



Information Technology Services Division (ITSD) Software Acquisition

The Problem

From June 2018 to July 2019, it took 38 days, on average, for an end user to have software installed on their computer when requested from ITSD causing delays in the end users' ability to perform their job duties. Less than 40% of tickets were closed in under two weeks.

The Scope

The goal was to reduce the time it took from an end user requested software to it being installed on their computer. Scope did not include negotiation time for large enterprise software titles being procured for thousands of end users at a time.

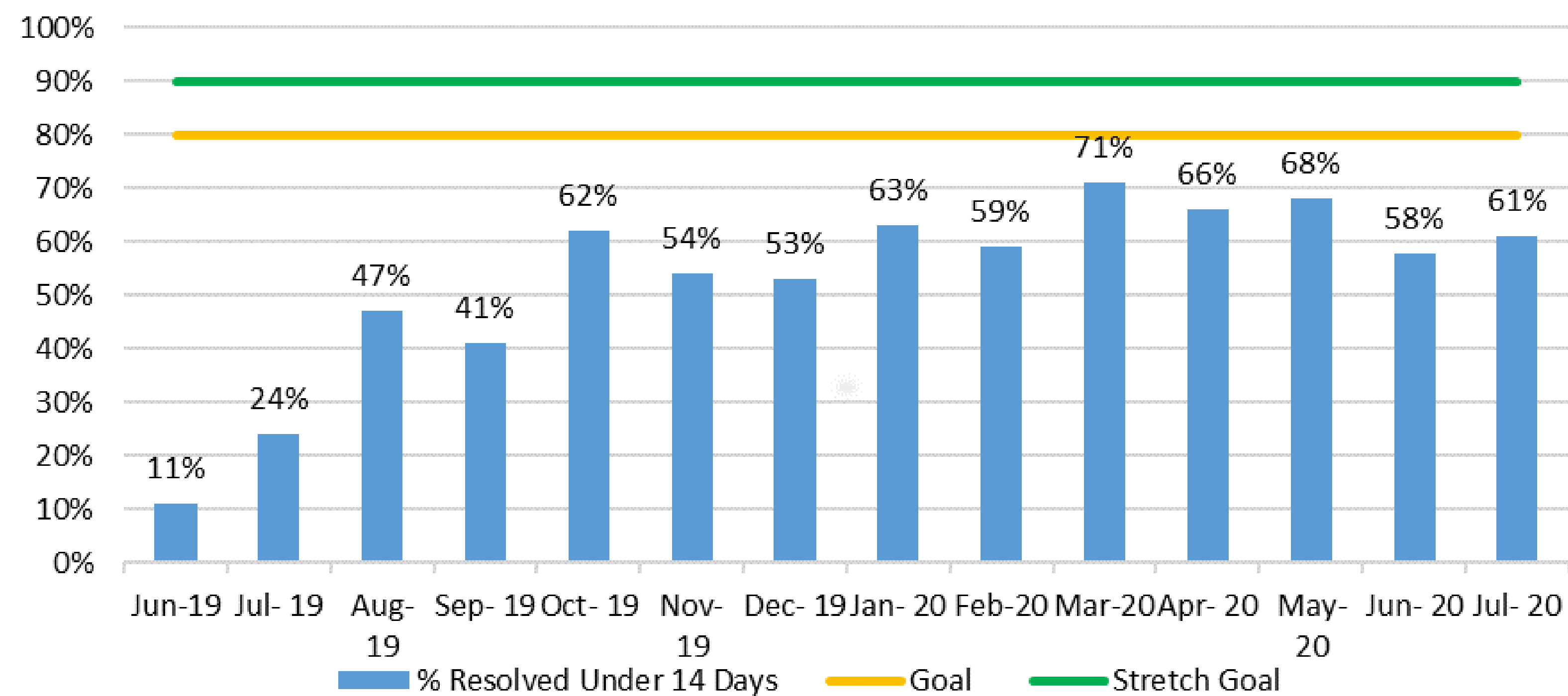
The Approach

Beginning in August 2019, ITSD began keep quotes on hand for all standard software instead of requesting new through the vendor each time.

