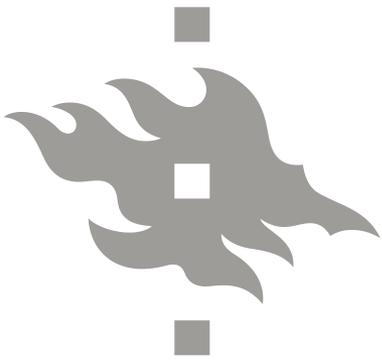


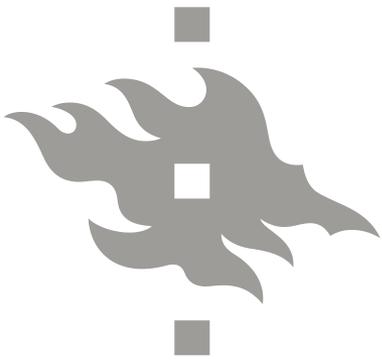
ID Point - service model



Helsinki university

- IT point of view

- 40 000 students and staff member
- Four main campuses
 - 17 locations all over Finland
- Skilled and functional common IT service
 - Helpdesk
 - Local IT support
 - IT specialists
 - Functional IT infrastructure



Starting point

Helpdesk

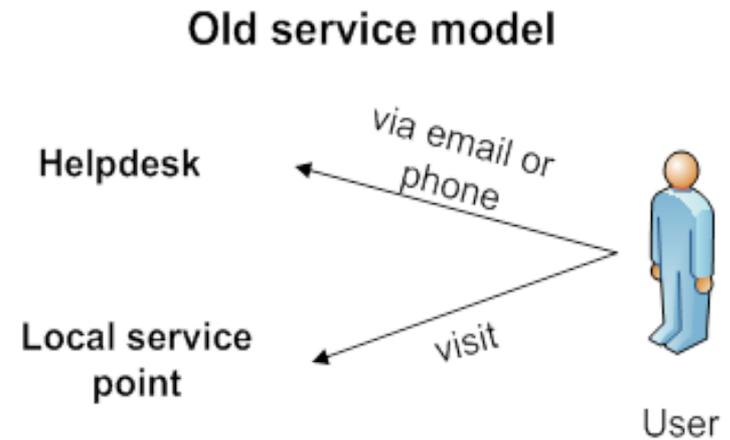
- Services where user does not require identification

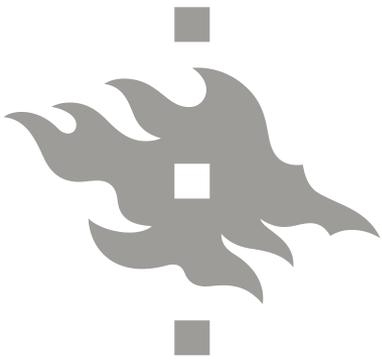
Several local service points

- Located on main campuses
- Services that requires user identification

Local IT Support

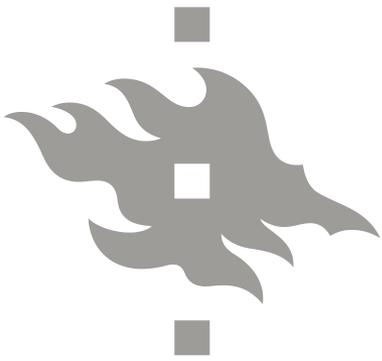
- Covers also remote sites with the user identification services



