

## Connecting Front-line Employees to University Initiatives



May 10, 2023



### Introductions

### Sally Smathers

Manager, Contact Center <u>darvin@ohio.edu</u>

#### ➢ Jeffrey Wolfe

Director, End User Support wolfej4@ohio.edu





## Agenda

≻Engagement

- >Framework
- >Implementation
- ≻Outcomes

Questions welcome throughout the discussion!





## Engagement

"When people are financially invested, they want a return. When people are emotionally invested, they want to contribute."

- Simon Sinek

May 10, 2023



## Why?

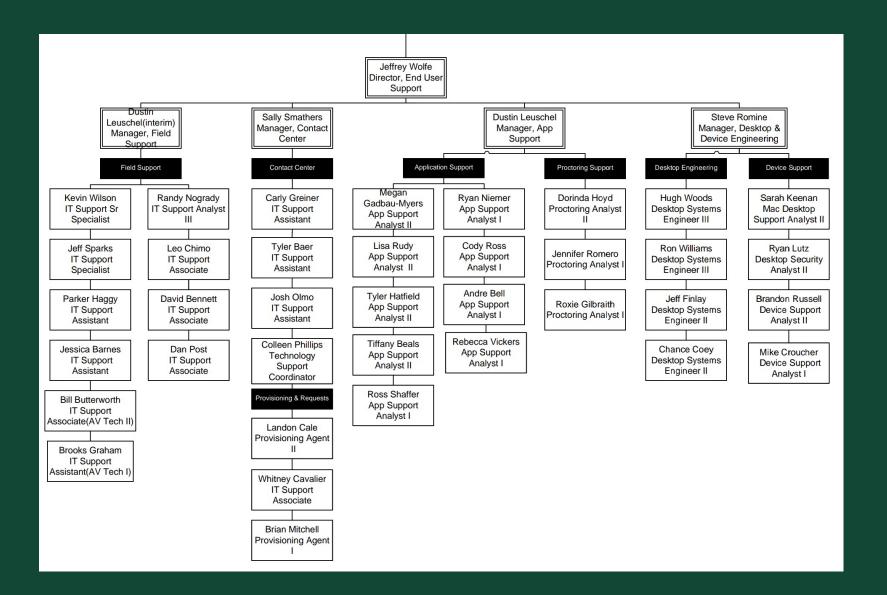
Presidential Priority #1: Continue Improvement of Student Experience and Success

OHIO IT Mission: To enhance student success and inclusion by infusing digital capabilities and student-centric approaches into every aspect of teaching, learning, and working at Ohio University.

ohio.edu/president

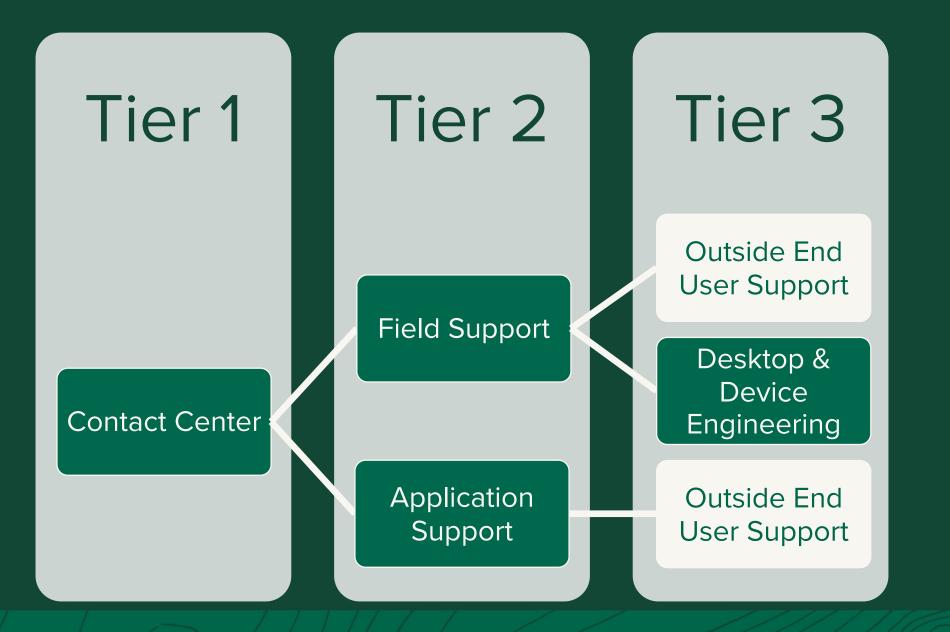
FOREVER OHIO

May 10, 2023









OFFICE of INFORMATION TECHNOLOGY





### Interactions

A student technology issue may reduce or impair the ability to complete assignments.

A faculty technology issue may reduce or impair the quality of the student learning experience.

A staff technology issue may reduce or impair the access to important student resources or information.



