


ICT Building Move Technology Support Model

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Purpose

The purpose of this document is to outline the support model that will be used to facilitate the Wellington Accommodation building moves. This will ensure that staff will receive any required support in a timely fashion minimising disruption to business operations from the commencement of activities in the new accommodation.

Background

The Ministry is deploying approximately 1500 new end user computing devices as part of new technology required for the Wellington Accommodation Project move to Bowen Street and Justice Centre. These devices will be both desktop PCs and Windows Tablets. The timeframes for deployment were extremely tight, and due to the requirement to tailor most devices to the individual's requirements and ongoing changes to arrangements there is a possibility that some devices may not be configured accurately. In addition to this there will be the deployment of a new telephony system, meeting room technology, video conferencing facilities and more extensive use of wireless networking.

As well as the introduction of new technology there will be the normal logistical problems that occur with any building move. Although extensive testing and commissioning will occur due to the large number of staff and devices it is almost certain that there will be some problems with devices not being plugged in correctly, not connected to the network, having the wrong screen resolution etc.

The building move is occurring after the holiday break and during this time there will be a number of devices that have not received security patches, a number of staff will have forgotten their passwords and mobile device batteries may have gone flat.

The support model being provided will initially schedule approximately 16 people for on the ground support to cover all of the above issues. The level of support required will be monitored and reduced as it becomes apparent that it is not required.

Support Model

The time of year that the building move is occurring is a busy time for the Service Desk. A number of staff forget their passwords, some staff are starting to return to schools, the SDR return commences etc. The support model being adopted will provide sufficient on the ground support staff to relieve the pressure on the Service Desk and to enable the issues to be quickly resolved. The support staff will be provided due to the number of staff and the numbers of new devices (1500) that will be being used for the first time. The numbers will be

scaled back if not required but it is considered best to provide sufficient numbers to address a significant level of issues should they arise in such a high level of change.

First Level Support Bowen Street

Many users will be able to address minor issues that they encounter with the support and help documentation and resources provided.

First level support will be provided by a team of 12 service desk support staff plus members of the ICT project team.

In addition to this team early adopters and change champions who have already used the technology will be a resource available for support.

Leave details will be analysed to ascertain the number of staff scheduled to return to work each day from January 4 until Waitangi Day February 6. Support staff will be allocated according to the predicted level of returning staff.

Once the number of returning staff is at a significant level, one Service Desk staff member will be allocated to each floor to provide onsite support for returning staff. These resources will be moved if a greater level of support is required on a particular level and will be supplemented by the project staff who will be allocated as required.

VIP Support

Senior managers such as the CE, Deputy Secretaries and Group Managers will continue to receive the VIP support level and support staff will proactively determine that their requirements have been met and that they have no issues without having to wait until they request support.

Support Centre

A meeting room will be booked out for the duration of the required support and will be staffed by project and Service Desk staff who will be able to respond to requests from the ground support staff to requests such as application deployment, password resets, device replacement, Skype for Business support etc.

The staff in this room will be allocated to attend to issues on specific floors if there are a significant numbers that the on floor staff are having difficulty coping with.

Daily updates on issues and themes will be undertaken at the end of each day to ensure quick identification of wider issues and enable resolutions to be allocated to second and third level support.

Documentation

Documentation will be provided to support the use of the new technology as well as links to further information and training material on the Intranet. The following documentation will be provided:

- Information on how to connect to the new wireless network

Technology Support Model

- Each Surface Tablet will have a one page document on the operation and key features of the device attached to it for users on their first day
- Each person will be provided with a communications pack provided by the Wellington Accommodation project which will also include basic information about ICT technologies
- Information on setting up voicemail on Skype for Business will be provided on the Intranet
- Documentation provided on the intranet, for which the link will be published will include training material, and full FAQs about the technology

Second Level Support

Second level support will be provided by the Service Desk through standard BAU processes. If an issue cannot be resolved by the on ground support team the issues will be logged with the Service Desk either by the individual or by the on ground support staff in their behalf. The issue will be identified as being one related to the building move so that it can be given priority. Issues that can be resolved by the onsite staff will be directed to the on ground support staff via the "War" Room to facilitate quicker resolution.

Third Level support

Issues that cannot be resolved by the first and second level support will be referred to the third level support which will be provided by the operations and applications support teams as per standard BAU processes. The ICT Group will ensure that sufficient numbers of staff are available over this time to provide the expected level of support required.

Backup Devices

A stock of backup PCs, tablets, phones and headset stock will be on hand to provide replacement should the need arise. Given the large number of devices being deployed it is inevitable that there will be some failures or unforeseen applications required that don't work on the tablets running Windows 8.1 during their first week of operation. The pool of backup devices will allow for quick swap outs of those with issues to minimise the disruption to anyone affected.

Summary

The ICT Group is providing a proactive support model to support the building moves and the introduction of new technology at the same time. This involves approximately 16 on the ground support staff supported by the Service Desk and the third level support staff.

The approach adopted by ICT is to err on the side of caution and provide a high level of support that can be easily reduced if required. This is considered better than having to upscale the support if a greater number of issues than those predicted are encountered.

The support provided includes:

- User self help collateral – welcome packs and intranet FAQs
- On the ground support staff for immediate resolution of basic issues



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Technology Support Model

- Second level support from the Service Desk
- Third level support from the operations and applications support teams
- A support centre room providing additional onsite support and coordination and 'Go To' place
- Printed documentation
- Intranet documentation and training material
- Back up devices

The steps to follow for support will be:

1. Attempt to resolve issues using the provided documentation and support collateral
2. Seek help from an early adopter, change champion or floor walkers
3. Contact the Service Desk if none of the above are available

Approved/Declined

Stuart Wakefield

Chief Information Officer