

# Seamless (and Responsive) Service Delivery

## ACCORD: Academic Computing CoORDination

Steve Gass  
MIT Libraries All Staff Meeting  
February 6 & 7, 2007

## 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



**Next Event >**

IS&T ALL-HANDS MEETING featuring a panel discussion about the academic computing organizational changes in IS&T, AMPS, the MIT Libraries, and the DUE. Open to IS&T, Libraries, AMPS, and DUE staff.

## Welcome to ACCORD

ACCORD's mission is to ensure that all academic computing service providers on campus work together in a cohesive and transparent manner to provide faculty and students with seamless and responsive service in the academic computing domain. Further, it will initiate and monitor processes designed to foster the continuous improvement of these collaborative service arrangements. [more...](#)

ACCORD is a joint effort by the **MIT Libraries**, the **Department of Undergraduate Education (DUE)** and **Information Services and Technology (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/>

The screenshot shows the ACCORD website homepage. At the top, the header reads "ACCORD | Academic Computing COORDination". Below this is a navigation bar with links for "For FACULTY", "For STUDENTS", "All SERVICES", "KNOWLEDGE BASE", "FAQ", "INDEX", and "CONTACT US". The main content area features a photograph of four men in winter attire standing in a snowy field with brooms and curling stones. To the right of the photo is a "Welcome to ACCORD" section with a mission statement and a link to "more...". Below the photo is a "Next Event >" section for an "IS&T ALL-HANDS MEETING". At the bottom right, logos for "MIT Libraries", "DUE", and "IST Information Services and Technology" are displayed.

ACCORD | Academic Computing COORDination

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MIT Libraries | DUE | IST Information Services and Technology