

# Georgia State University BluePrint™ Overview & Roadmap

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# BluePrint Project



- *Four week assessment of IS&T Operations*
- *57 customers of IS&T interviewed*
- *66 IS&T staff interviewed*
- *Documentation and systems review*
- *Help Desk live operations review*
- *Findings and Recommendations delivered*
- *Best Practice Processes tailored to IS&T and delivered*

# BluePrint Results



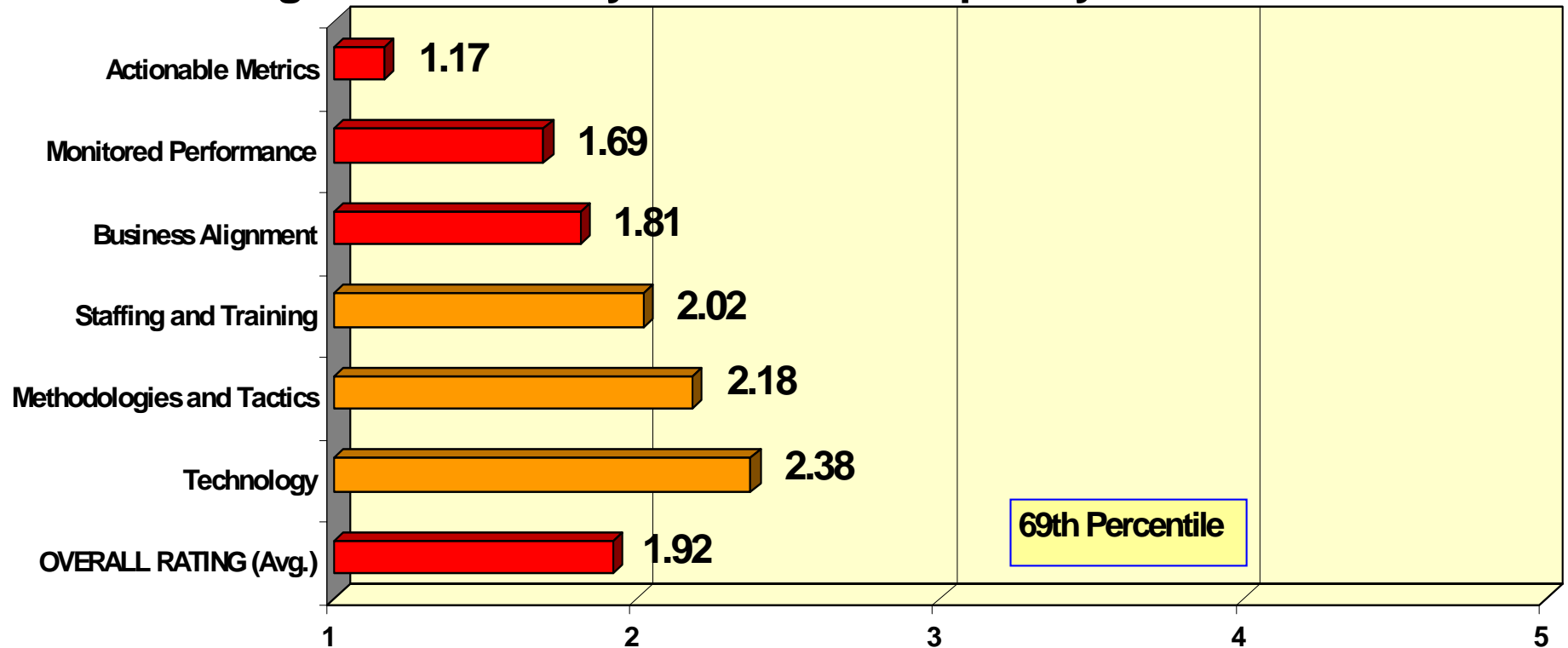
- *Gap Analysis—comparison of IS&T to industry best practices*
- *Industry Critical Success Factors—comparison of IS&T to industry metrics*
- *Informal Customer Satisfaction results*
- *Cost—comparison of IS&T to industry costs*
- *Future Vision*
- *Net/net*
- *Roadmap*