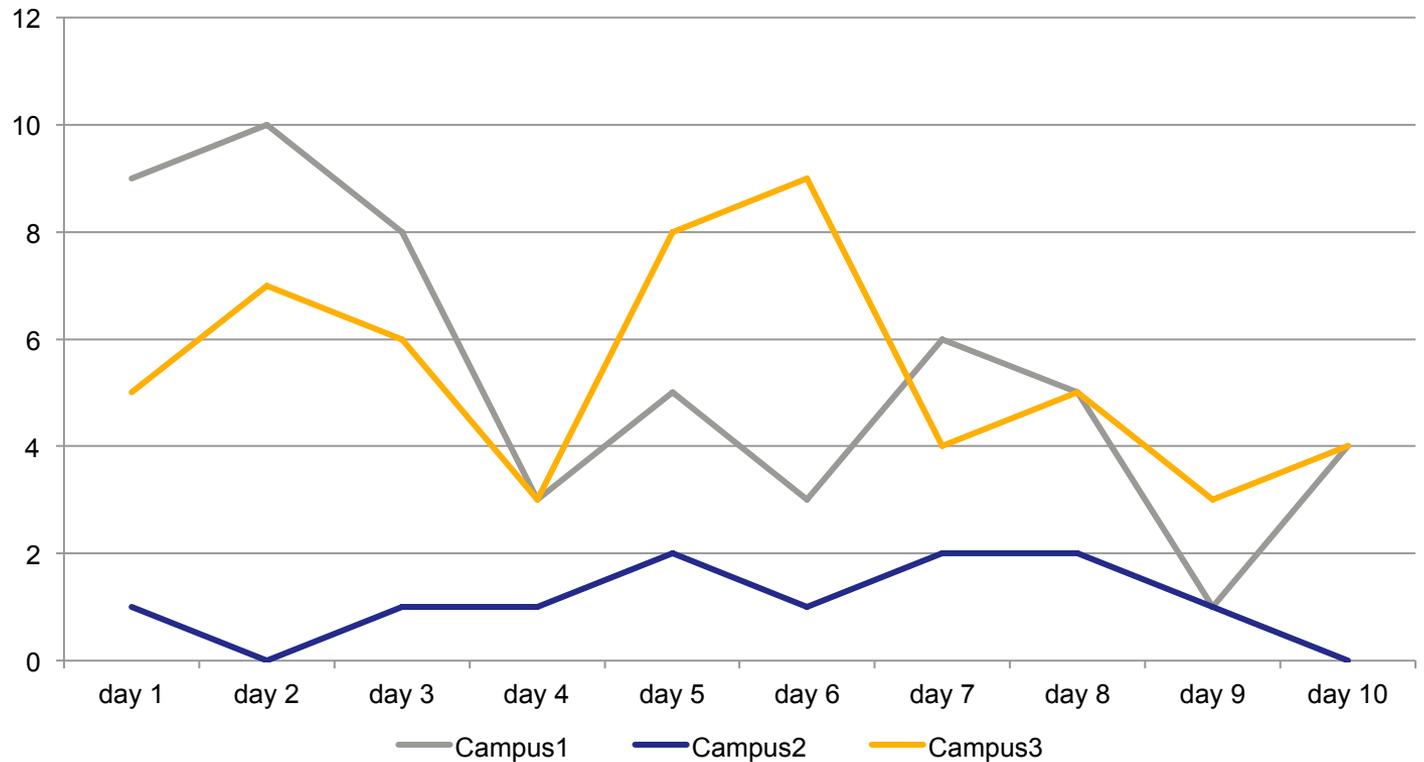


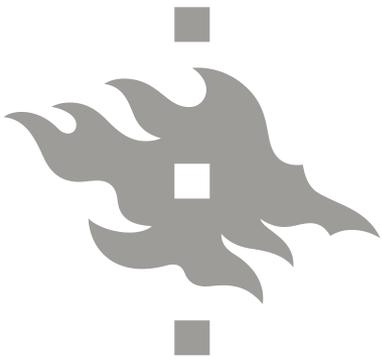
Problems and challenges

- User had to know where to contact:
 - Helpdesk
 - Local service point
 - Local IT support
- Helpdesk could not provide user account related services
- Organizing the user account support for remote locations
- Local service point visit's had dramatically degraded
- User account management tool was old and complex to use



