

IT Restructure Advisory Council

April 28, 2025 | Meeting Notes

Focus Topic: Enterprise Support Process & Service Centralization

Key Themes

1. Unified IT Support Process

The UITs team presented the Enterprise Support Process Project, which aims to establish a unified entry point for IT support requests across the University of Arizona. The initiative is designed to improve collaboration, provide a more consistent user experience, and reduce ambiguity around where to seek help. The system will serve as an optional alternative to existing support channels and is scheduled for rollout by summer 2025.

Training for managers and support teams is underway, with general staff training expected by July. The team is working closely with 24/7 Support to ensure alignment and prepare for integration into the new workflow.

2. Centralized Ticketing and Knowledge Systems

The conversation included an overview of the new centralized ticketing system and improvements to IT knowledge management. The system is intended to streamline service delivery while preserving existing relationships with known support staff. Staff will be able to engage directly with familiar teams, even as back-end work is captured in the centralized platform.

AI integration was highlighted as a future enhancement. A chatbot linked to the ServiceNow knowledge base is under development, with human oversight to maintain response accuracy. The knowledge base itself continues to expand to support self-service options.

4. Concerns About Centralization and Expertise

Several attendees raised concerns about the impact of centralization on innovation, particularly in research-intensive areas. There was discussion around the risk of losing specialized IT expertise and the importance of maintaining a nimble, “pit crew” model that has historically supported grant activity and experimentation.

UITs acknowledged the tension between efficiency and specialization. The goal is to free up expert staff for high-value work by standardizing routine processes. Questions remain about how to support project-based and consultative work within a more ticket-driven system.

5. Data-Driven Decision Making

The group discussed the need for improved metrics to guide decisions about support equity and service coverage. UITs noted that current efforts rely heavily on qualitative data and anecdotal

evidence. There is an ongoing push to develop better measurement tools that can assess support gaps and guide strategic adjustments.

Specific Questions Raised (with Responses)

How will the new support process impact existing relationships with known IT staff?

→ The new system is designed to preserve direct communication with familiar support personnel. Even as tickets are centralized, work will still be routed appropriately to maintain continuity of service.

Will existing support workflows be replaced?

→ No. The new support entry point is intended to supplement—not replace—current processes. It offers an alternative for users who aren't sure where to start or need broader visibility.

How will specialized IT work, like research support, be maintained under centralization?

→ UITS emphasized that centralization aims to reallocate routine tasks, allowing specialized staff to focus on high-value work. Feedback loops and routing logic will help protect consultative and project-based work.

What training will be available to support staff and when?

→ Targeted training for managers and support teams will be delivered by Monday. Broader staff training for the new ServiceNow environment will be available by July.

How will feedback be collected and acted upon during implementation?

→ The UITS team is building structured feedback loops and plans to evaluate sentiment regularly through surveys and working sessions. Adjustments will be made based on what is and isn't working.

What's being done to ensure AI chatbot responses are accurate and useful?

→ A human-in-the-loop model will be implemented to oversee chatbot responses and monitor quality. Jay Timsina and Kevin Milton will lead development and quality control, respectively.

What happens if outages or ticket backlogs occur under the new system?

→ UITS acknowledged that outage response and backlog management remain priorities. They are working to improve routing, escalation paths, and proactive communication.

Action Items & Next Steps

- Include preliminary survey results and facilitate discussion at the next ITRAC meeting
- If time allows, begin exploring improved mechanisms for collecting and utilizing feedback across units