VANCOUVER ISLAND UNIVERSITY

Design Thinking Workshops

Access To Excellence



WHAT WE ACCOMPLISHED TOGETHER

We put humans at the core to drive transformation within VIU

ONE TEAM

We aimed to break siloes between people, teams and departments.
We aimed to co-create the way forward, following the vision set forward by the leadership, rooted in the reality exposed from our work across all levels of the organization.

DESIGN THINKING

Through Design Thinking, a framework for delivering great experiences for the people at the center of transformation, we have focused our understanding on experiences, reflected in pain points, wants and needs in order to shape a new culture in the organization.

CO-CREATING SOLUTIONS

To create meaningful change within an organization we need a holistic understanding of why we need change.

Together, we've triggered transformation by understanding successes and challenges building on them and maturing them into the core concepts that will drive a new, enhanced experience.

The Vision

Find a better way for IT, students, faculty and non-faculty staff to be productive on any device, while protecting VIU's information.

Goals

1. A user-centric view of how end-points are currently managed
2. A view of the pain points and opportunities in the journeys
3. Alignment, across participants, on the opportunities for change
4. A view of the ideal journeys of the future

70 Participants
4 Personas
One Team



Joan
Merlin
Karen Blackman
Johnny
Brad
Bonita
Angela
Michael Lait
Lindsay M

Marni
Sarah C
Alison
Lyndon
Karl
Andrea
Michael Lester
Ezra



Stephanie
David P
Dayna
Mike
Janis
Luke
Cliff
Craig
Colin



Maxwell
Lindsay H
Billy
Bradley
Adam
Wojciech
Jacqueline G
Pam
Samreet



Heather
Mary
Darren
Natalie
Chris
Agia
Rachel
Sara A
Jaye

Jacqueline K
Karen Baxter
Michael C
Darcy
Jean
Tanya
David B
Kendra

Personas



Barb
the Professor



Jason
the Student



Damian the
Technician



Anna the
Admin Assistant



Barb the Professor

Professor – Biology | 50-60 years old | Nanaimo campus | 10 years at VIU

Motivations

- Guiding students' success
- Learning new education techniques
- Finding research opportunities

Goals

- Create engaging lectures
- Influence the direction of the department
- Effective time management between teaching and research

Pain Points

- Not enough time for giving lectures and doing research
- Inconsistent and confusing technology
- Communication with students
- Limited resources

Thoughts on Technology

- Hard to keep up with its fast-paced evolution
- Hesitant to change habits
- Uses their own devices often
- Inability to use preferred tech in class because of current cumbersome process

"I want technology that works WELL and works all the time."

Barb's Journey



Barb is asked to teach a new biology elective course.

She feels worried: this raises some technical uncertainties.

As she plans the course, she isn't sure what tools are available for her, if she needs to request any extra software, or whether the classrooms' technology will be reliable.

Barb tests her course plan and the technology she plans on using.

When she runs into issues, she gets flustered and wonders if it is worth contacting IT or not.

She communicates with enrolled students a few days before the start of the class.

She is not confident that her communication will reach all students, since they don't have reliable VIU emails.

She decides to use her own devices to teach the class, as it is easier than navigating the VIU hardware.

She personally pays for supplies, as she isn't able to obtain resources through the university.

While teaching the first class, she encounters technological issues, leading her to make ad hoc changes to her lecture.

She feels nervous, but optimistic.

After the first class, Barb reflects on how it went and is happy with her plan so far but a little embarrassed by how things went with the hardware in the room. She had trouble getting the projector working and it took up too much time to fix.

She has no idea what could be changed to make sure that technology slip ups don't happen again.

She feels embarrassed.



Barb is asked to teach a new biology course.

She feels excited and looks forward to it.

She uses the VIU faculty forums to get teaching ideas from her peers.

When she has questions, she finds immediate answers with VIU's virtual assistant, Oracle.

She easily gets all the tools she needs for the course from IT.

She communicates with enrolled students a few days before the start of the class.

She is confident that everyone has been reached, since she used the VIU Personal Communication Tool.

On the first day of class, the classroom technology is working seamlessly and synchronizing properly with her newly installed software.

She is excited to teach.

If she does run into any issue, she knows she can use Oracle to find simple solutions, or who she can contact from IT.

As Is

To Be

Barb’s Journey

After the first class, she connects to the VIU forums to collect feedback and is satisfied when she sees that students enjoyed their new course.

She receives a few thank you notes on the Personal Communication Tool.

Mid-semester, she looks for ways to improve the content of her class.

She learns about 3D modelling and decides to incorporate it into her class.

She reaches out to her department’s IT Liaison about getting the right tool.

Together, they look for a solution that works within VIU policies.

The IT department checks the hardware in the classroom for compatibility.

Because it has been upgraded recently, it is compatible with Barb’s desired software.

After having put together the lesson using her new 3D modelling tool, Barb shares it with other faculty members.

She starts using 3D modelling in her lessons, and students love it. She is able to focus on delivering an engaging presentation.

At the end of the semester, she gets great feedback from students. She feels accomplished and intends to use it again next semester.

