SysAid™

Georgetown Law Makes a Case for Better IT Service Delivery

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GEORGETOWN LAW

Key Benefits

- Increased first contact resolution rates
- Faster resolution times
- Improvements to operational performance
- IT assets – greater insight and control
- Increased customer satisfaction due to defined SLAs and intuitive interface
- Centralization of IT and non-IT processes including Facilities and HR requests

Project Scale

- 15,000 students, 1700 faculty staff, plus off-campus alumni
- 3000 assets
- 30 IT personnel, including 8 service desk agents
- SysAid Cloud, ITSM Edition

Leveraged Features & Functionality

- Reporting
- Incident and Change Management
- Asset Management
- SLA Management
- Password Services

Georgetown University Law Center, a prominent US educational institution, wanted to improve its IT service delivery and support through the introduction of ITIL best practice, enabling technology, and a new service desk setup. After selecting SysAid Cloud, Georgetown Law IT has increased customer satisfaction; streamlined processes and quickened service delivery for end users; increased first contact resolution rates; and now has greater insight into, and control over, IT assets.

The Many IT Challenges Faced by Educational Institutions

Like many other educational institutions, and corporate organizations, Georgetown Law's IT department wanted to formalize and improve upon its existing IT support capabilities. The overarching aim was that Georgetown Law's team of 30 IT personnel, including eight service desk agents, would use IT service management (ITSM) best practice processes and ITIL-aligned ITSM technology to improve the efficiency and effectiveness of IT support along with the customer experience.

But the adoption of "a better way" for IT service delivery and IT support was only part of what Georgetown Law wanted, and needed. They had other IT challenges relating to the fact that they are a prominent educational institution, for instance:

- Meeting the growing customer expectations and demands of millennials, i.e. the student body
- The need to service customers, particularly visiting VIPs, as people, not asset numbers
- Security and password management needs, as academic institutions are often the targets of large-scale phishing attacks

Finding the Right ITSM Solution for Georgetown Law's IT Challenges

Georgetown Law's IT department wanted a reliable service desk and ITSM solution that would help to ensure that staff and students could simply get on with learning, and practicing law, without having to worry about technology issues. Plus, there was a need for better reporting, to give insight into performance and to create opportunities for further improvement. The chosen ITSM solution also had to have a simple interface such that it could be introduced across the campus without too much of a culture shock to the Law School's staff and students. Additionally, Georgetown Law's CIO, George Petasis, is passionate about the ITIL ITSM best-practice framework, and it was therefore crucial for the faculty to invest in an ITIL-aligned ITSM solution that would enable it to introduce and manage new ITSM processes, such as change management, with relative ease.

From an operational perspective, the selected ITSM solution needed to be able to centralize and manage all facets of IT – from network operations and web operations, to AV operations and the service desk. With the Law School's service desk responsible for managing issues and requests from 1700 faculty staff, 15,000 students, and active alumni outside of the campus; who together create approximately 1000 tickets a month. The IT department also needed to track over 3000 assets.

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So Georgetown Law undertook a lot of research into the available ITSM offerings, speaking with many companies and testing out several products. SysAid was chosen based on both product functionality and price – with Dustin Nigro, Senior Technician at Georgetown Law, stating that "SysAid's education-industry specific pricing is fantastic compared to the other solutions we looked at." The decision was later validated with the discovery, through various networking events and training, that many universities situated around Georgetown Law were also using SysAid in one form or another.

Georgetown Law opted for SysAid Cloud, rather than the on-premise version, with Dustin pleased that "It's one less server that we need to maintain, and one less system to oversee."

A Quick Implementation Delivers Benefits Sooner

Georgetown Law required a rapid process and toolset implementation. According to Dustin, “We pretty much had to set up the service desk from scratch, and we only had four weeks to get it up and running before the start of semester, which is always a busy time for issues and requests.”

Dustin was pleased, saying: “Luckily, SysAid was easy and incredibly quick to implement and we received excellent support from the SysAid Professional Services team. This made it possible for us to rapidly integrate the LDAP and to import all the data we needed into the system (such as SLAs and categories), as well as establish the definitions for the status and prioritization of tickets.” In parallel to the technology setup, Georgetown Law’s IT department also centralized all incoming IT requests into a single point of contact: the service desk.