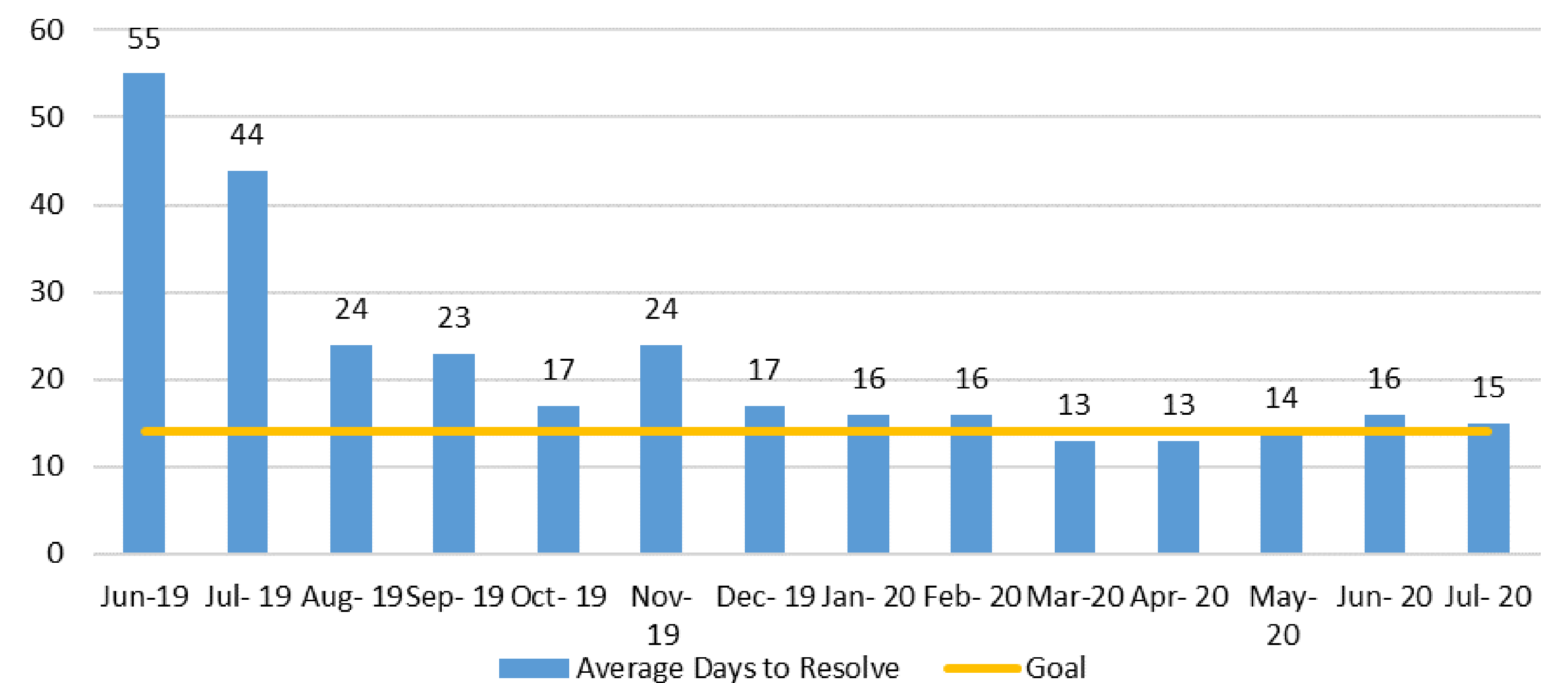
ITSD also reduced time in the process by eliminating unnecessary review/approval steps

The Data & Results

% Software Request Tickets Resolved Under 14 Days



Average Days to Resolve Software Request Tickets



Time to process software requests has been reduced by 60% and requests completed in under than 2 weeks has increased by more than 20%