



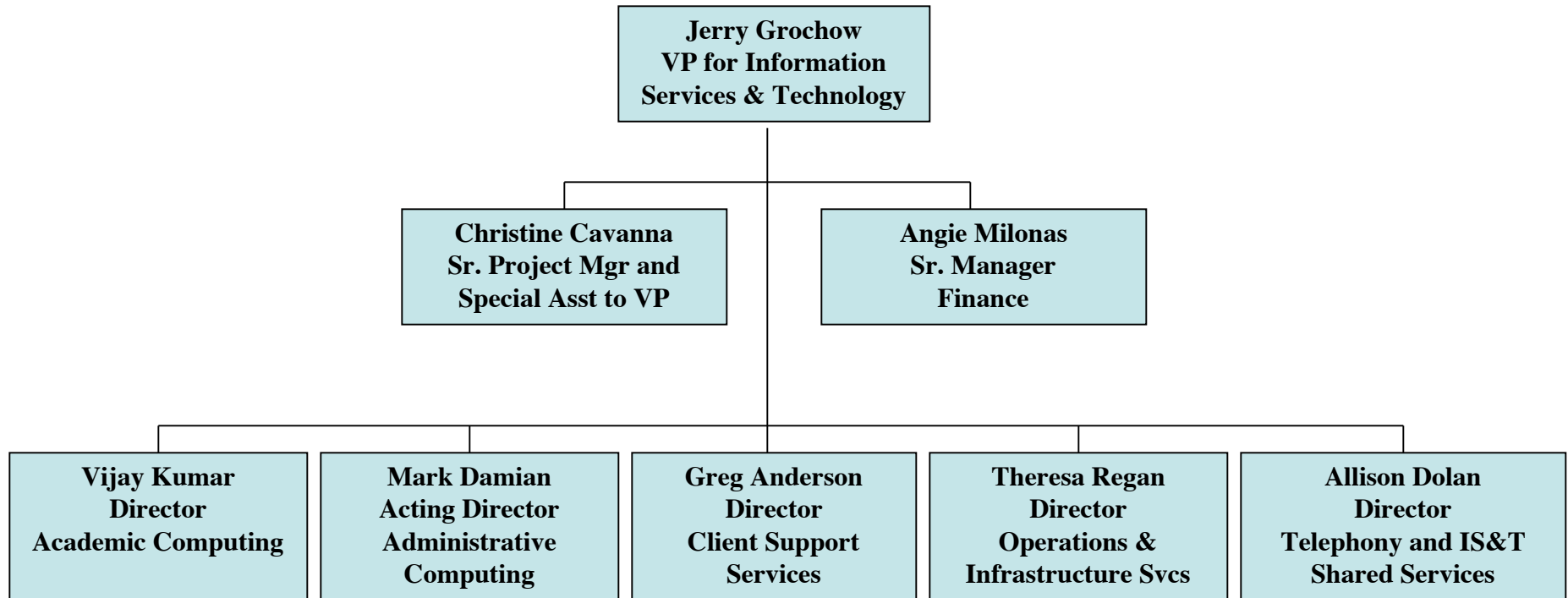
# Business Community Breakfast

IS&T Support Services to the  
Administrative Community

Feb. 2005



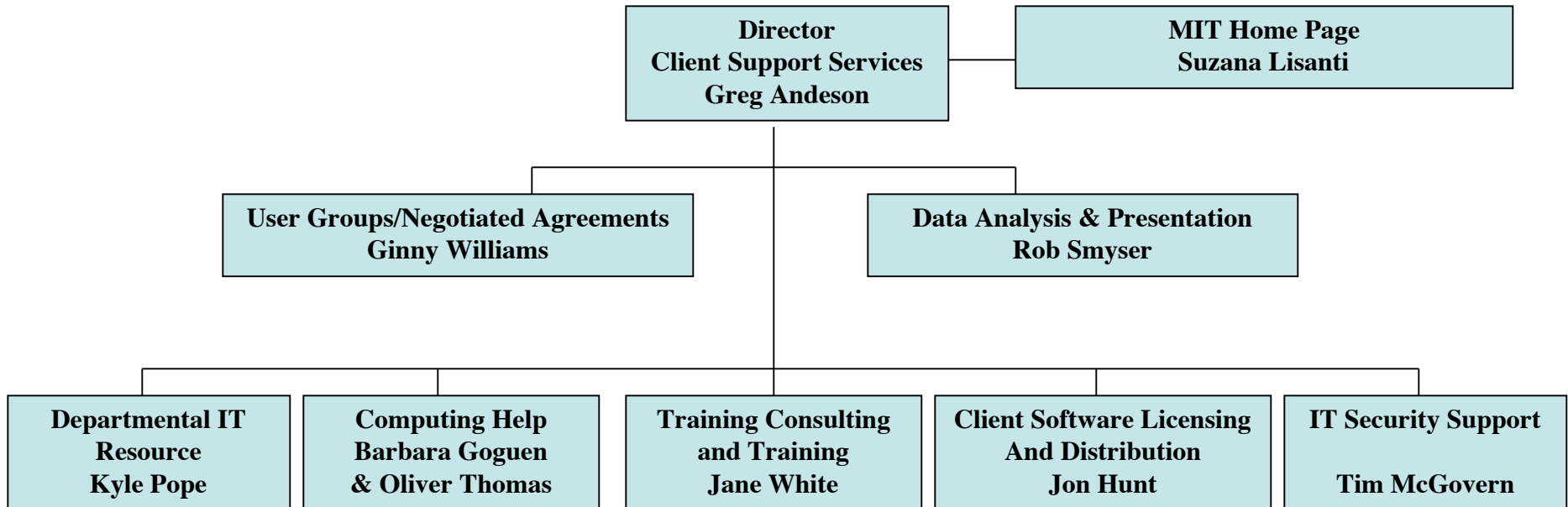
# Overall Organizational Structure





# Client Support Services

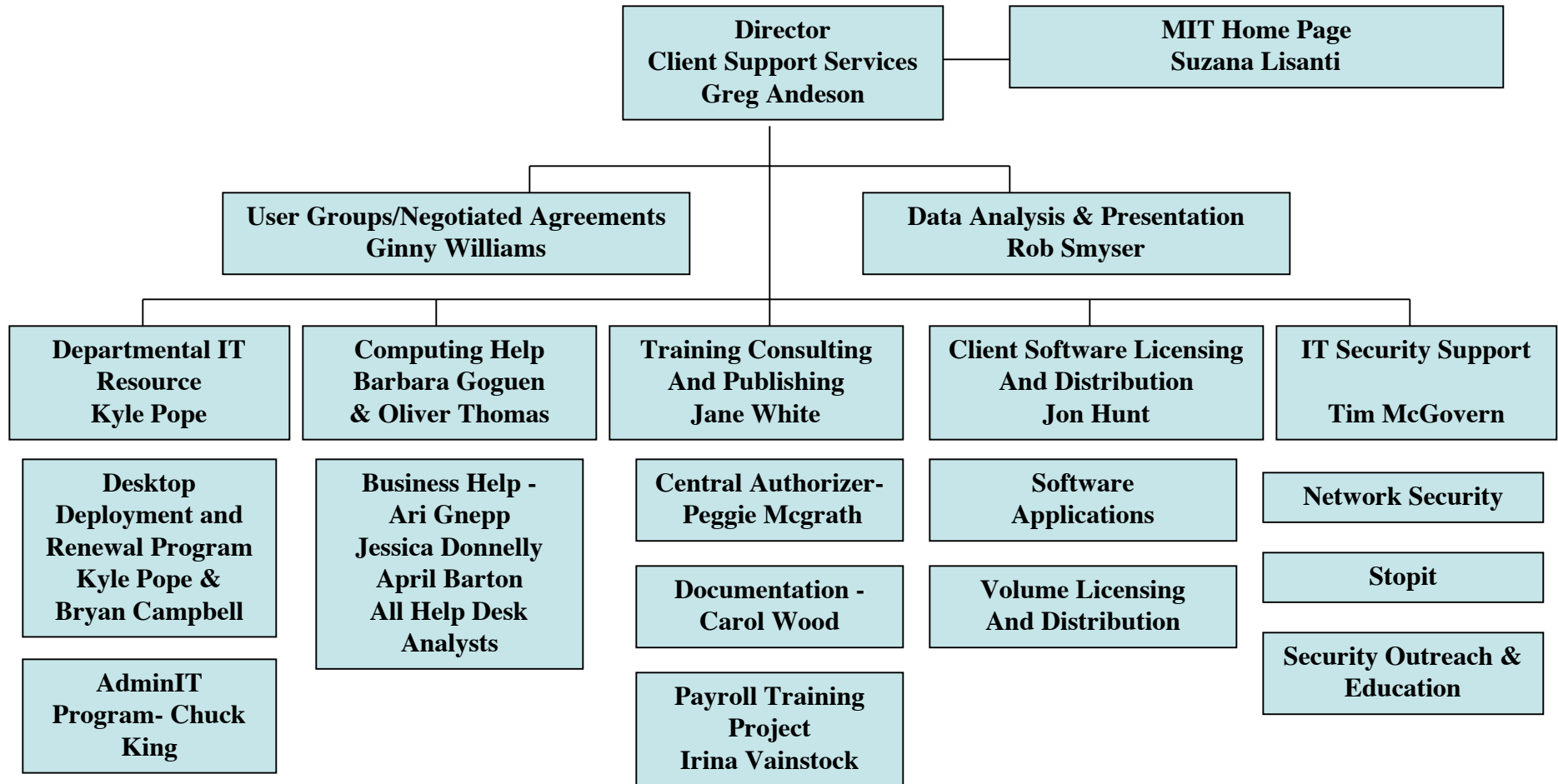
## Who we are





# Business Support Services

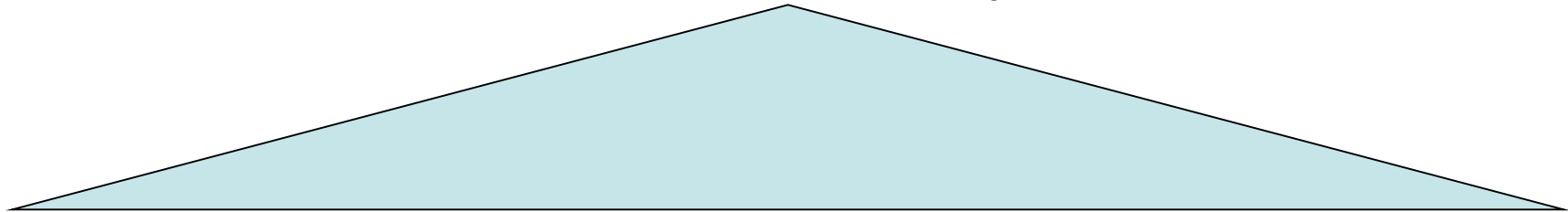
## Who we are, cont'd





Information Services & Technology

# Focus on the Administrative Community



Business help

Administrative Desktop & Renewal Program

Admin IT

Training & Documentation

Software Services

Security outreach and education



# Themes from the Customer Panel

## IS&T off-site, Aug. 12-13

- Perform the basics exceptionally well and you will earn our confidence
- Communicate, communicate, communicate
- Develop clear pathways into IS&T
- Collaborate internally and externally to provide input to IS&T
- Concerns over IS&T prices - are they comparable; how are they established; need better communication