She looks for ways to improve the content of her class.

She learns about 3D modelling and decides to incorporate it into her class.

She does her own research to find out what she’ll need. She doesn’t know if the IT department could grant her access to 3D modelling tools or not.

She requests the tools from IT, but it gets refused; neither her department or the IT have the funds to buy the license.

She finds creative solutions to her problem, by going around IT. She feels stressed for having gone through so much trouble, and fears that the new technology will fail her.

She does a successful trial run in the classroom.

She starts using 3D modelling in her lessons, and students love it. However, it doesn’t always work: technological set ups are different from one classroom to the other.

At the end of the semester, she gets students’ feedback: they are appreciative of the idea, but mixed on the execution. She wishes she could have been more consistent in her delivery of the class.

As Is

To Be



Jason the Student

Student – Business | 20-30 years old | Cowichan campus | 1.5 years at VIU

Motivations

- Attending engaging classes
- Being inspired by faculty
- Hoping for a good future
- Making their family proud

Goals

- Maintaining good grades
- Getting assignments done on time
- Maintaining an entertaining social life

Pain Points

- No VIU associated email
- Communication with faculty
- Expensive materials and resources

Thoughts on Technology

- Inconsistent between classes
- Unreliable at times
- Too many log-ons for all the systems
- Unsupported software for schoolwork

“I need technology that helps me get my assignments done fast.”

Jason's Journey





Jason is a student in business, but he decides to take a biology elective this semester.

He tries signing up for the course online but can't remember his password to log onto the platform.

Stressed out, Jason contacts IT to get help. His password gets reset and he registers to all of his courses.

He looks at the textbook and material requirements for each class. He needs to log into another platform to get all this information.

Concerned about how expensive they are, he looks for financial aid.

He can't seem to find where the financial assistance section is.

Confused, he gives up.

He gets assigned a group project in his biology course.

He looks online to see more details about the assignment and find his group members.

As the group works on the assignment, they use different tools to collaborate.

Whenever they run into a technical issue, they struggle moving forward. Since none of the tools are VIU-issued, they can't get IT support.

The group finishes the assignment a few minutes before the limit time.
As they hit "submit" to upload their work online, their credentials are expired and they can't log in.

They feel stressed.

Jason lets his professor know about the issue by email but has no idea when they'll see it. His group ends up submitting late.

He fears that they'll get a bad mark.

Jason sends his professor a message to confirm she received it.
When she replies with a thumbs up, Jason finally relaxes and feels accomplished.

The group finishes the assignment a few minutes before the limit time.

Luckily there's only one ID they need to know to get into the portal and Jason just recently reset his password when he received a notification it was about to expire.

Jason's group uses collaboration tools approved and supported by VIU.

They can focus more on getting their assignment done and less on technical issues.

In his biology class, he gets assigned a group project in his biology course.

His group members and their contact info is clearly listed in the portal, he can get started right away.

He looks at the textbook and material requirements for each class.

The information he is looking for is in the same portal and easy to find. No need to log into anything else!

Picking classes is intuitive: required courses are already selected for him.

Using a single portal, he is able to log on and easily find where to select his courses.

Jason is a student in business, but he decides to take a biology elective this semester that he has heard great things about.

As Is

To Be



Damien the Technician

IT – Technician | 30-40 years old | Nanaimo campus | 2 years at VIU

Motivations

- Being valued by team
- Providing for self/family
- Helping others

Goals

- Become an IT expert
- Provide good customer service
- Properly manage expectations
- Resolve all IT tickets before closing them

Pain Points

- Lack of adequate funding
- Overworked
- Current ticketing process
- Inability to help faculty and staff, triggering guilt feeling

Thoughts on Technology

- Outdated
- Staff and faculty don’t know when to ask for IT’s help
- Lack of clarity on who needs what
- Educating staff and faculty in technology is key

“I can’t do everything instantly. I need to follow the process.”

Damien’s Journey





The IT department receives a new ticket. Damien is on duty.

The IT Liaison works with the IT department to gather information on the problem and go through basic solutions.

If the issue can’t be resolved, the ticket is sent to triage. Damien takes on the ticket.

The ticket is accurately prioritized and assigned, thanks to the IT liaison. The expectations are clear on whether the issue can be resolved and under what timeframe.

Damien reviews the information and investigates. Since many technicians are available, he has time to do his job well.

His investigation is efficient: he is able to go through the thorough notes associated to the ticket.

He goes through other technicians’ documentation who have encountered a similar issue in the past.

He finds a sustainable solution and fixes the issue.

He reaches out to the reporting user and the IT champion to let them know. He closes the ticket.

The user confirms that everything is working properly and thanks Damien. Damien feels proud for having provided qualitative and timely service.

He documents his process and the solution he found. He feels accomplished and moves on to the next ticket, excited for a new challenge.

The IT department receives a new ticket. Damien is on duty.

The department gathers information to understand the problem and the reporting user’s IT history.

The ticket goes through triage and is prioritized. Damien takes on the ticket.

Damien reviews the information and investigates.

Damien constantly updates the ticket, re-assigns it and creates child ones. It takes up a lot of time and feels repetitive.

