Committee 36-2 Client Support Services Approved Recommendations

1. Recommends the development of a comprehensive set of IT support tools that are shared by the team, regardless of GSU campus or college affiliation.

2. Recommends a unified desktop engineering service which offers campus wide desktop solutions that consistently evolve to meet business, customer, and support needs.

3. Recommends the creation of a unified model that facilitates consistent, high-quality desktop support across all GSU campuses.

4. Recommends the development of a unified incident communication strategy.

5. Recommends the creation of a shared knowledge management strategy that gives all of our IT support staff access to the same pool of consistent, accurate, and curated information.

6. Recommends the development of a single, unified Service Desk team to act as single point of contact for GSU IT support, operating under established SLA guidelines conducive to the business unit.

7. Recommends the implementation of a single ITSM tool shared by IT staff across GSU, regardless of campus or college affiliation.