

CITES

Campus Information Technologies and Educational Services

The Brave New Handheld World

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Why did we start this pilot project?

- VIPs requesting the service
- IT support staff asking for support from Help Desk
- Tier 2 staff were already supporting some things on handheld devices
- Next step to improve customer service by providing a requested service

Help Desk pilot/testing/evaluation

- Product research – selection of a variety of models/carriers/operating systems
- Purchased some devices for long term use by Help Desk staff, and worked with vendors to evaluate other devices

Device	OS	Carrier
LG VX9800	Blackberry	Sprint/Nextel
Cingular 8125	Win. Mobile 5	Cingular/ATT
UT Starcom 6700	Win. Mobile 5	Verizon
Blackberry 8700c	Blackberry	Cingular/ATT
Nextel 7100i	Blackberry	Sprint/Nextel
Moto Q	Win. Mobile 5	Verizon
Treo 700p	Palm	Verizon
Treo 700w	Win. Mobile 5	Verizon

Access, Collaboration, Documentation

- After staff had access to devices, they began taking on more PDA cases “unofficially” as a part of the pilot testing
 - Level one consultants were informed to begin accepting PDA customers who were willing to visit the Help Desk for assistance.
 - Level 2 staff were able to work with real customer problems
- Collaboration with IT Pros on campus
 - Conference presentation, open discussion to IT Pros on campus
 - Feedback helped us narrow our testing and documentation focus
- Documentation
 - Collaborative documentation using Confluence wiki
 - Created a template for staff to build documentation
 - Regular meeting with staff to keep the project focused
 - Now transitioning documentation to our knowledge base

Lessons Learned/Conclusion

- Collaborating with other units is essential to find out what they need specifically. We had a very comprehensive list, but not all items were required. Our list of things to test decreased dramatically, focusing on campus services – wireless connectivity, email, calendaring.
- We are developing an SLA to provide a defined level of support- we're essentially supporting any device with connectivity, email and calendaring, but with a clear escalation path in the event we cannot solve the issue.

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