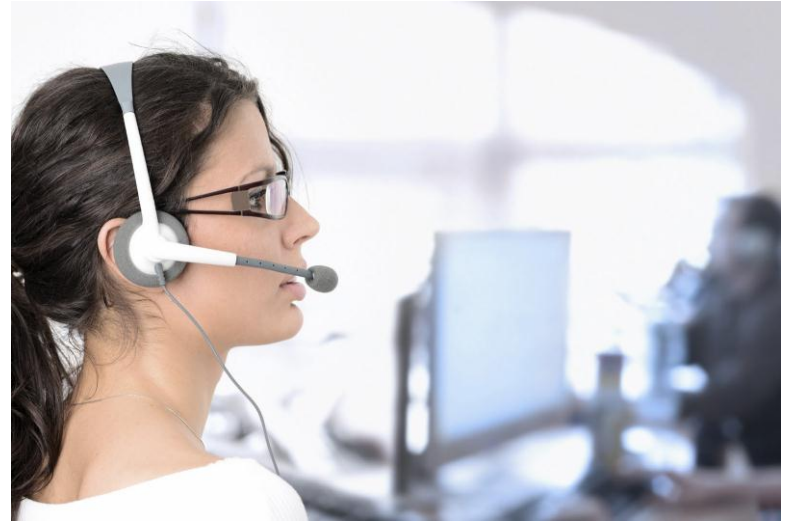
## IT Cost Savings per User



Source: IDC, 2013

# Help Desk Optimization

- Automation improves IT service
- Reduces cost of providing support
- Reduces errors
- Reduces help desk calls by 24%
- First-level responders are now able to resolve 66% of problems

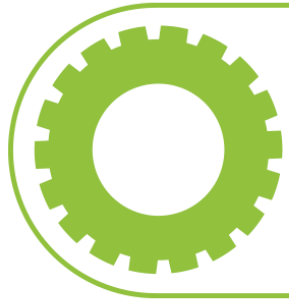


# Return on Investment

- Reduce the time to set up and configure each desktop from 3 hours to 1.3 hours and the time to build and package each image from 8 hours to 30 minutes.
- Reduce their IT staff time spent in day-to-day management and problem troubleshooting and response by 57%, reducing their client management costs by \$173 per user
- The costs for asset management (\$13 per user) and user administration (\$10 per user) are reduced through automation as well.



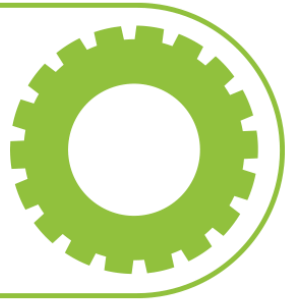
Surround in **SIMPLICITY**



**MAKE *IT* SO AUTOMATIC**

users can do almost anything they need...

**...WITHOUT HAVING TO ASK**



# Take Aways

- Scorecard
- Whitepaper: Choosing an ITSM Solution: What you really need to know
- IDC Whitepaper – Return on Investment





Thank You!  
😊

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