EDUCATION

A Service Management
syllabus for all

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UK universities and further education colleges all face the challenge of attracting the best staff and students. Reports such as the 2017 Student Experience Survey, published by the Times Higher Education Supplement , highlight the expectations students have of the services being delivered – from network access to student welfare, facilities and accommodation.

Even those universities globally considered to be the best academic institutions, struggled to match the student experience excellence of Harper Adams, Loughborough and Sheffield. One element of good Student Experience is services that adhere to the basic tenets of self service, request management and call logging. Internal service providers need transparent processes, with a supporting tool optimised to ensure student and staff issues are resolved to meet timely service levels.

Service management and SIAM

4me is a service management solution with strong and adaptive workflows that are used to support desktop populations, infrastructure and mobile users the world over. 4me is also deployed to deliver an increasing array of non-IT services. In education, this can cover:

- **Information Technology**
  - Desktop/classroom support
  - Data Protection
  - Service Integration and Management
- **Finance and business services**
  - Bursary
  - HR
- **Staff and student welfare**
  - Crisis teams
- **Campus and accommodation services**
  - Fire reports and incidents
  - Security and crimes
- **Estates and facilities management**

For any education establishment, having a consistent approach to all business, academic and campus services from a single instance of a service management solution, will deliver a catalogue of services, on time, every time, to delight students and ensure excellence within teaching and business environments. 4me is built on a solid ITIL process foundation and has an established best practice framework for service delivery. It provides inherent workflows that are quick to modify and customise, whether they are needed to support information security or student welfare.

PRODUCT FEATURES

The 4me SaaS solution provides the following capabilities:

Incident and Request Management	✓
Problem Management	✓
Self Service for end-users	✓
Service Desk Console to optimise the efficiency of service desk analysts	✓
Request templates for frequently submitted requests	✓
Request grouping for major incidents	✓
Automated problem identification	✓
Knowledge Management	✓
Change Managament	✓
Change Templates	✓
Scheduling of recurring changes	✓
Change workflow automation - Task templates	✓
Release and Deployment Management	✓
Project Management	✓
Service Portfolio and Catalogue Management	✓

Service Level Management ✓
- Operational Level Agreements
- Track Internal SLAs
  - Students and Staff/Academia and Business
- Track External SLAs with external service providers
- SLA Consolidation to Underpinning Contracts (SIAM-base)

Support Group Management ✓
- Advanced Time Tracking
- Role-based permissions
- Trust relations with other support organisations

Service Asset and Configuration Management ✓

Software License Management ✓

Usability Features ✓
- Full Text Search
- Audit
- Multi-Language Support
- Multi-Time Zone Support
- Computer Telephony Integration (CTI)
- Email Integration
  - Customisable email notifications
  - Email compliance archive

System/SaaS Administration ✓
- UI Extensions
- API Access
- KPI Metrics Warehousing
- Back-up to multiple physical locations
- SSL Encryption
- Your Branding
- Single Sign-On
- QA Environment
- 99.8% Availability Commitment
- Disaster Recovery Commitment

Service Integration and Management

Moreover, 4me acknowledges universities' need to manage multiple internal and external supply and service contracts – e.g. print services for courseware and examinations are often outsourced yet the incident and problem handling resides initially within an IT or business services team. Multi-sourcing becomes a strategic and cost choice that extends beyond the IT department to other support environments, such as the classroom, campus and accommodation services, finance department and facility management.

4me's unique support for Service Integration and Management (SIAM) allows the management of numerous outsourcing contracts. No matter how many and/or how complex integrations are needed, 4me provides a seamless collaborative environment for all internal and external service providers, so the expected savings and contract values are monitored in real time and realised over an academic year. Most service management tools are not capable of real-time monitoring of every agreement within the service hierarchy.
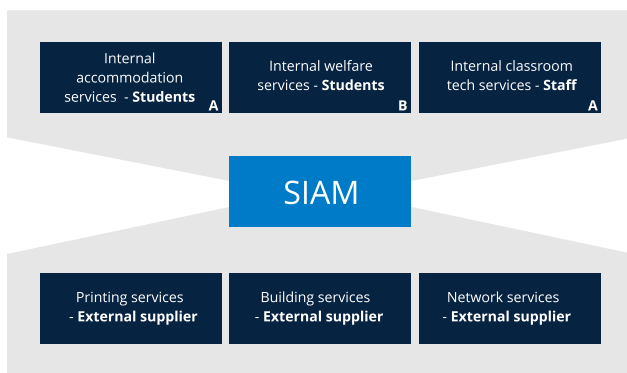

4me is the only solution capable of delivering SIAM without the need and expense of extensive and costly customisation effort. 4me easily models the entire service hierarchy across organisational boundaries and supplier domains.

