FAS Managers’ Town Hall

6/28/18
UCSF IT Field Service Depot – OPEN FOR BUSINESS

Sara Tao, Depot Lead
What is the Depot?

Centralized computer order processing center and deployment service
Staffed by ITFS Employees and Contractors
Warehouse space at MCB
Where did this idea come from?

2016 IT Field Services Kaizen Teams

Value Stream Level
- Computer Deployment

Process Level
- Intake
- AutoMagic (Image/Reimage)
- Depot to Desk
Desired Outcomes Envisioned by Kaizen Team

- Build a consistent and predictable workflow for receiving, imaging, and distributing computers through a centralized depot
- Define the deployment process
- Maintain an inventory of standard machines to meet customer needs
- Explore new techniques to schedule deployments with customers
Target Metrics Set by Depot Kaizen Team

- Decrease days to deliver from ticket open to ticket close to < 7 days
- Increase the number of requests for a standard laptop
- Decrease aging tickets to < 5 days
- Decrease the percent of re-opened tickets to < 10%
- Increase customer satisfaction score to 4.9
Key Improvement Actions Needed Before Launching Depot

Improvement Newspaper Items:

1. Defining an implementation team and resources
2. Identifying a centralized depot location
3. Planning for inventory replenishment
4. Defining the depot and deployment checklist
5. Identifying a scheduling mechanism
6. Building a communication plan
7. Creating identification stickers for computers
8. Determining a delivery method
9. Integrating the intake and depot process
10. Determining logistics/management of peripherals
Using PDCA to Reduce the GAP

Start (October 2016)

PDCA Cycle 1
- Started with $40k budget
- Started with 1 Tech
- Start-up inventory of 10 laptops, 10 desktops (both 8GB, 14”)

PDCA Cycle 2
- Increased budget to $200k
- Increased staffing to 1.5 FTE and 1 intern
- Increased inventory and options to include 12”, 16GB

PDCA Cycle 3
- Increased inventory, options and accessories; to include AIO
- Increased staffing to include Billing Analyst
- Improved tracking

PDCA Cycle 4
- Increased team to 5.0 FTEs
- Process $1.5M in equipment orders
- Depot Tech deploys (D2D)

18 months
We saw work conditions change!

For Customers:
- Ability to start/resume work as soon as possible
- Receive quality and timely service
- Collaborative approach to address needs

For ITFS Field Techs:
- Increased capacity to respond/resolve incidents
- Increased capacity to participate in project work
- More time to enhance customer education
- Time for proactive efforts?
Customers’ Experience

Before (2015)
- 6-8+ weeks (or months!) to get new computer
- Multiple Communication Channels
  - Tickets (Request, Incidents)
  - Direct emails
  - Service desk calls

After (2018)
- <5 days (or hours!)
- One-stop-shop
  - Self-service ticket submission
  - Requests processed and deployed by Depot Tech