In parallel, Damien performs other IT tasks and puts out fires. He feels overwhelmed.

The user asks IT about the ticket, as no fix has been provided yet. Damien is frustrated for struggling to provide an estimate.

Damien fails to find a solution; he documents what he did, closes the ticket and takes on another one. He feels useless and defeated.

As Is

To Be

Anna the Admin Assistant



Student Affairs – Admin Assistant | 20-30 years old | Powell River campus | 3 years at VIU

Motivations

- Team success
- Challenging work
- Helping others
- Learning new skills

Goals

- Get tasks done quickly and accurately
- Career growth
- Make things easier for self and others

Pain Points

- Coordination of stakeholders is difficult
- No time to get help with tech
- Processes are inefficient
- Unexpected changes make work harder

Thoughts on Technology

- Frequently asks IT for help
- Needs better tools to get the job done
- Confused when tech changes occur
- Thinks IT should be more involved in more tasks

“I’m not the best with technology and need help when my set-up changes.”

Anna's Journey



Anna is tasked with assisting a hiring committee to find a new professor of Biology.

She struggles to coordinate the committee, handle all document changes and find time for everyone to meet.

She posts the opening online, shares the interview questions by email, and manually reconciles everyone's edits.

She books rooms and sets up teleconferencing, while worrying that something will go wrong with the technology.

She sends the application packages to the committee by email.

On interview days, she connects with IT for support and triple checks that everything is working as it should.

After the interviews, she tries scheduling meetings with members of the selection committee to compile their feedback.

She follows up with the candidates. For those who succeeded, she checks their references and directs them to the committee; for those who didn't, she lets them know.

Once receiving approval to send out an offer, she lets the successful candidates know that they got the job.

She gets the new hire's technology ready: she submits an IT ticket request for a new computer, a business phone and office internet access credentials. She is unsure if they would need anything else.



Anna is tasked with assisting a hiring committee to find a new professor of Biology.

She follows the process in place and coordinates the hiring committee efficiently.

She posts the opening online. Using the cloud-based collaboration tool, the committee can already see the interview questions and make changes in real time.

She books rooms and sets up teleconferencing, while feeling confident that everything will go smoothly. Committee members view the application packages in the collaboration tool.

On interview days, Anna gets ready for the next steps as she knows that everything is working and she doesn't need to reach out to IT.

She doesn't need to compile anything: the committee members share their feedback in the collaboration tool.

As Is

The Future

Anna's Journey

The new hire goes directly to the department's dedicated IT Liaison in case of an issue. Anna is free to perform her other duties.

On the new hire's first day, everything is ready to go and devices are already set up in the new hire's office. Anna follows the onboarding process and things goes smoothly,

She determines with the new hire what software and hardware they need. She communicates with IT to get everything ready in time.

Onboarding the new hire is easy: all the materials are readily available and IT is taking care of the access requests.

Once receiving approval to send out an offer, Anna lets the successful candidates know that they got the job.

She also sends a request to her department's dedicated IT Liaison for new hardware.

She connects to the hiring portal to check candidate references. Everything is clearly laid out for her and the rest of the committee can see her notes.

She also sends in a request for the new professor to have all the access and permissions they'll need to do their work.

She is stressed that set up won't be done in time.

As she waits for IT to provide the hardware, Anna prepares the new hire's training.

Once the hardware is hooked up, she consults with the new hire to see what software they would need, and if any other devices or hardware would be required.

She opens an IT ticket to get the required software and additional hardware. She hopes that licenses are available.

Everything is set up and running now, but the new professor contacts Anna to complain about voicemail issues and not having the software they asked for.

She follows up with IT, exasperated at how much effort she has to put in trying to play tech support.

She gets everything done, but knows that it won't be long before it happens again.

As Is

To Be

OVERVIEW OF RECOMMENDATIONS FOCUSED ON THREE AREAS

FOCUS	PURPOSE	RECOMMENDATIONS				
Communication	Ensure better visibility, transparency and trust between IT and other departments. Gradually increase the level of comfort of staff and faculty with technology and enhance expectations management towards the IT department.	IT Liaisons within each University department	X	X	X	
		IT Tracking System	X	X	X	X
Standardization	Provide a thorough view of common user technology needs. Better anticipate future needs and potential issues.	Inventory of hardware and software needs	X	X		
		Streamlined request processes	X	X	X	X
Project Delivery	Validate and course-correct iteratively, as new transformative projects see light.	Sponsor Users or Advocates	X	X	X	X

Recommendations



Identify IT liaisons within each department to establish a direct communication channel between IT and the rest of staff and faculty



Investigate options to implement a **tracking system** to provide faculty and staff with visibility into refresh eligibility, IT tickets, and request statuses



Conduct interviews with multiple users from each department to create a standard list of user needs for hardware and software



Develop simple, transparent, standardized **processes** for software and license commonly requested by department



Identify **sponsor users** or advocates from each department to provide input and feedback

Identify IT liaisons within each department to establish a direct communication channel between IT and rest of staff and faculty

Through the Design Thinking workshop, different departments and employees came to empathize with the IT team and understand their challenges. To continue building an effective and positive relationship between departments, it is recommended that individuals with baseline IT skills in each department be identified to take on the role of IT Liaison. IT Liaisons would be tasked with educating their teams on IT-related processes and assisting others when needed. They could be considered a point of contact for IT to communicate changes and issues to the department.

