An Introduction to 4Help

The Front Door for Division of IT Support at Virginia Tech

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History of Division of IT Support @VT

- Circa 2000: Several disparate units made up "IT Support"
- 2005: Assistant Director of Support position created
  - 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

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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
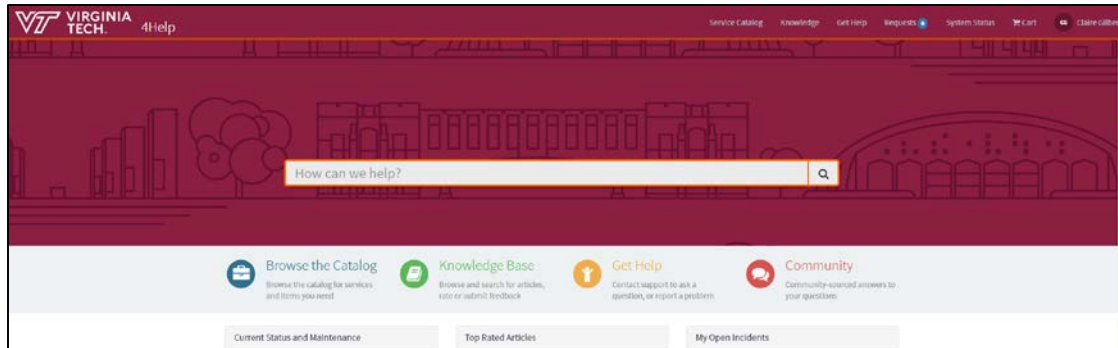
4Help: How can you get in touch?

- Portal Help Requests at 4help.vt.edu
  - 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:
  - Torgersen Hall Bridge, Monday through Friday from 12:00-5:00pm
  - Appointments for in person support at the CRC can be requested
- For reference: 4Help Service Catalog Entry

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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
  - Assist all incoming students in getting their 2-factor authentication setup
  - IT and Security focused presentation
- Get Connected
  - Help new students in getting their computers and software setup for a successful semester
- Gobblerfest/Staff Appreciation Day
  - Give out swag to students/staff so they know how to get technical support

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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, ITE^2

gilbert@vt.edu

Joyce Reish Landreth

Deputy Executive Director, ITE^2

jlandret@vt.edu

Lucas Sullivan

Assistant Director, IT Support

Lucas.Sullivan@vt.edu

Carol Hurley

Associate Director, FASTR

Hurleycj@vt.edu

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