

# IT Service Management - OSU Case Study

Melitza Cancel  
Richard McGee  
Israel Lockwood  
Karl Mitchell  
Terrence Mack  
Austin Songer  
*Robert Morris University*

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# PURPOSE, SCOPE AND OBJECTIVES

## Purpose

- ▶ To create a means to see the condition of each service, its cost, and funding gap to be able to make educated decisions about future investments and divestitures. In addition, to possibly standardize a single service catalogs across all Ohio State University entities.

## Scope and Objectives

- ▶ Create a dashboard to monitor use of IT services
  1. Current condition of operations services in the Service Portfolio
  2. Clearly defined criteria for investing and dissociating from services
  3. Service Portfolio content translucent and noticeable via the dashboard.

# BUSINESS RELATIONSHIP MANAGMENT

- ▶ Nature of the Business relationship with the customers
  - ▶ Relationship in which services and solutions to problems need to be delivered in a timely fashion
  - ▶ Customer Portfolio
    - ▶ Ohio State surrounding community, students, staff, parents, alumni, and donors
- ▶ Initiation by Customers
  - ▶ Request an IT service by visiting a service catalog website
- ▶ Initiation by Ohio State IT department
  - ▶ Received request for a service in which an IT manager will delegate service requests to associate IT service providers

# BUSINESS RELATIONSHIP MANAGMENT

## Business Relationship Management Process

- ▶ Customer Satisfaction Surveys
- ▶ Handling of Customer Complaints
- ▶ Customer Complaint Monitoring

# FRAME 4

# FRAME 5

# FRAME 6



# FRAME 7

# FRAME 8

# FRAME 9

# FRAME 10

# FRAME 11

# FRAME 12

# FRAME 1

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### FRAME 3

## FRAME 4

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# FRAME 3

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