PAIN POINTS ADDRESSED:



"Hurry up and wait"

"Unsure how long this request will take"

"Get access for committee in HireServe portal"



"Communication with users"

"Managing and acknowledging expectations"

"Looking for additional info"

"Ticket wrangling"



"Who can help me?"

"Licensing problems!"

"What resources are available to me?"

"I'm stuck and don't know what to do"

Investigate options for implementing a “tracking” system to provide faculty and staff with visibility into refresh eligibility, IT tickets, and request statuses

A tracking system will assist IT in managing expectations with end users and their devices. This will build trust through transparency and increased communication between IT and other faculty and staff. Providing visibility into refresh eligibility will give time for users to choose new set ups and learn how to use them. Visibility into IT ticket and request statuses allows for a glimpse into IT’s process and a constant source of updates, bringing comfort to users knowing that they are being cared for.

PAIN POINTS ADDRESSED:



“Hurry up and wait”

“IT takes forever”

“Tech not working for presentation”



“Communication with users”

“Time/effort estimation and tracking”

“Managing expectations”



“Classroom tech not working”

“Licensing issues”



“Credentials expire just when needed”

“Account set up”

Conduct interviews with multiple users from each department to create a standard list of user needs for hardware and software

Research interviews and observation of user devices will not only provide a list of which software stakeholders are using, but also of which currently unavailable software they need. Multiple users from similar groups allow for validation and breadth of requirements. The standards that are produced from these interviews should be shared with the different stakeholders. This will empower faculty and staff to make better decisions for their technology needs going forward.

PAIN POINTS ADDRESSED:



"Create IT ticket for onboarding"

"This isn't what I asked for"

"What software does this person need?"



"Ticket wrangling"

"Communication with users"

"Do I know the problem or request?"

Develop simple, transparent, standardized processes for software and license commonly requested by department

Standardized and transparent IT processes ensure trust between IT and other departments and allow for better expectation management of timelines. This would be an add-on to the standard hardware and software profiles established through user interviews, allowing to inform future updates. IT would be able to determine the relative compatibility of the request with the user's current set-up, based on their standard profile.

PAIN POINTS ADDRESSED:



"I need a timeline for the start date"

"Will they have what they need?"

"Is this how it is in other departments?"



"Ticket wrangling"

"Information gathering"

"Managing expectations"



"Going around IT to get license"

"Budget issues"

"Independent research"



"Accessing technology required for assignment"

"Tools can be expensive when not provided"

Identify sponsor users or advocates from each department to provide input and feedback for duration of project

Sponsor users are active participants that work alongside the project team to deliver a great outcome. It is recommended to identify individuals from various departments, including students, who are passionate about the project and invite them to review work-to-date on a regular basis. Sponsor users can validate solutions and decisions and can provide course correction when necessary. This will allow the project team to keep the end-user top of mind at all times, and will allow departments to be kept up-to-date with progress.

PAIN POINTS ADDRESSED:



“How is this not an IT issue?”

“Resources and training”

“Is this how it is in other departments?”



“Too busy putting out fires”

“Managing expectations”

“Little resources”



”What could IT improve to make it easier?”

“Silos culture”

“Skills and training”



“How can VIU help me spend my money effectively?”

“What tools can VIU provide me?”

What we did



Empathy Mapping

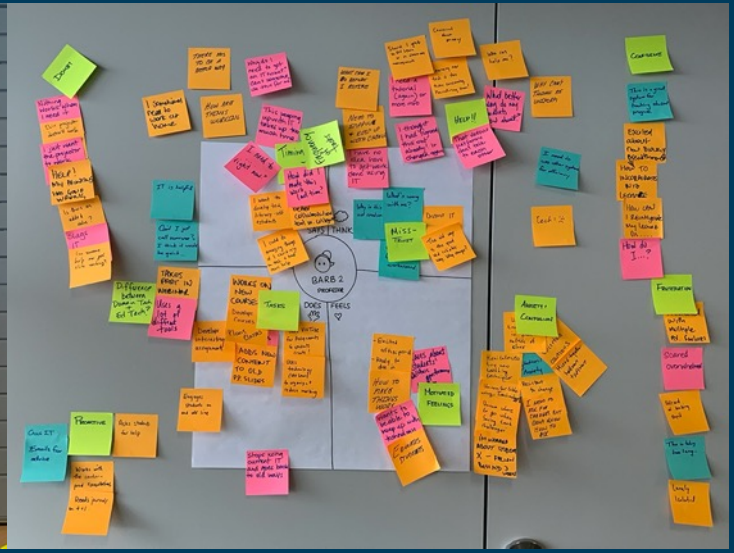
Build empathy for your users through a conversation informed by your team's observations





Barb the Professor





- Conducts research
- Teaches classes
- Desire to deliver excellent service for students
- Frustration: inefficiencies with software
- Goes around IT for solutions
- Feels limited by technology available

- Feeling anxiety, confusion, frustration
- Needs tech help
- Motivation to do her job
- Needs notes or processes for things she needs to do now versus things she does once a year
- Confident in her teaching abilities
- Sometimes works from home
- Asks students for help



Jason the Student



- Prioritizes studies and work
- Uses Smart phone, computer
- I like walking up to the IT desk
- Need access to help 24/7
- Frustrated when help takes too long to come
- Classes in-person and online
- Can’t always remember all log-in credentials
- Can’t afford everything needed
- GIS expired
- Must be better ways to communicate
- Why do I need VIU learning?



