Situations:

Kansas State University relies on its IT infrastructure to carry out academic, administrative, and research activities. However, the current overextension of computer support is resulting in delayed resolutions of technical issues, which are leading to inconsistent service and frustrating faculty, staff, and students. Wait times for support are very long, and users do not have clear instructions on how to report issues. Accessing specialized resources—be that research computing or high-demand software—is not always easy. It is especially a problem during peak periods, for example, at the start of terms, which interferes with business-critical work and results in a poor user experience.

Proposed Solution:

These could be addressed by a strong computer support system at Kansas State University. It needs to have centralized resources, streamlined processes, and proactive measures for support, which would ensure uniform service delivery. Some of the key features included are tiered support models, advanced ticketing systems, dedicated support available for research and academic needs, and a robust knowledge base, which will help in self-service.

Steps:

Assess Needs and Current Gaps:

Conduct university-wide surveys and focus groups to identify pain points in the support infrastructure.

Establish Tiered Support:

Develop a three-tiered support model: Tier 1, general inquiries; Tier 2, complex issues; and Tier 3, which adds in-depth academic and research support.

New Ticketing System coming:

Design a centralized system to track IT support requests with automated prioritization and escalation.

Recruit and train more support staff. Increase staffing to meet peak demand; train staff for specialized research and academic needs.

Create dedicated support for research computing:

Building a high-performance computing, data analytics, and academic software expertise team.

Provide an online portal where tutorials, FAQs, and troubleshooting guides are accessible at the click of a button.

Pilot and Launch:

Pilot the new infrastructure in a few departments before the campus-wide rollout.

Advantages

Improved Customer Experience: Shortened queues and faster resolution of technical issues for staff, faculty, and students. Improved workflows will minimize disruptions, allowing users to concentrate on academic and research goals. Support for Innovation: Research computing support is going to increase the level of innovation. Cost Savings: Also, self-service options are going to reduce repeated requests. Potential Challenges Resource Allocation The budget for extra staff and infrastructure can be found by re-prioritizing spending. This investment will pay off in increased efficiency and satisfaction from users in the long run. Training of new and existing staff will temporarily reduce availability for support; implementation of phases and cross-training can help alleviate this. There may be a period when not all users feel comfortable with the new system. A good communication plan and user training will ease this. This proposal will enable Kansas State University to achieve an effective, user-centered computer support system that advances its commitment to excellence in education, research, and innovation.