



University of Colorado  
 Boulder | Colorado Springs | Denver | Anschutz Medical Campus  
 UNIVERSITY INFORMATION SYSTEMS

# UIS, at your Service...

## System Edition



Issue 1

September 2014

## UIS Partnerships

System Administration Customer Advisory Committee

January 2014 marked a new era of collaboration between UIS and our System partners. UIS convened the System Administration Customer Advisory Committee (SACAC), a team of 14 members from across System whose charter is to advise and inform UIS about services and issues that matter to our partners.

The team meets monthly and has so far contributed to new and updated processes spanning a broad range of services. Two significant examples are the team's partnership in the decision to discontinue the need for long distance codes, making long distance dialing more efficient, and the shift from dialing "9" to place an outbound call to dialing "8" for all outbound calls. This last example stopped accidental 911 calls and helped us avoid a fine from the police department! Other examples include:

- UIS incident prioritization process definition
- Workstation management process definition and testing assistance (including browsers, patch management, hardware replacement)
- Desktop backup solution evaluation
- Conference room booking process improvement
- Emergency alert procedures

Member	Department
Allison O'Malley	University Relations
Cary Ihme	University Counsel
Charlene Lydick	Procurement Service Center
Dan Montez	Office of Policy and Efficiency
Debbie Martin	Internal Audit
Debra Rowley	Treasurer
Jaimie Henthorn	Academic Affairs
Jeri Barlock	Chief of Staff Office
Jim Worsham	Office of Policy and Efficiency
John Gargaro	CU Health Plan Administration
Mark Ostrander	Board of Regents
Normandy Roden	Office of University Controller
Patrick Kramer	Advancement Operations
Ross Mote	Employee Services

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### Service Desk Ticketing Tool Replacement

UIS appreciates your feedback about our information technology services and are pleased to announce a project to improve support services. By January 2015 (Phase I), the current online service desk ticketing tool SupportWorks will be replaced with a new tool provided by the vendor Cherwell. We appreciate all of you in System who participated in the focus group to help us select Cherwell, which is also in use today at CU Anschutz Medical Campus, CU Denver and UCCS.

Key benefits for our customers are:

- automated status updates about your ticket
- the ability to check ticket status and progress
- enhanced mobile device access

As part of this overall project, training will be provided prior to deployment demonstrating functionality of the tool.

Phase I includes implementation of the Incident and service request components of the tool, which is where you will interact with your service requests and the Service Desk. In Phase II, a more unified support approach will be implemented with the onboarding of the Finance and Procurement (FinPro) Help Desk and Employee Services during later phases of this project.

Subsequent phases will include employee self-service components like a knowledge base and improvements to UIS's back-end capabilities to support you. UIS will share additional information on this project as we progress.

### ***We want to hear your feedback!***

Please take a moment to tell us how we did and how *UIS, at your Service...* can better support you.

[https://www.surveymonkey.com/s/uis\\_newsletter\\_system](https://www.surveymonkey.com/s/uis_newsletter_system)

### School Supply Drive

UIS is honored to have been recognized for our contribution to the Gilpin Montessori School Supplies Drive in partnership with the CU Health Trust. Together, the teams collected and donated \$530 worth of supplies, including:

- 81 reams of copy paper
- 144 composition notebooks
- 218 2-pocket folders
- 35 packs of 50 sheets each sulphite construction paper (12"x18")
- 22 packs of 50 sheets each sulphite construction paper (9"x12")

Thank you to everyone at System who contributed to this important supply drive!



## Service Desk Tech Corner

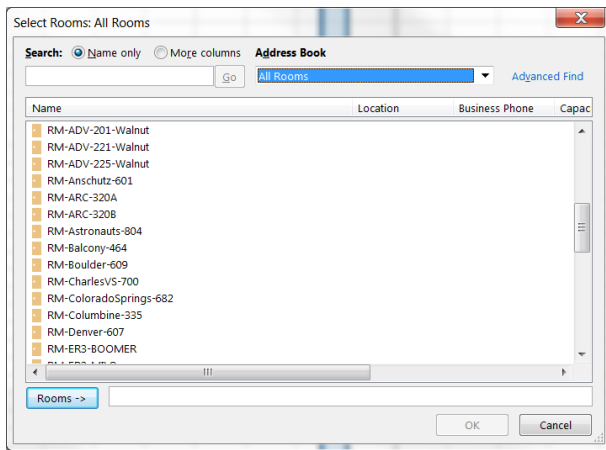
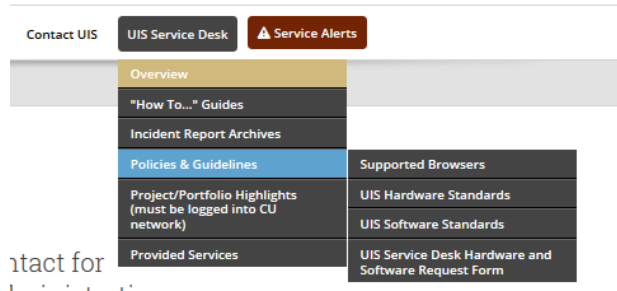
### UIS Service Desk – We're More than a Fix-it Crew

You know the UIS Service Desk staff as the team to call when your laptop is struggling, your phone is dead and your password is...*something*. But did you know that the UIS Service Desk is here to assist you with all of your computing equipment procurement needs? When you are ready to purchase hardware or software, think of us first. We offer the following services:

- Consultation to ensure that you get the right equipment for your business needs
- We'll handle the entire process from equipment purchasing to configuration and setup
- We'll show you how to use your new equipment so your transition is as seamless as possible

To date for FY14, the UIS Service Desk has assisted System Administration with the purchase of \$30,000 worth of hardware and software.

Access our hardware and software standards from our [website under UIS Service Desk](#). Contact us by phone or email to start the procurement process.



### 1800 Grant Conference Room Strategy

The Service Desk is working with the Chief of Staff Office to make finding the right conference room and booking it for your meeting intuitive and easy. To date, we have audited all conference rooms to document the available resources (projector, video screen, conference phone, etc.). The next step is to compile the information and make it available on the UIS website for review. We will also update instructions for how to book rooms and conference room best practices. Remember, the UIS Service Desk provides support on projectors and other equipment operation, along with meeting assistance!

Thank you to SACAC for its input and recommendations on this new process.

Need a refresher on how to schedule meetings in Microsoft Outlook? The Service Desk "How to..." guides include instructions for both [Windows](#) and [Mac](#).

### Setting Rules in Outlook

How many emails can I get about a subject?! Outlook delivers email, but did you know that the application also gives you tools to manage those subjects to help you work more effectively?

Under Email and Calendaring on the UIS website you will find instructions on how to set up Inbox Rules in Outlook for [Windows](#) and [Mac](#).