Anna the Admin Assistant



- Frustration with technology
- Fear of change
- Overwhelmed
- Wants to excel and collaborate
- Feels unheard
- Wants to grow role
- Sees inefficiencies in processes

- Wears many hats
- Don’t have time to do it all
- Makes own processes when needed
- Resilient but overwhelmed
- Enjoys work
- Facilitator and coordinator for other people
- Needs support with technology



Damian the Technician



- Team is understaffed
- Has positive interactions with other departments
- Ticketing system presents a break in communication
- Difficulty turning off work life balance
- Struggles with time management
- Need time for research
- Offering training to other people

As Is Journey Mapping

Build a better understanding of your users' current experience





Barb the Professor



Planning and executing new course

- Lack of resources to provide experience they want, calendar descriptions
- Prep using my own tech
- Planning course, what to use to teach, how to get resources
- Prep testing, software, install
- Student Communication, no way in the lead up and as course starts
- Donation of my time and resources
- Trouble shooting issues in real time with the class
- Communication

Use a 3D app in class to make things easy

- Research tools to use
- Plan and prepare content
- Skirt around IT to get licenses
- Deliver lesson
- Faces tech challenges in classroom
- Students confused in class since things aren't working
- How can IT improve this for next time?





Jason the Student



Jason takes a new class

- Has trouble registering for classes
- Tries to find materials needed for courses
- Attends class using own devices
- Works in a group using collaboration tools
- Password expires right before submission
- Can't reach professor when needed
- Phones IT for password reset help often – forgets all the different passwords



Anna the Admin Assistant



Onboarding new employee

- Creates checklist of tasks
- Requests hardware from IT
- Creates IT tickets for access and permissions
- Adding employee in system
- Hurry up and wait
- Requesting software after hardware is received
- Reactive versus proactive
- Make sure everything works – create ticket when it doesn't
- Becomes tech support for new employee



Assisting Committee in Hiring New Employee

- Posts position, short lists candidates, circulates interview questions
- Access and restrictions issues
- Consolidates feedback from committee members manually
- Sets up tech and rooms for interviews
- Has trouble with tech
- Checks references, shares with committee
- Sends out offer
- Sets up new employee
- All of this outside regular job



Damian the Technician



Create tickets

- Ticket comes in - gather info, history
- Ticket is triaged and prioritized
- Gets assigned
- Child tickets created
- Wrangling tickets
- Tries different solutions
- Investigates options
- Resolves – sometimes no resolve, doc process
- Ticket closed – no effective communication to user
- Feeling useless when unable to resolve

Align on Pain Points

Tell stories to share you work and exchange feedback





Barb the Professor





Align on Pain Points



Jason the Student



Align on Pain Points



Anna the Admin Assistant





Align on Pain Points



Damian the Technician



Align on Pain Points

Ideation

Rapidly diverge on a breadth of possible solutions to meet your users’ needs





Barb the Professor







Jason the Student





Anna the Admin Assistant







Damian the Technician



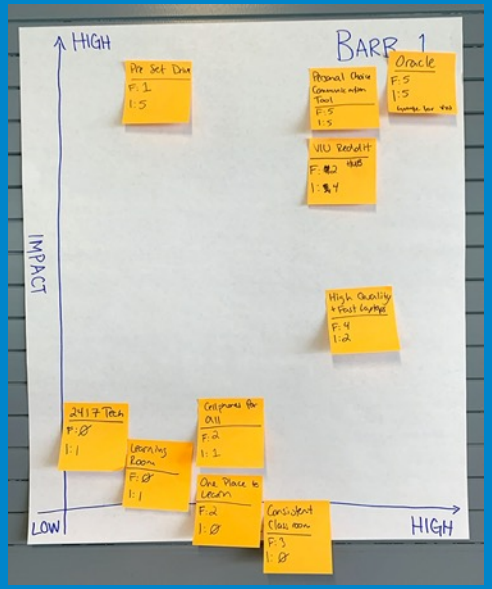
Prioritization

Decide on your next move by focusing on the intersections of importance and feasibility



