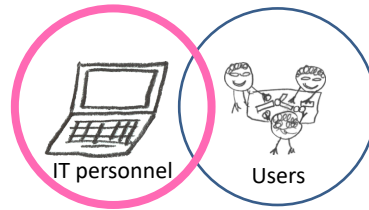


IT support

Learning aim

- To be able to
 - Support users
 - Manage IT support
- Background for evaluating support in Assignment 5
- Literature
 - Chapter 12. IT support
- Additional literature
 - Bruton (2002) [How To Manage The IT Helpdesk - A guide for user support and call centre managers](#) chapter 23 & 27
 - Iden & Eikebrokk (2013) Implementing IT Service Management: A systematic literature review
 - Munkvold (2003) End User Support Usage
 - Santhanam, Seligman, Kang (2007) Postimplementation Knowledge Transfers to Users and Information Technology Professionals



1

Study of competence development — users and technical support staff

- Bank in USA
- Introduced a new information system
- Training
- Help desk with technical support staff
- Participant observations by one of the supporters
 - User requests
 - Meetings amongst users
 - Meetings amongst supporters
 - Meetings with users and supporters
 - Santhanam et al, 2007

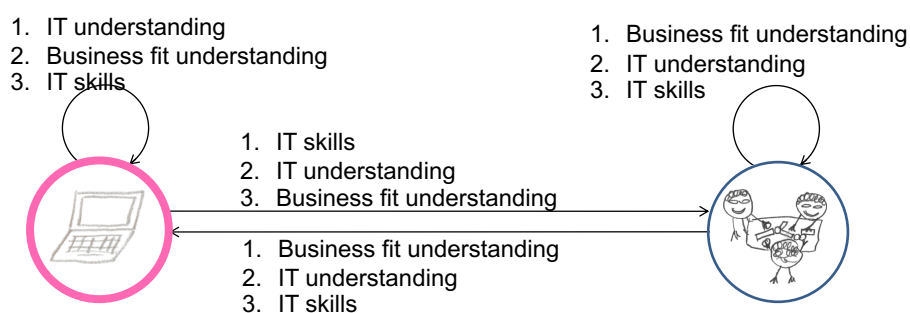
2

Support staff learning from users

- Business fit understanding
 - The fact that the system allows one user to see another's work.
 - The need for forms that have had changes to be reapproved
- IT understanding
 - When forms are created in other applications and then are dropped into the work flow system, the display is completely messed up.
 - Bank logos do not display properly on every page.
 - Users are not able to save the credit agreement form.

3

Support staff – Users learning



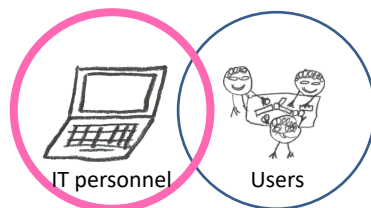
Works better when knowing whom to ask

4

IT support vs Super-users

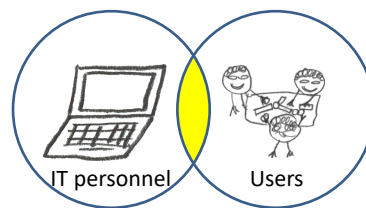
IT personnel support

- Survey in Norwegian University
222 users
49% prefer IT support
31% prefer colleagues
Nilsen & Sein, 2004



Super-users

- Survey of US middle managers
98 users
38% prefer super-users
31% prefer colleagues
19% prefer IT support
Govindarajulu et al., 2000



5

User support vs Competence level

- IT support personnel
- Superusers
- Software and Company help
 - Context-free
 - Searchable
- Internet resources
 - E-mail lists
 - Blogs
 - FAQs