Once the college or university service hierarchies are registered, the monitoring of the end-to-end service level agreements and underpinning contracts, between all the involved providers, starts automatically. 4me SIAM allows all parties to work together without costly integrations.

Reduced workload, Shift-Left
4me recognises that for many universities the sheer range of services they need to provide can generate an onerous workload. SIAM allows performance management and monitoring across the service catalogue and at a supplier management level, to support 'Shift-Left' initiatives for 3rd line analysts and management.

At 1st line support, the key to reducing workload is to increase end-user self-sufficiencies. For both staff and student level, as standard, this includes a knowledge-centred self-service capability and Just-in-Time End-user Access Provisioning.
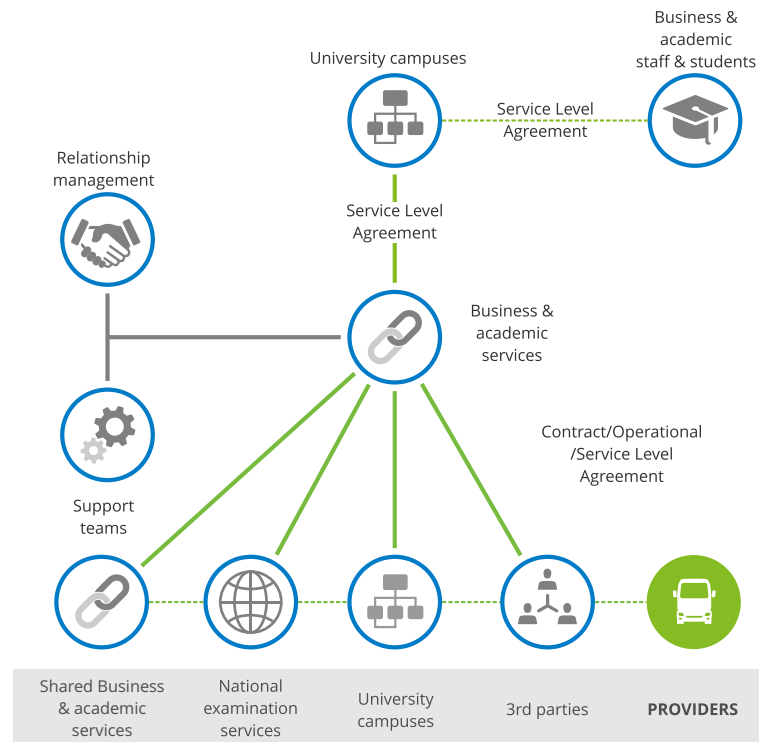
Just-in-Time End-User Access Provisioning
Students are often transient, for example moving from part-time courses to full-time education with accommodation. For every service desk, the biggest burden can be the constant provisioning of services, especially at the beginning of every academic year and term.

4me Just-in-Time (JIT) End-User Access Provisioning gives organisations the means to automate the registration and maintenance of students in 4me. This functionality, in essence, allows colleges and universities to offload this to their identity provider (IdP).

By configuring the IdP to pass a student's information to 4me when s/he attempts to access 4me, JIT End-User Access Provisioning is triggered to automatically register a new Person record if the student is not found in 4me. If the student is known in 4me, the trusted IdP information is used to update the person's record. This automation significantly reduces administrative effort throughout the academic year.

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4me Education Site License

The 4me Education Site License provides a cost-effective solution to consolidating all business and student services into one single solution. The site license recognises the need for flexibility in named and concurrent users, especially when it is common practice to employ students on a part-time basis to cover peak periods. The advantages are unique to education sites as license quantities are set to cover all services:

- **Pay for Named Only** – Cover your named support analysts with unlimited concurrent access for temporary, 2nd/3rd line support analysts
- **Pay-as-you-go** – Support analysts become a 4me user when one has one or more roles (i.e. access profiles) during a month. When a role is removed, this person will no longer be counted as a 4me user and user credits are accrued at the end of the month
- **Scale up** – As analysts join support teams, there is no need to order additional licenses
- **Self Service** – People without a role can still use Self Service. Self Service is free of charge

The Single Student Record

4me brings all student services into one consolidated solution. In practice, every student (and staff-member) has a single record in 4me, regardless of their end-user profile and access.

If their experience of your college or university is important to your future success and a full capacity learning institute, then 4me can help your organisation scale the heights of the next Student Experience Survey.