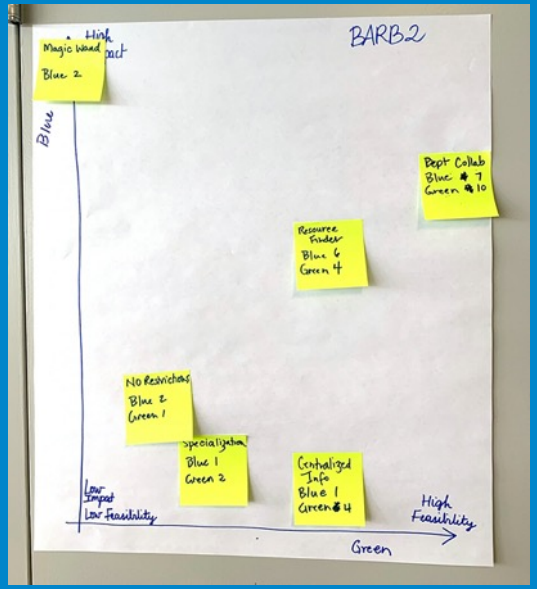


Barb the Professor



Mid + high priority items:

- Brand new laptops for all
- Personal choice communication
- VIU reddit
- Oracle google for VIU

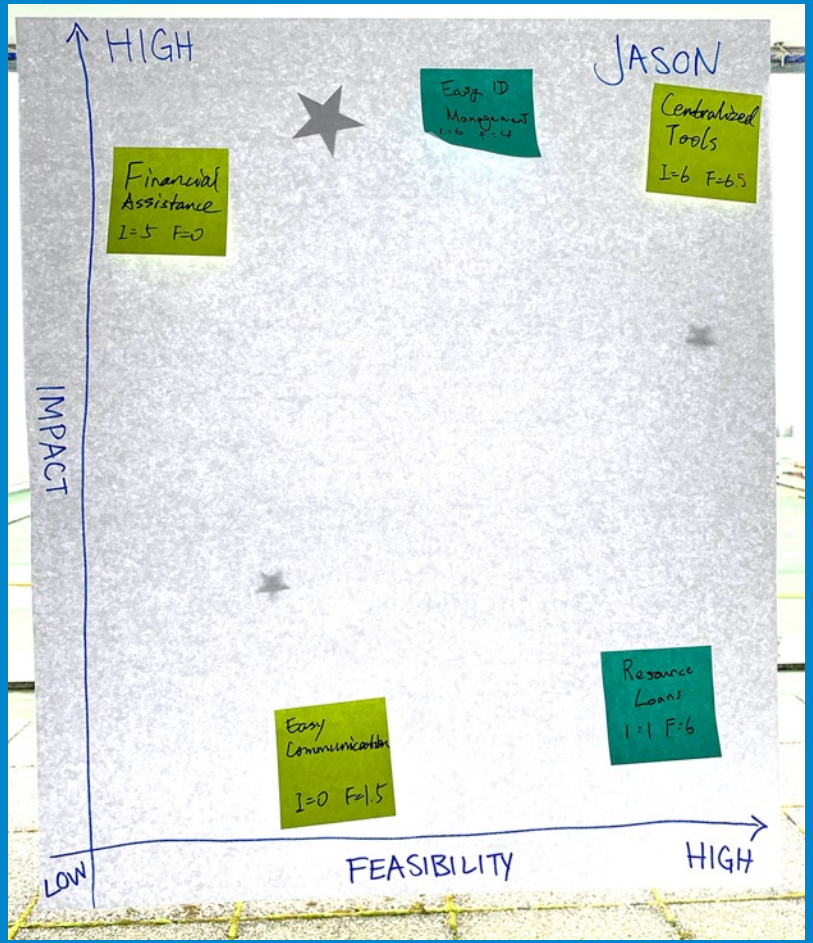


Mid + High priority items:

- Department collaboration
- Resource finding (hardware etc.)
- Centralized information source



Jason the Student



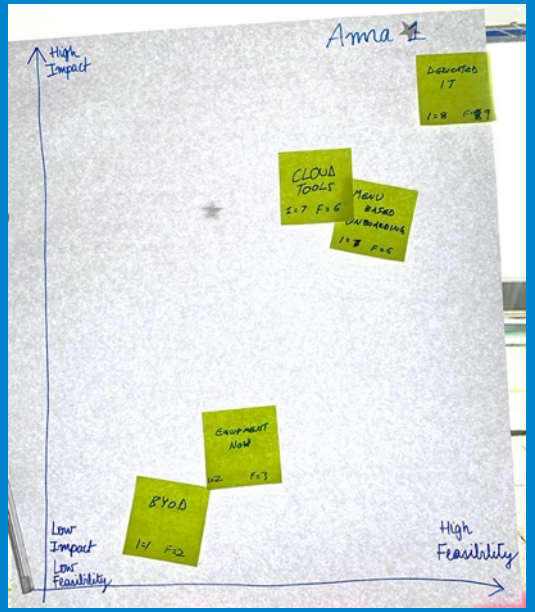
Mid + High priority items:

- One centralized portal/tool
- Easy ID management
- Resource loans

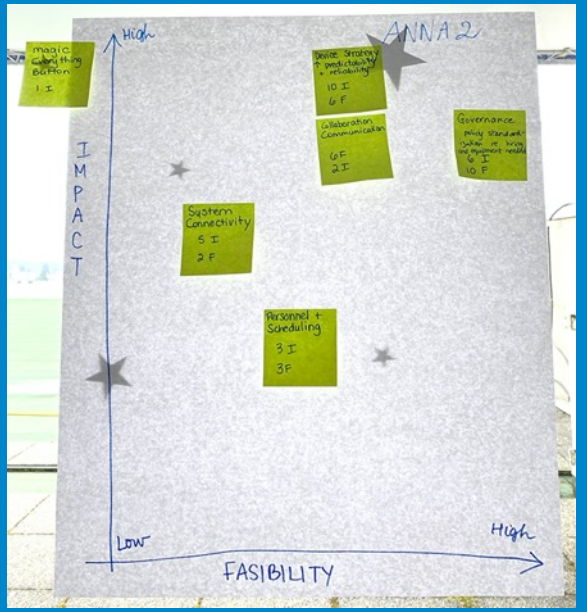
Prioritization



Anna the Admin Assistant



Mid + high priority items:
- Cloud based tools
- Menu based onboarding
- Dedicated IT person



Mid + high priority items:
- Device strategy + predictability + reliability
- Governance policy standards
- Communication and collaboration
- People and scheduling

Prioritization



Damian the Technician



Mid + high priority items:

- IT champions for each department
- Give IT direction and focus
- IT governance
- Interactive IT solutions
- User Training
- Self serve catalogue

Prioritization

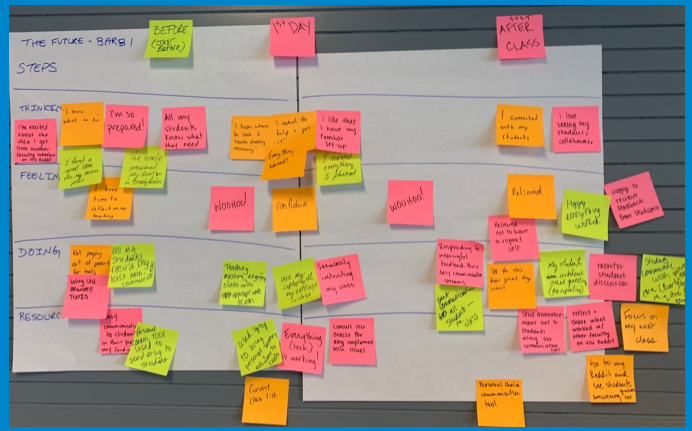
Envision The Future

Draft a vision of your user’s future experience to show how your ideas’ address their current needs





Barb the Professor





- Not paying out of pocket for resources
- Brand new hardware every few years
- Software is loaded and ready to go
- Can go to Oracle assistant for help
- Standardized classroom setup is smooth
- Easy communication with students
- Class policies are available for students before the class begins
- Collaborating with other faculty for knowledge
- Students collaborating in new discussion groups

- Easy access to needed hardware
- Uses resources finder to see what's available
- Experts or identified SMEs to help support
- Knowledge is shared amongst peers/departments
- Shared licensing amongst peers
- Fully engaged students
- Centralized cloud software
- VIU's Open Education Software
- Can give each other appreciation for work well done
- Collecting feedback from students is easy



Jason the Student



- One centralized portal
- Single sign on with everything in this portal
- Ability to participate remotely
- Communication with faculty is easy
- Less need for IT assistance
- Resources are available right after class registration and easy to find
- More confident in getting assignments done well, and on time



Anna the Admin Assistant



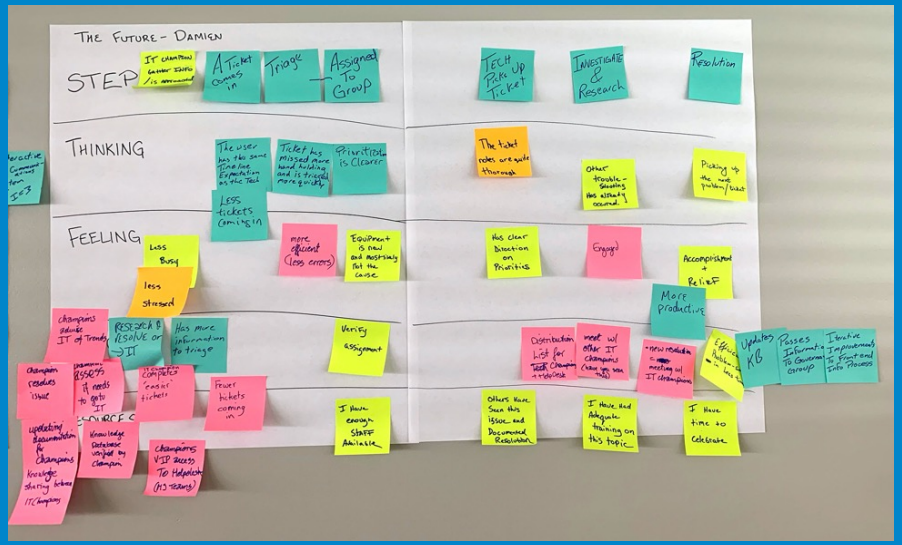


- Standard process for onboarding is in place
- Cloud base collaboration tools available
- Requesting new hire setup only requires choosing user profile
- Dedicated IT person for specific needs
- Consultation – needs assessment, collaborate with user, proactive
- Hardware – potentially already on campus, checklists
- Orientation – educating on how to use systems is easy
- Ongoing tech support for new employee