Munkvold (2003) End User Support Usage

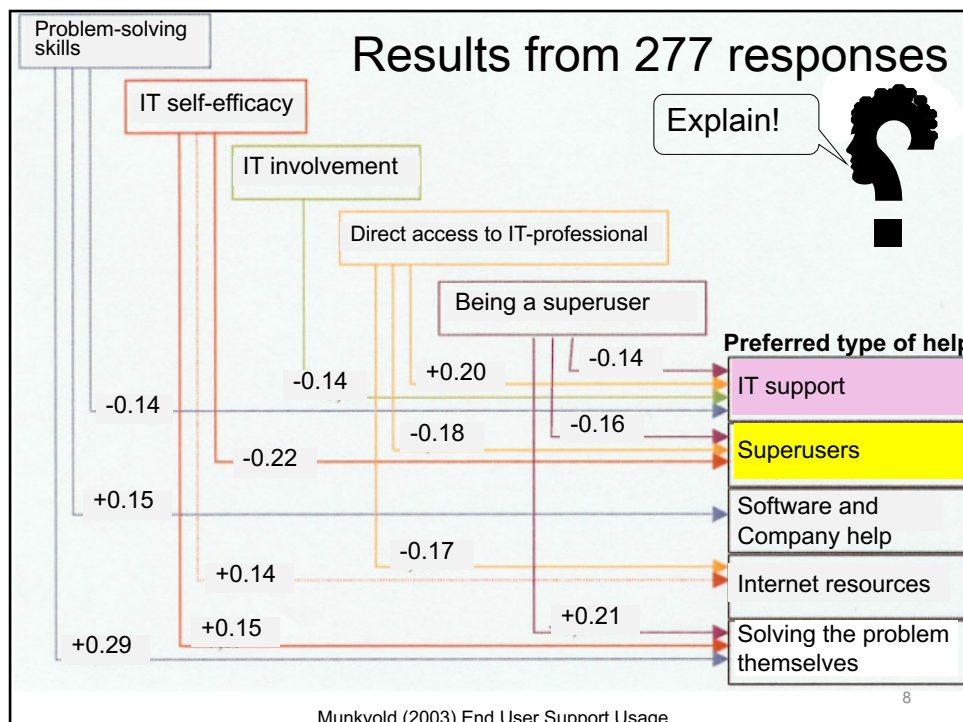
6

Users' background

- Problem-solving skills
- IT involvement
 - The importance and personal relevancy an end user attached to a computer and the use of it
- IT self-efficacy
 - People's perception of their own capabilities to use computers to accomplish a task

Munkvold (2003) End User Support Usage

7



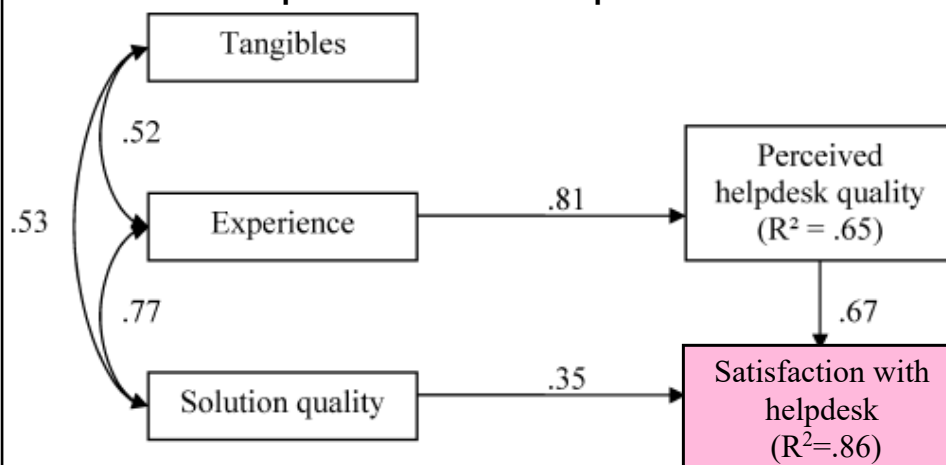
Helpdesks and helplines

- Helpdesk
 - Personal visit
- Helpline
 - Telephone call for support
- Perceived support quality
 - Tangibles
 - Reliability
 - Responsiveness
 - Assurance
 - Empathy
- Perceived IT solution quality
 - Correctness
 - Promptness
- Survey of consumer – supplier relations
 - Not in-house support

van Velsen, Steehouder, de Jong (2007)

