

Web-Based IT Support Services Audit



How to Use This Resource

Recommended uses of the Web-Based IT Support Services Audit include:

- Assess your online IT services for usability, communication, availability, and personalization
- Request IT staff to compare different perceptions of the maturity of your online IT services
- Request different user groups (e.g., students, faculty, staff) complete audit to learn more about the perception of online IT services across campus
- Identify areas for improvement and future investment
- Discover institutional examples of what mature web-based IT services looks like in practice



Service Definitions

Service terms used throughout the audit are defined below:

- **Service Catalog** is a list of IT service offerings available to users
- **Service Portal** is an online collection of IT services, knowledge articles, and self-service resources accessible from one place
- **IT Homepage** is the first publicly accessible webpage that users see when they click on IT services/IT unit from the institution's website
- **Knowledge Article** is an item in a knowledge base or resource collection that provides information on an IT service offering, general IT topic, or technology term that proactively answers common questions and often aids self-service

Web-Based IT Support Services Audit

Part I. Assessing Your Online Services

Please check off the characteristics that apply to your institution's IT service catalog or service portal. Add up the number of checks for each category to get your final score. Compile the subtotals on the third page to determine the maturity of your web-based IT support services.

	Usability
☐	The IT service catalog and/or portal is easily searchable from the IT website
☐	Users can find email service information within 20 seconds of visiting the IT service website
☐	Users can find the steps to request a password reset or enable MFA (multi-factor authentication) within 20 seconds of visiting the IT service website, without the need to call someone on the phone
☐	Users can find wireless network set up and connection information within 20 seconds of visiting the IT service website, including instructions to locate log in information
☐	There is a search bar that returns accurate and helpful results while accounting for multiple iterations of language (e.g., password support, password help, password reset, forgot password)

Subtotal

	Communication
☐	Related services or actions are linked within service descriptions, including a link to request the service, contact the service owner(s), or continue with next steps
☐	Service descriptions are comprehensive and up to date with an option for users to request an update to information if necessary
☐	Knowledge articles are intertwined with the service catalog, providing helpful information related to the IT services being offered, including links to relevant articles and additional vendor information on the topic
☐	Service descriptions are intuitive to business users and use easily understood language, free of technical jargon
☐	The IT services homepage includes a direct link to request IT service or contact someone for help

Subtotal

Web-Based IT Support Services Audit

✓	Availability
☐	Service descriptions and knowledge articles include screenshots and video tutorials as visual aids for processes that may be confusing or require multiple steps
☐	IT service information is accessible from a mobile device and available in a mobile-friendly format
☐	Users can view knowledge articles from a mobile device in a mobile-friendly format
☐	IT service help is available through multiple channels beyond phone and in-person interactions, such as a live chat, chatbot, and/or self-service options
☐	IT service help is available beyond regular business hours during the weekdays and/or on the weekends

Subtotal

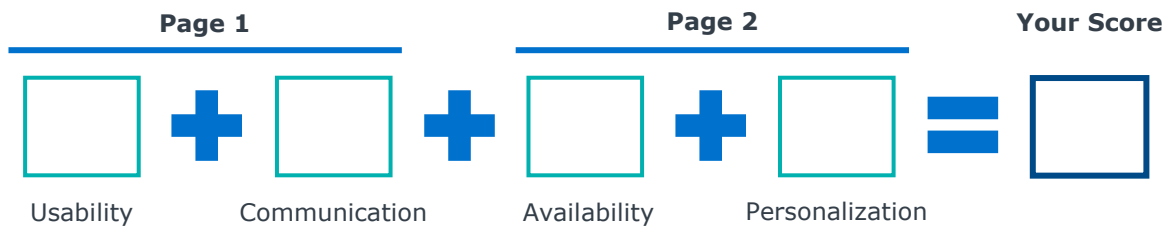
✓	Personalization
☐	Frequently used services are pulled to the top of the main IT services webpage, eliminating additional clicks or scrolling to view
☐	Users can bookmark favorite services or create a personalized home page
☐	IT services can be sorted by user population (e.g., undergraduate student, graduate student, staff, faculty, alumni, parent, etc.) and functional area
☐	When applicable, service offerings include costs by user group to obtain the service
☐	When applicable, alternative service options are compared within the service description to help the user select the appropriate service

Subtotal

Web-Based IT Support Services Audit

Part II. Interpreting Your Score

Add up your checks from pages 1 and 2 for usability, communication, availability, and personalization to see how mature your institution's web-based IT support services are.



INTERPRETING YOUR SCORE

Score Range IT Services Maturity Stage

0-6 **Early**

Your institution has yet to implement many or most of the practices we've identified to form an exceptional IT services portal. This suggests the potential for large improvements.

7-13 **Intermediate**

Your institution is functioning at a moderately advanced level but is missing significant opportunities associated with best practices to enhance your customers' experience. There is room for improvement to take your online IT services to the next level.

14-20 **Advanced**

Your institution is functioning at an unusually high standard. Further gains in performance are possible but will require extraordinary levels of focus and innovation to be realized.