



Service Priorities and Programmes Electronic Presentations

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Improving IT Service Delivery with Online Service Catalogue

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Introduction

The wide use of Information Technology and increasing diversity of computing environments drive IT service provider to continuously improving its services. Supporting user mainly through hotline is no longer sufficient with the pressure from growing number and complexity of calls. To better communicate with users and deliver services more efficiently, the KWCIT department has implemented an online system – IT Service Catalogue.

Objectives

(1) To present a portfolio of IT services the department is offering (2) To provide an alternative means for users to make requests, report problems or track case status round-the-clock (3) To boost team collaboration and operational efficiency (4) To facilitate service improvement through performance benchmarking and data analysis

Methodology

Develop and implement a web-based system with: (1) Service Catalogue – present all IT services, online applications and IT trainings available to users (2) Service Request / Problem Reporting – capture IT request details and automate workflow of service and problem management (3) Tracking / Monitoring – facilitate online tracking with details such as case status, progress and actions taken (4) Dashboard / Report – visualize service metrics, summarize case statistics and benchmark operational performance for further analysis

Result

The project is pilot launched in the Princess Margaret Hospital in 2013; user-submitted cases were increased from 26% to 52% in 2013 indicating a tendency of increasing user acceptance. A User Satisfaction Survey was conducted showing that 90% of users agreed that the system provides an efficient way to submit service request and 90% are satisfied with the capability of tracking case status themselves. All support cases with progress notes are logged onto the system centrally to facilitate communication among the IT operation team. As a result, the average time to complete a complicated case that requires collaborative efforts has been greatly reduced by 5.8 days and over 80% of all cases can be resolved within one working day. Several improvement projects were initiated through regular monitoring and

analysis enabled by the system: (1) User training for Windows 7 and Office 2010 were held to address increasing numbers of related support cases (2) Establish preventive maintenance workflow to free up redundant storage space and detect hardware malfunction on PC (3) Review IT office hours and manpower arrangement