May 10, 202



## Framework

*"A goal properly set is halfway reached."* - Zig Ziglar



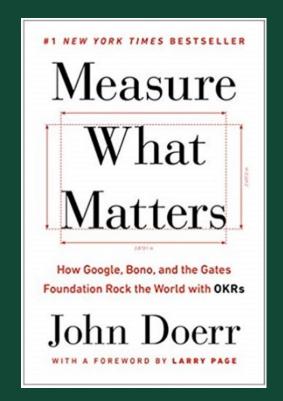


## Leadership Team Pilot

Current framework – SMART Goals

- ➢ Pilot framework OKRs
  - $\circ$  Objective
  - Key Results
- Book reference

• Measure What Matters by John Doerr







## What is an OKR?

#### ➢Objective

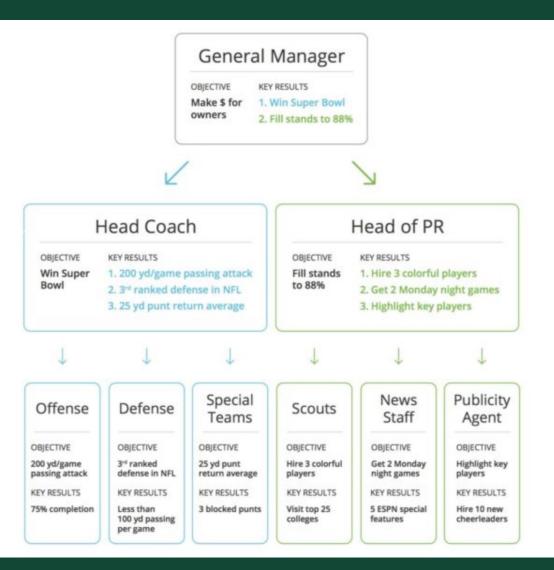
- $_{\odot}$  WHAT is to be achieved
- $\odot$  Significant, concrete, action oriented, inspirational, and vague
- Example: Laugh at Jeffrey's dad jokes during morning huddles

#### ≻Key Results

- $\odot$  Benchmark and monitor HOW you get to the objective
- Specific, time-bound, aggressive yet realistic, measurable, and verifiable
- o Example:
  - Reduce eye-rolls to 50% of total jokes by May 31, 2023
  - Reduce audible disgust sounds to 75% of total jokes by June 15, 2023







blog.alexanderfyoung.com





## Application

- ➢ Pilot OKRs with my managers
  - $\circ$  Visual representation
  - $\ensuremath{\circ}$  Single location
  - $\,\circ\,$  Quarterly with performance review cycle
- ➤Manager buy-in to OKRs
  - $\odot$  Crash course in framework
  - $\circ$  Outline of use
  - $\ensuremath{\circ}$  Revisit after one year





Date Range										
10/1/2022 - 12/31/2022										
				Dir	ector, End U	ser Support				
					Progress		Self-Assessment			
				Continue improvement of student experience and risk mitigation	89%	0.87				
Score Range				Key Results						
We delivered.	0.7 to 1.0			Implement RegisterBlast at all Campus testing sites to enhance the student experience by January 15, 2023.	73%	0.7				
We made progress, but fell short of completion.	0.4 to 0.6			Organize training for new hire, student and FTE, incorporate IT Servics OneNote and live trainings by January 15, 2023. Re-Organize learn Member effort and	90%	0.9				
We failed to make real progress.	0.0 to 0.3			Re-Organize Team Member effort and focus to increase depth in support of Core Technologies such as SCCM, Intune, Horizon and MacOS	93%	0.9				
				Establish process and support for the desktop security initiative by January 15th, 2023	100%	1.0				