- Easily add committee members to HireServe Portal herself
- Clear process from end-to-end
- Booking rooms and catering has a standard process
- Empowers the committee to work efficiently
- Digital reference checks
  Easy distribution to committee
- Tech always works the first time
- Anna can spend more time on her regular tasks



Damian the Technician



- Cooperation and proactive communication between IT and reporting user
- IT champions – assist people with their needs and get recognized for their contribution
- Info Gathering – service catalogue that is self-serve, navigate easily
- Redesigned interface for ticket management
- Triage and Assign to Group – 2 in 1 steps
- Following up on tickets – iterative and communicative
- Reduced number of tickets
- Expectations are set at the very beginning, managed throughout and are clear

Final Playbacks

Get on the same page and share what you've learned





Barb the Professor

1

Final Playback

Scenario:

Prep for 1st day teaching class

Current state:

- Difficult to find Q&A
- Don’t want to appear ignorant to colleagues and students
- Feel that I don’t need more training
- Each classroom has a different setup
- Disconnect in communication before the first class

Future State:

- VIU Oracle – assures the future of communication
- Personal Choice Tools
- Collaborative knowledge sharing
- Not paying out of pocket
- New laptop and monitor with software loaded
- Can go to oracle for help
- Standardized classroom setup is smooth
- No more problem students at 2 am
- Class policies are available for students before the class begins
- Collaborating with other faculty for knowledge
- Students collaborating in new discussion groups



Barb the Professor

Feelings:

No longer angry
Prepared

1

continued

Final Playback



Barb the Professor

2

Scenario:

Tries something new in her class

Current state:

Struggle to make use of new technology in the classroom. Sometimes encountering difficult IT issues the day of presentation.

Future State:

- Access to hardware
- Resources finder – centralized finder
- Software & Hardware – access to the things you need
- Experts or identified SMEs to help support
- Shared knowledge
- Shared licensing
- Centralized cloud software
- VIU's Open Education Software
  - Cloud could be rebranded as the "Bush"
  - Can give each other props for work well done



Jason the Student

Scenario:

Submitting Assignment (last minute)

Key Points:

Centralized tools
Easy identity management with single sign on
Financial Assistance
24/7 support

Current State:

Jason gets stressed because he is low on time and money. He often encounters last minute IT hurdles and needs support at irregular hours. This, in some cases, makes submitting his assignments difficult.
Register Classes
Sourcing Materials for The Class
Working on the projects (group projects)
Submitting assignments

Future State:

- Everything is in one spot
- Single sign on with everything in this portal
- Ability to participate remotely
- Portal is in one place to look for everything
- Centralized communication
- Resources are available and with centralized tools

Final Playback



Jason the Student

continued

Feelings:

Lower Stress

Q:

In your one tool, during registration it could be determined if he needs accommodation so he could be better supported. The portal would be tailored based on the users' needs.



Anna the Admin Assistant

1

Final Playback

Scenario:

Process for onboarding

Current state:

Convoluted process which takes a lot of time and effort

Future State:

Setup:

- Process for Onboarding is in place
- Cloud base collaboration
- Drop down menu for requesting new hire setup
- IT dedicated for specific needs
- Consultation – needs assessment, collaborate with user, proactive
- Online systems
- IT consultations
- Hardware – potentially already on campus, checklists
- Orientation – Intro, dedicated or AI support systems
- Ongoing Support – Cloud based sys, easy to update
- Anna is happy!

Q:

Why don’t we already know the needs of this person and why do we need to consult with them before initiating their hardware/accommodations?
Some people may need custom solution for accessibility or preferences. The consult would uncover training needs and areas for support requirements.



Anna the Admin Assistant

2

Final Playback

Scenario:

High level hiring (executive, more complicated hiring process)

Current state:

It was a lot of coordination for Anna

Future State:

Setup:

- can go into the new system
- pick the selection committee
- enable collaboration for the committee
- tools have a process

Meetings:

- booking rooms and catering has a standard process
- empowers the committee to work efficiently
- Checking references & Making the offer:
- Digital reference checks
  easy distribution

Onboarding:

- better flows good
- is one part of Anna’s role



Damian the Technician

Scenario:

Tickets

Current state:

- Not being able to resolve tickets
- Limited time
- Management Expectations
- Wrangling Tickets

Future State:

- Cooperating - Helping - Communication - Governance
- IT champions – assist people with their needs and get recognized for their contribution
- Info Gathering – service catalogue, self-serve, navigate easily
- New process – communication, new front end for ticketing
- Triage and Assign to Group – 2 in 1 steps
- Following up on tickets – iterative and communicative

Outcomes:

- Tickets come in with more info
- Reduced number of tickets
- Expectations are clear
- It can jump on the ticket
- Less firefighting
- Can see the process clearly
- Cooperation between groups

Final Playback


VIU