- Don't put up roadblocks for the client community



# CSS Mission

Our purpose is to collaborate with MIT faculty, students, and staff to support and maximize their effective use of IT services and technology in fulfillment of MIT's mission. The range of Client Support Services consists of departmental technical support, initial contact and problem resolution through help services, training, communication and consultative assistance to the community, software products, and client security preparedness and response



# CSS Objectives

- Provide prompt, accurate, professional resolution of client requests by means of the most effective interaction modes (multiple dimensions). Serve as the front door to IS&T services and tap expertise across the organization. [aligns with IS&T Strategic Theme – 1]
- Create capacity to meet the evolving, increasing IT needs of MIT clients through:
  - Innovation
  - New services
  - Process (escalation improvements, procedures, workflows for problem resolution, combined/integrated services[Aligns with IS&T Strategic Themes 2, 3, 4]
- Commit, in each objective, program, project in CSS, to integrate and foster programs for staff learning and development [Aligns with IS&T Strategic Theme 5]





# CSS Programs

- Direct Services to MIT Departments, Labs and Centers
- Support Services to individual clients
- Relationships, community outreach and communications to IS&T clients
- Software services and processes, including 3<sup>rd</sup> Party and MIT developed products.
- Improve processes and technology for client support



# Business Help Challenges

- Working to better coordinate our internal communications, information sharing, and escalations
- Working to strengthen relationships with clients and partners across campus
- Software services and processes, including 3<sup>rd</sup> Party and MIT developed products.
- Improve processes and technology for client support