	Aanagor An	plication Su	nnort		Manager	Contact Ce	ntor	Mapager	Deckton	and Device	Engineering		Man	ager, Field Si	upport
	Progress		Self-Assessment	Objective			Self-Assessment		ogress S		Self-Assessment	Objective			Self-Assessment
Implement RegisterBlast at all Campus testing sites to enhance the student experience by January 15, 2023.	73%	0.7		Organize training for new hire, student and FIE, incorporate IT Servics OneNote and live trainings by January 15, 2023.	90%	0.9		Re-Organize Team Member effort and focus to increase depth in support of Core Technologies such as SCCM, Intune, Horizon and MacOS Management.	93%	0.9		Establish process and support for the desktop security initiative by January 15th, 2023	100%	1.0	
Key Results				Key Results				Key Results				Key Results			
Modify Athens Campus RegisterBlast in preparation for cloning Athens site to setup 5 Regional testing locations. To be completed by 14 Dec 2022.	100%	1.0	Athens site was setup and the 2 new sites (Zanesville and Eastern) were cloned from Athens. New Exam Groups were created on each site in preparation for Spring semester Launch.	Develop and implanment a dashboard to incorporate mis- routed tickets via TDX, oportunity tickets from other OIT managers, to help track progress to the IT Service Desk OneNote. By Dec1	100%	1.0	I have created the dashboard and is incorporated in to the OneNote, Helps keep the team accountable. Also on the dashboard, are tickets that I get contacted with, to help open conversation and training.	Faciliate team colaboration accross Desktop Engineers and Analysts by Winter Break Closure.	100%	1.0	The anayists and engineers are collaborating daily on most aspects of the teams daily operations work as well as routinely sharing knowledge and facilitating mentorhsip between engineers and analysts.	Develop and implement a test environment using field support machines to determine weather or not to release updates and upgrades.	100%	1.0	This has been establish and is w expected.
Modify Athens Testing Center Accommodation workflows to implement at the 5 Regional testing sites. To be completed by 30 Nov 2020.	100%	1.0	Completed, pushed to middle of December to prevent any negative impacts on the regional campuses currently using RegisterBlast for student scheduling (Lancaster, Chillicothe and Southern).	Create Training guidelines based on new hires for future trainings, incorporate OneNote. By Jan 15	80%	0.7	This assessment is on 1/9/23. It will be completed by 1/15/2023. With the current new hires, this will be revamped through next fall '23 to encorporate a full year of training.	Associate Engineering and Analyst workloads with appropriate team members by Winter Break Closure.	100%	1.0	Engineer and Analyst responsabilitites have been identified and communicated to the team. This information is readily available on the teams sharepoint site.	Implement a reporting structure using SCCM and JAMF to measure compliance of 90% or greater.	100%	1.0	This is being used and is comple
Develop Local Admin Guide to assist 5 Regional test sites with administering Registerblast Professor and Accommodated Testing tools. To be completed by 15 Jan 2023.	20%	0.2	This was changed to create a local admin guide for Application Support Analyst to accomplish Professor imports, future semester exam groups and archiving previous exam groups. Will be completed by 15 Jan.					Re-Organize Documentation and Team Communication into a unified Teams team and Sharepoint environment by Winter Break Closure.	80%	0.7	Most documentation has been re- organized with some remaining code documentation needing to be placed into Github as part of a project for the new year. The team has not used GIT to maintain and develop Its code base in the past and this is needed to properly maintain code and code documentation.				
													—		



May 10, 2023



## Implementation

"You've got to think about big things while you're doing small things, so that all the small things go in the right direction."

- Alvin Toffler

May 10, 202



## Creating a plan of action

 $\succ$  The framework allowed us to focus on one objective a quarter.

 $\succ$  This is crucial as the day-to-day doesn't stop.

 $\succ$ Key results break down the objective.





### Contact Center – Objective

Organize training for new hire, student and FTE, incorporate IT Services OneNote and live trainings.

Previous State

Current State





### Contact Center OKR's

>How the OKR is set up in practical use

- Key Results help determine if it is feasible to accomplish.
- >Do not pick objectives you will score a 100%

		Contact Cent						
Objective	Progress	Score	Self-Assessment					
Organize training for new hire, student and FTE, incorporate IT Servics OneNote and live trainings by January 15, 2023.	90%	0.9						
Key Results								
Develop and implanment a dashboard to incorporate mis-routed tickets via TDX, oportunity tickets from other OIT managers, to help track progress to the IT Service Desk OneNote. By Dec1	100%	1.0	I have created the dashboard and is incorporated in to the OneNote, Helps keep the team accountable. Also on the dashboard, are tickets that I get contacted with, to help open conversation and training.					
Create Training guidelines based on new hires for future trainings, incorporate OneNote. By Jan 15	80%	0.7	This assessment is on 1/9/23. It will be completed by 1/15/2023. With the current new hires, this will be revamped through next fall '23 to encorporate a full year of training.					





## Application Support – Objective

Implement RegisterBlast at all Campus testing sites to enhance the student experience

Previous State

≻Current State



May 10, 2023



## Application Support OKR's

>How the OKR is set up in practical use

- Steppingstones to complete the objective.
- >Holds the objective accountable

	Manager, Ap	plication Sup	port
Objective	Progress	Score	Self-Assessment
Implement RegisterBlast at all Campus testing sites to enhance the student experience by January 15, 2023.	73%	0.7	
Key Results			
Modify Athens Campus RegisterBlast in preparation for cloning Athens site to setup 5 Regional testing locations. To be completed by 14 Dec 2022.	100%	1.0	Athens site was setup and the 2 new sites (Zanesville and Eastern) were cloned from Athens. New Exam Groups were created on each site in preparation for Spring semester Launch.
Modify Athens Testing Center Accommodation workflows to implement at the 5 Regional testing sites. To be completed by 30 Nov 2020.	100%	1.0	Completed, pushed to middle of December to prevent any negative impacts on the regional campuses currently using RegisterBlast for student scheduling (Lancaster, Chillicothe and Southern).
Develop Local Admin Guide to assist 5 Regional test sites with administering Registerblast Professor and Accommodated Testing tools. To be completed by 15 Jan 2023.	20%	0.2	This was changed to create a local admin guide for Application Support Analyst to accomplish Professor imports, Accommodated Student imports, future semester exam groups and archiving previous exam groups. Will be completed by 15 Jan.





## Outcomes

"We are what we repeatedly do. Excellence, then, is not an act, but a habit."

- Aristotle





### Manager's Perspective

≻Overview

≻Was this successful?



May 10, 2023



## Questions?



OFFICE of INFORMATION TECHNOLOGY



# Thank you!