After the initial roll-out of service desk and ITSM-related processes, Georgetown Law focused on SysAid’s IT asset management capabilities. This has enabled them to not only improve asset management per se but also incident resolution, as service desk agents are now able to use SysAid’s asset management capabilities to identify the assets associated with each end user while within an incident ticket, and to provide data about the specific software on each end user’s machine – thereby assisting with the speed and quality of issue diagnosis and resolution.

Georgetown Law Also Uses SysAid for Non-IT Use-Case Scenarios

Georgetown Law’s use of SysAid for IT services continues to grow as does its non-IT use cases. The team quickly realized that most university departments are in essence “service-based” in that they provide some form of support service to “internal clients” – in particular offering help, delivering new or changed services, and answering queries – and that it would be equally valuable to provide a service desk capability for the Law School’s non-IT departments in order to streamline their internal requests. Georgetown Law’s facilities department and HR are great early-adopter examples.

Dustin stated that, “Other, non-IT, departments are often keen to use workflows and automation to replace repetitive manual activities, and to convert their paper documents into electronic records. SysAid allows any of Georgetown Law’s many departments to centralize and track their internal requests and data flows, which, in turn, means that the IT department can manage multiple organizational processes from a single platform.”

Realizing the Benefits of a Fit-For-Purpose ITSM Solution

SysAid is now the backbone of Georgetown Law's day-to-day IT operations – according to Dustin, "It allows us to manage all aspects of IT for the university." He added that, "SysAid gives our department accountability as a business unit because we can track our performance and contribution to the organization. It also allows us to see what's going on day-to-day, monthly, and yearly. This is crucial for an educational institution."

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High-level wins for Georgetown Law include the following:

- Customer satisfaction is up, with the IT team better meeting end-user needs
- Requesting IT support is now easier and far more streamlined for end users
- IT can now prioritize work based on impact and urgency
- Resolutions are delivered more quickly
- First contact resolution rates have increased – due to better routing of issues to the right resolution groups
- SLAs have been implemented, which has led to both better management of end-user expectations and improvements in operational performance
- IT now has greater insight into, and control over, IT assets

"For us, SysAid is a very robust system that incorporates everything we've ever needed and wanted for the university. In particular, it has significant value in terms of its ITIL capabilities, its flexibility, the fact that it's easy to configure the templates and the interface, and the ease of use for non-IT end users."

Dustin Nigro,
Senior Technician at Georgetown Law

"The benefit of SysAid for us is that we don't have to put in a lot of effort when it comes to ITIL – the system takes care of much of the ITIL framework."

Georgetown Law is also now confident that everything they do is based on ITSM best practices, as Dustin says, "The benefit of SysAid for us is that we don't have to put in a lot of effort when it comes to ITIL – the system takes care of much of the ITIL framework." And he continues, "We've now evolved from a campus with no existing ticketing culture to one with an ITIL-driven ethos that is maturing and evolving. We have a structure in place to track and monitor all incoming requests. This helps us run more efficiently while taking the community's needs into account."

Dustin maintains that: "This gives us control over all processes and the ability to configure the system to our ongoing needs."

About Georgetown University Law Center

Georgetown University Law Center is one of the world´s premier law schools. It is pre-eminent in several areas, including constitutional, international, tax and clinical law, and the faculty is among the largest in the nation. Drawing on its Jesuit heritage, it has a strong tradition of public service and is dedicated to the principle that law is but a means, justice is the end.

About SysAid Technologies

SysAid Technologies Ltd. is a leading provider of customer-driven IT Service Management (ITSM) solutions. Available as a cloud-based or on-premise solution, SysAid provides affordable and intuitive ITSM software aligned with industry best practices. Founded in 2002 by Israel Lifshitz with a vision to make the lives of IT professionals around the world easier, and make their IT environments and IT service delivery better—SysAid now serves over 10,000 customers across 140 countries, spanning all industries and sizes, from SMBs to Fortune 500 corporations. SysAid has offices around the globe, and its ITSM solutions are available in 42 languages.

To find out how SysAid can help your organization, please visit www.sysaid.com.