# BluePrint Overview



- IS&T's Gap score: 1.92 (1-5 scale), 69<sup>th</sup> percentile across the industry, significant opportunities for improvement*

**Georgia State University IS&T BluePrint Gap Analysis Score Card**



# Critical Success Factor IS&T is very metrics lite



	<u>Current</u>	<u>Industry</u>
• <u>Help Center:</u>		
– Abandon rate	16 – 53%	5 – 6%
– Average Speed of Answer	8 minutes	30 seconds
– Number of clients / FTE	1,667 – 11,000	100 – 1,000
– % First Contact Resolution	~30%	55 – 80%
• <u>Tier 2:</u>		
– Average Response Time	15 hours	15 min – 2 bus days
– Average Resolution Time	11 – 38 clock hours	4 bus. hrs 5 bus. days
– % Resolutions	~65%	15 – 40%
• <u>Informal Customer Sat:</u>	2.7	3.6+

**45 metrics overall in the results**

# Overall Satisfaction (Informal Customer Survey)



*57 responses*

*Faculty, VP's, staff and students*

*4 – very satisfied*

*3 – satisfied*

*2 – dissatisfied*

*1 – very dissatisfied*

# 2.7

*Slightly dissatisfied*

# Cost / Call Help Center significantly low



Categorize call types in level they are resolved in.



First Call Resolutions

Escalations

Typical Customer	1%	2%	52%	36%	9%
STI	6%	4%	69%	15%	6%



- *Help Center is the heart of the problem and the solution*
  - *Understaffed, under-trained, under-measured—hence:*
    - **Low cost/call**
    - **Poor reputation**
    - **Poor performance**
- *A re-engineered Help Center performing at/near best practice with cooperation from the rest of IS&T will ensure success—the rest of the organization just needs adjusting*

# Roadmap to Success



- *Help Center re-engineering:*
  - *4-6 month project*
  - *Includes adjustments in other departments based on BluePrint findings*
  - *Includes overall IS&T customer service alignment via Operating Level Agreements between all the IS&T departments*
  - *Includes customer focus groups to establish clear roles and responsibilities*
- *When ready, introduce new name: IS&T Customer Service Center—will improve customer perception*
- *Initiate Critical Success Factor measurements and continuous improvement*

# Gap Analysis



- **265 Best Practices**
  - Current state assessed to the extent possible and within the scope of the SOW
  - Gap “calculated”
  - Source(s) identified
  - Score applied
- **Scoring Reference**
  - Skewed toward excellence
- **Score Card**
  - Ranks GSU against industry best practice in all six Operational Success criteria

# Gap Analysis



## Scoring Reference

<b>1</b>	Poor	Demonstrates lack or nominal presence of critical element
1.25		
	1.5	Critical element is present in some form, however use is negligible
1.75		
<b>2</b>	Inadequate	Retains some aspects of critical element but does not demonstrate reliable, active use
2.25		
	2.5	Use of critical element may be erratic; variable application or use of element due to time/location/control constraints
2.75		
<b>3</b>	Adequate	Exhibits regular, frequent, and correct use of critical element
3.25		
	3.5	Demonstrates tendency to enhance critical element through innovation; actively promotes use of critical element
3.75		
<b>4</b>	Excellent	Use of critical element is designed as part of routine and is universally accepted
4.25		
	4.5	Takes every opportunity to improve measurement of or application of critical element; standardizes use of critical element throughout process
4.75		
<b>5</b>	Exemplary	Demonstrates ideal use and innovation of critical element; True industry benchmark

Rating:	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Industry Ranking (Better than %)	<b>60%</b>	<b>70%</b>	<b>80%</b>	<b>90%</b>	<b>100%</b>

Based on industry studies, approximately sixty (60) percent of support organizations function at or near a level of consistent one (1) ratings.