Enterprise Service Centre

The University of Toronto is implementing a centrally supported service desk solution to streamline, track and respond to service requests to the central Information Technology Services (ITS) and Human Resources & Equity (HR&E) divisions. The scope of the current project is expected to streamline over 40,000 annual HR&E requests and 38,000 ITS inquiries. The solution will serve as a model for implementation within other areas at the university.

The Enterprise Service Centre will provide a modern and improved employee experience, help to streamline a growing workload, allow for seamless collaboration and provide real-time data to make evidence-based decisions – providing employees with the information they need when they need it.

HUMAN RESOURCES & EQUITY (HR&E)

The Enterprise Service Centre is part of the university's HR Technology Roadmap, a program projected to save $1.5 million annually. This project will lay the foundation for an enterprise-level service desk for U of T.

INFORMATION TECHNOLOGY SERVICES (ITS)

The Enterprise Service Centre will consolidate a previous ticketing system, emails, phone calls and in-person questions. It will also offer self-service for commonly asked questions and provide updates to help employees learn about what's new at the university.

WHAT IS THE IT SERVICE CENTRE?

- An integrated cross-departmental platform for service requests.

- A ticketing system to track and organize incidents and inquiries.

- A place to easily access process and knowledge documentation.

- A centralized information hub to generate performance analytics reports.

- A single ServiceNow-based platform to facilitate everyday business processes.

BENEFITS

Improved digital experience with transition from manual to automated processes.

Improved employee experience with tools and metrics to make evidence-based decisions.

Increased efficiency and consistency in approach to service request resolution – with the goal of answering employees' questions the first time.

Improved identification and resolution of reoccurring problems.

Foundation for future interoperability, process transformation, and user adoption across the university.

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For more information, visit: uoft.me/esc

Enterprise Service Centre

WHAT TO EXPECT

- Service catalogue – allows users search the catalogue by category to submit online requests.

- Knowledge base – allows users to easily search a database of articles that are linked and categorized based on relevance to frequently asked questions and topics.

- Dashboards and analytics – allows users to view important data at a glance and prioritize tasks.

- Ticketing system – allows users to quickly submit and track support incidents and inquiries.

2019					
Apr	May	Jun	Jul	Aug	Sep

Change Management/Communications

Requirements Gathering & Process Redsign

Develop Infrastructure

Quality Assurance Testing

User Acceptance Testing & Training

Go Live & Support

QUESTIONS? CONTACT

Gary Raposo
Product Owner, Enterprise Service Centre
(ServiceNow)
gary.raposo@utoronto.ca

Gerald Lindo
Project Manager, Enterprise Service Centre Implementation
gerald.lindo@utoronto.ca

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