

IS Service Desk Changes Implemented Aug. 23

On Aug. 23, Dell changed its delivery of IT and infrastructure support services to the Seton Healthcare Family. The overall goal of this change is to better support Seton's clinical community and IT initiatives.

Seton will move to a Dell-delivered service model that capitalizes on Dell's acquisition of Perot Systems. The Dell/Perot Systems organization is the largest infrastructure technology provider in the health care market, complete with Service Desk software and processes built on national best practices for IT service delivery and management.

For Seton, there are three components to this change:

- Calls to the Seton Service Desk will be managed by new team,
- New software used by Information Services to record, track and manage requests, and
- Additional associates joining the onsite desktop support staff to expand support presence and clinical rounding.

To ensure service requests are assigned and resolved efficiently, Information Services leadership closely monitored the new operation through Sept. 4. Our expectation is that this transition will be virtually seamless. The following comparison outlines the changes noticeable to individuals contacting the IS Service Desk.

Staying the Same

Changing

Seton IS Service Desk	
(512) 324-1675	The recorded voice
Dialing menu and shortcuts	
Online IS Self Service Portal	
Web address at http://is.seton.org/self_service	The page design and some fields
Ability to place a service request without calling (512) 324-1675	
SHOP requests	
Service Requests (tickets)	
Priority scale of Critical, High, Medium, Low	Priority Scale of 1-5 with 1 as the highest priority
Can re-open ticket if issue re-appears	New ticket opened if issue re-appears with reference to earlier ticket number. Allows for more accurate resource tracking.
E-mail survey sent on every issue opened by an associate or physician	E-mail survey on every third issue opened by an associate or physician