Visits at local service points -> NEED FOR CHANGE

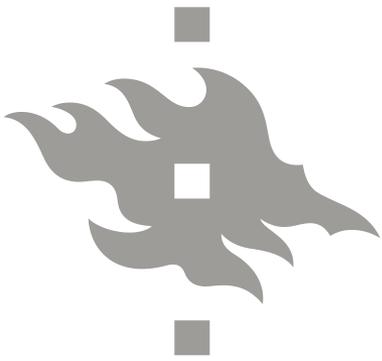




Video service point model

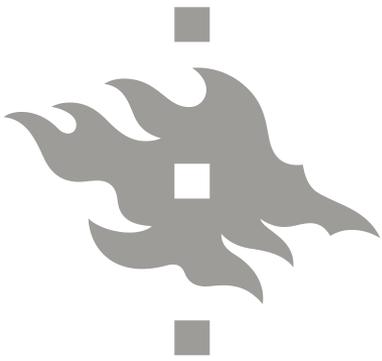
- Provide user account management from helpdesk via EX-90
- Plans:
 - Helpdesk person can contribute work effort other tasks when no customers requiring help
 - Easy to contact
 - Can expand all sites





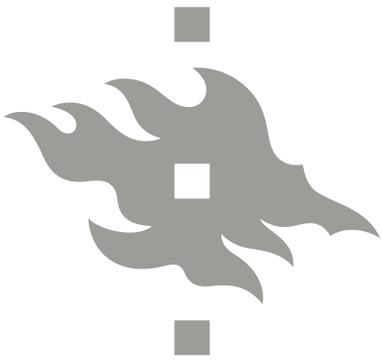
Drawbacks on Video service point model

- To build network of video service points need resources for devices and some extra space
- Devices usability is on rather good level but there seems to be some technology fear
- Devices felt in sleep-mode and were sometimes tricky to wake-up
- The efficiency of the process was not good enough
- Reliability of the customer identification was unclear from the legislation point of view



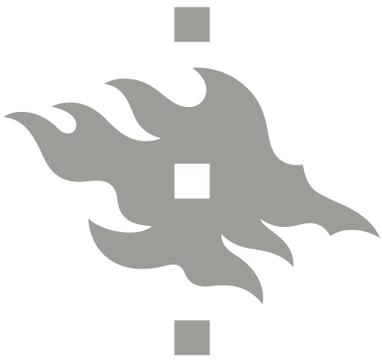
Demand created a chance

- Reliability of the customer identification was demand on user account management
- Local library where video service model were tested agreed to check the identifications
- Question rose up – how we transfer the identification?
- Tool was required – it was named as ID Point

