An Introduction to 4Help

The Front Door for Division of IT Support at Virginia Tech
History of Division of IT Support @VT

• Circa 2000: Several disparate units made up "IT Support"
• 2005: Assistant Director of Support position created
  o Support still two separate units: “VTOC” and “UCS”
• 2008: Manager, UCS retired
• 2010: Inherited University Switchboard
• 2014: Creation of Information Center
• 2015: Reorg of NI&S and decommission of NOC
• 2016: Creation of ITE² announced
Implementation

- Information Technology Experience & Engagement (ITE²) is focused on collaboratively evolving and actively ensuring a high-quality user experience when interacting with the Division of Information Technology. ITE² serves as the “front door” for users across the university, providing support and coordination of activities. ITE² also works closely with Division units to continuously review and improve the user experience. The unit’s work is divided across three primary functions:
  - User Engagement: the main point of engagement for users including areas such as: the IT Information Center (a call center open around the clock, 365 days a year) and 4Help
  - Experience Design and Improvement: dedicates team members to working across the IT organization to improve the user experience
  - Communications and Outreach: includes team members focused on communications, documentation, and customer outreach
User Engagement: The Landscape Changes!

• University Computing Support, the VT Operations Center, the Switchboard, and Communications partner to form a cross-organizational team that serves as the “front door” for users across the university, providing support and coordination of activities.
4Help: How can you get in touch?

• Portal Help Requests at 4help.vt.edu
  o User-generated requests for assistance; typically respond within 15 minutes during standard business hours either by phone or email

• 4Help is always available by phone at by calling 231-4357. Tier 1 Agents are available 24 hours a day 7 days a week

• We also offer in-person computer support in two locations:
  o Torgersen Hall Bridge, Monday through Friday from 12:00-5:00pm
  o Appointments for in person support at the CRC can be requested

• For reference: 4Help Service Catalog Entry
Faculty and Staff Technology Resources (FASTR)

• Support escalations from 4Help
• Partnering with Distributed IT
• VIP Support
• Administration of various applications and servers (e.g., BigFix)
• Administrative Computer Refresh Program
• Oversees electronic equipment disposal for Surplus Property
Special Programs

• New Student Orientation
  o Assist all incoming students in getting their 2-factor authentication setup
  o IT and Security focused presentation

• Get Connected
  o Help new students in getting their computers and software setup for a successful semester

• Gobblerfest/Staff Appreciation Day
  o Give out swag to students/staff so they know how to get technical support
Distributed IT Partnerships and Engagement

• Incident management, catalog, and other partnerships on a common platform to promote shared awareness and better support

• Techsupport

• Departmental Computing Support Symposium
Thanks for Letting Us Talk with You Today!

Claire Krendl Gilbert  
Executive Director, ITE²  
gilbert@vt.edu

Joyce Reish Landreth  
Deputy Executive Director, ITE²  
jlandret@vt.edu

Lucas Sullivan  
Assistant Director, IT Support  
Lucas.Sullivan@vt.edu

Carol Hurley  
Associate Director, FASTR  
Hurleycj@vt.edu