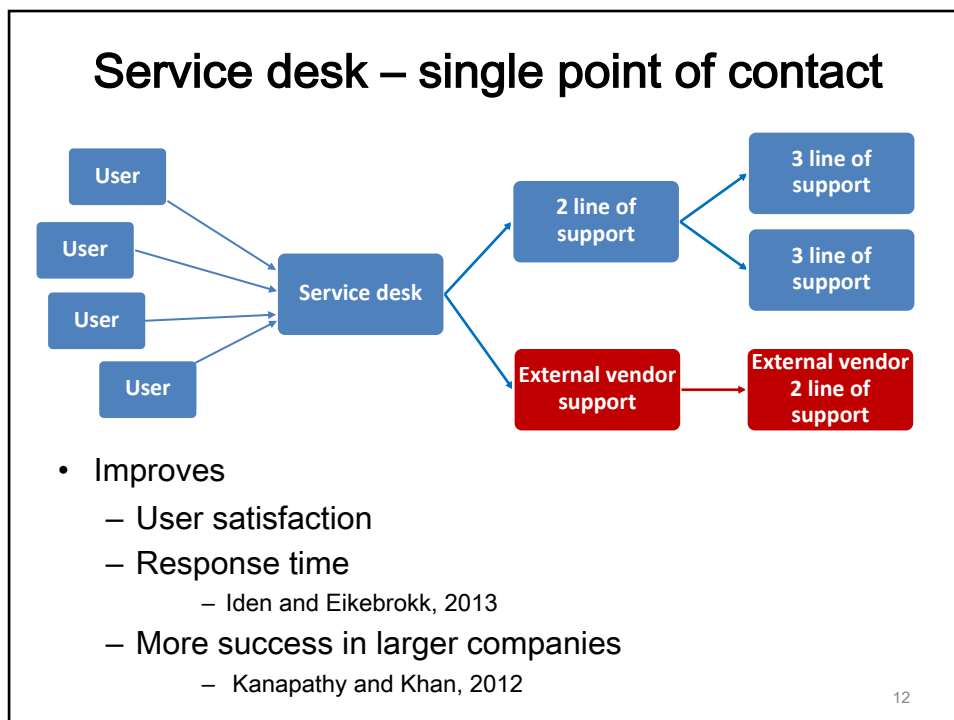
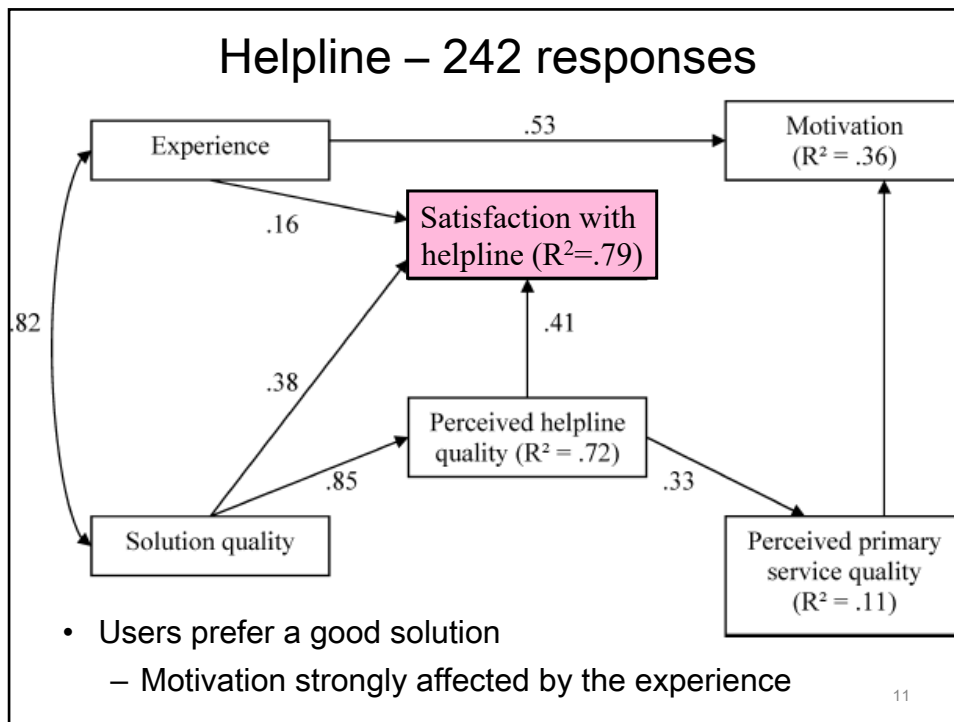
9

Helpdesk – 64 responses



- Users prefer a good experience

10



Information Technology Infrastructure Library ITIL

- Commercial package of guidelines
 - ITIL Service Operation
 - User support
 - Troubleshooting
 - Requests for software changes
 - Warnings concerning threats to data security



13

IT executives' perception of ITIL

- Survey of 441 IT managers in large business
 - UK, US and other
- Higher level of maturity of ITIL
 - Improve alignment of IT and business
 - Increase the number of benefits provided by IT that are acknowledged by the business

Marrone & Kolbe (2011) Uncovering ITIL claims: IT executives' perception on benefits and Business-IT alignment. *Inf Syst E-Bus Management* 9:363–380

14



10. Organise one service desk for all user requests with service minded staff.

15

