Seamless (and Responsive) Service Delivery

ACCORD:
Academic Computing CoORDination

Steve Gass

MIT Libraries All Staff Meeting

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ACCORD: Who Are We?

- Steve Gass
  - Libraries
- Vijay Kumar
  - DUE, Office of Educational Innovation & Technology
- Babi Mitra
  - DUE, Office of Educational Innovation & Technology
- Oliver Thomas
  - Manager, IT Help Desk, IS&T

Why ACCORD?

Mission

- Ensure campus academic computing service providers work together, cohesively and transparently, to provide faculty and students with seamless and responsive services.

- Initiate and monitor processes designed to foster continuous improvement of these collaborative service arrangements.

Goals

- Provide a **seamless and satisfying experience** for faculty and students.
- **Coordinate and establish synergy** across academic computing service groups to ensure **easy faculty access to these services**.
- **Improve responsiveness** to faculty and students while **leveraging opportunities** for greater efficiency.
- **Provide a coherent academic computing service experience**.
- Play **leadership role in the evolution and sustainability** of academic computing services.

Strategies

- Communicate

- Understand Need(s)

- Facilitate

- Be Accountable

Communicate

- Develop mechanisms to communicate relevant information about services and resources to clients.

- Connect needs to appropriate services.

- Match client expectations with provider capabilities and identifying gaps.

Understanding Need(s)

- Understand the requirements of faculty and students.

- Harvest, aggregate and communicate input and feedback received from clients to understand service requirements.

Facilitate

- Clarify workflow and handoffs for multi-agency services.
- Provide pathways for effective and efficient transition and handoff of services.
- Help insure that innovations are stabilized and sustainable.
- Provide Contact and relationships for services – including problem resolution and escalation.
- Inform evolution of services.
- Identify gaps in service and develop processes to eliminate and/or prioritize them appropriately.

Accountable

- Will receive guidance and report to MITCET.
- Will provide reports and performance metrics for the client(s).

Next Steps

- Web site
- Meetings w/service providers
- Meetings w/clients
- Revise mission and strategies as necessary
- Define key activities and initial deliverables for the coming year

https://mit.edu/accord/