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Kingston University Success Story

"Blank Canvas" Self-Service Model Speeds Service Delivery and Improves the User Experience

Introduction

Kingston University, "The Organization Founded as Kingston Technical Institute in 1899," is a public university located southwest of London in the UK. The institution achieved university status in 1992 and provides a wide range of academic instruction and research spread across five main faculties and four campuses. The university's mission is "to be internationally recognized for a creative approach to education that has practical outcomes which benefit people and communities." Kingston currently enrolls approximately 19,000 undergraduate and 4,000 postgraduate students and employs nearly 3,000 staff.

The Challenge

Kingston University's IT department had typically opted for a traditional IT model of pushing every possible resource to everyone, everywhere, in terms of desktop and application delivery. But this led to a bloated desktop environment and resulted in a poor user experience. IT found it increasingly challenging to manage the diverse range of users and their individual requirements and wanted to move away from dictating how users should work and the IT services they may or may not require.

IT wanted to transition to a managed service model, looking at its users as service consumers and providing a means of allowing them to choose, design, and customize their own IT environments, or workspaces, from scratch. In addition, IT wanted to streamline several of its support process to improve Service Level Agreements and the quality of service offered to its users.

Kingston University London

The Solution

When Kingston migrated to Windows 7 several years ago, it took the opportunity to re-architect its legacy desktop-management and application -delivery solutions previously in place. After evaluating the marketplace for a solution to meet the University's complex requirements, it adopted the following

Ivanti solutions:

- Ivanti® Workspace Control offers a simplified way for IT to manage the access, security, and usability of services for its user base. The solution configures their desktops in real time, based on the user's location, device, and other changing factors.
- Ivanti® Automation helps Kingston automate recurring and repetitive tasks in both the data center and desktop environments, saving IT valuable time.
- Ivanti® Identity Director lets Kingston place its users in control of their workspace by providing a personal IT service catalog, where services and applications can be subscribed to, enabling the services to follow the user.

Ivanti Identity Director in particular helped deliver the "blank canvas" solution the University was looking for. By taking the logic of the popular "app store" model and applying it to IT services, the versatile, one-stop delivery service simplified the process of creating a workspace from scratch by aggregating and providing all available and relevant software and services in a single location. Students, staff, and other members of the University community can now use Ivanti Identity Director to customize their IT workspace according to their individual requirements.

For Kingston, Ivanti Identity Director filled needs beyond those of an on-demand app store. The Kingston IT team now uses the IT Store to deliver any service that can be automated. Ivanti Identity Director integrates easily with existing software-delivery infrastructure and systems and is able to support any technology platform an organization uses, including a wide range of operating systems and device types. This compatibility was particularly important to the university, as approximately 1,000 out of 6,000 of the University's managed desktops are Macs.

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In about 30 seconds, any staff member can now resove an issue

The Benefits

Ivanti's platform has drastically reduced the amount of time needed to address many common issues, improving the efficiency of both the IT staff's time and the students' workdays. The simplicity and quick user adoption of Ivanti Identity Director has also impacted the workload of the IT services team positively.

To illustrate a small but powerful example, staff members asking for administrative privileges on their office computers previously made up the largest volume of requests fielded by the IT team. While the actual act of granting access was quick and simple, each request required IT staff to address it sequentially, which could take up to four days for the issue to be resolved. Now, through Ivanti Identity Director, any staff member can resolve the issue in about 30 seconds. This service has saved an estimated 174 working days of support response time since the IT Store launch in September 2013. The University now has just over 400 services and applications available to users for automatic delivery.

Specific benefits of the implementation include:

- Flexible delivery – The solution enables non-IT staff to make applications and services available through Ivanti Identity Director, a vital feature when both IT and non-IT staff need to make course-module changes quickly.
- Groundbreaking innovation – This approach is relatively unique to Kingston University among educational institutions. Kingston is currently the first and only university in the UK to go live with this solution, presenting an attractive IT experience to prospective students.
- Ivanti's Support – Even though the solution runs smoothly without the need for communication with Ivanti, Kingston University has praised the company's support team for its quick response and resolution times.

Ivanti provided a simple solution to a complex, large-scale problem with an application and IT service delivery system that allows Kingston users to customize their own desktop workspaces. The advantages extend to virtually everyone associated with the University.

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