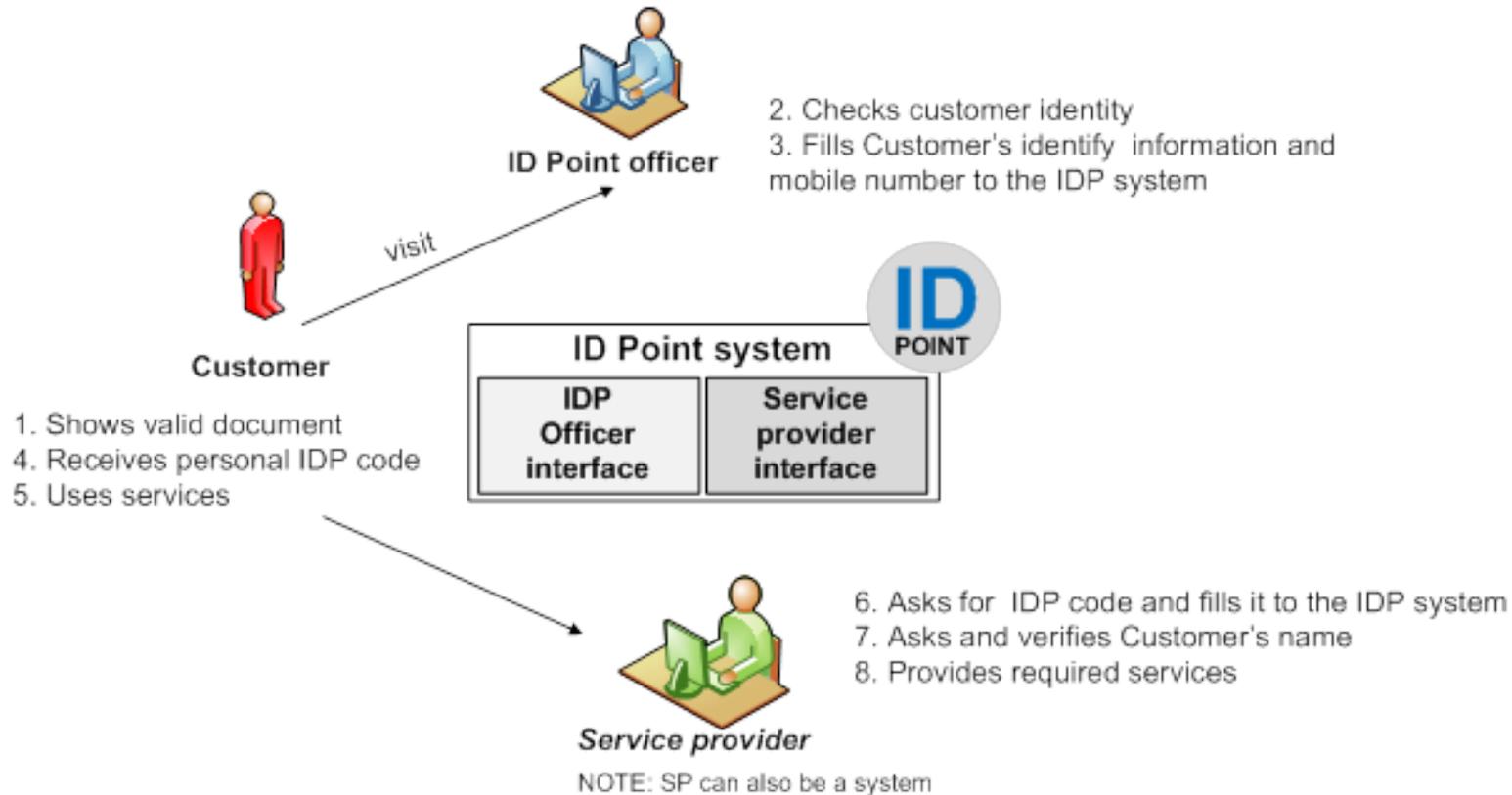


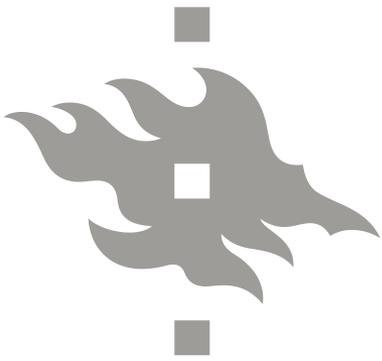
New service model was born

- ID Point – system was created identification transfers from local library to helpdesk
- At ID Point service point user will be identified
- After being identified user can have service through video connection to helpdesk
- During the pilot it was clear that users rather used phone with ID Point code instead of video connection



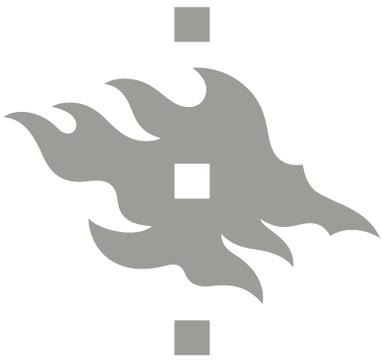
ID Point service model





ID Point service points





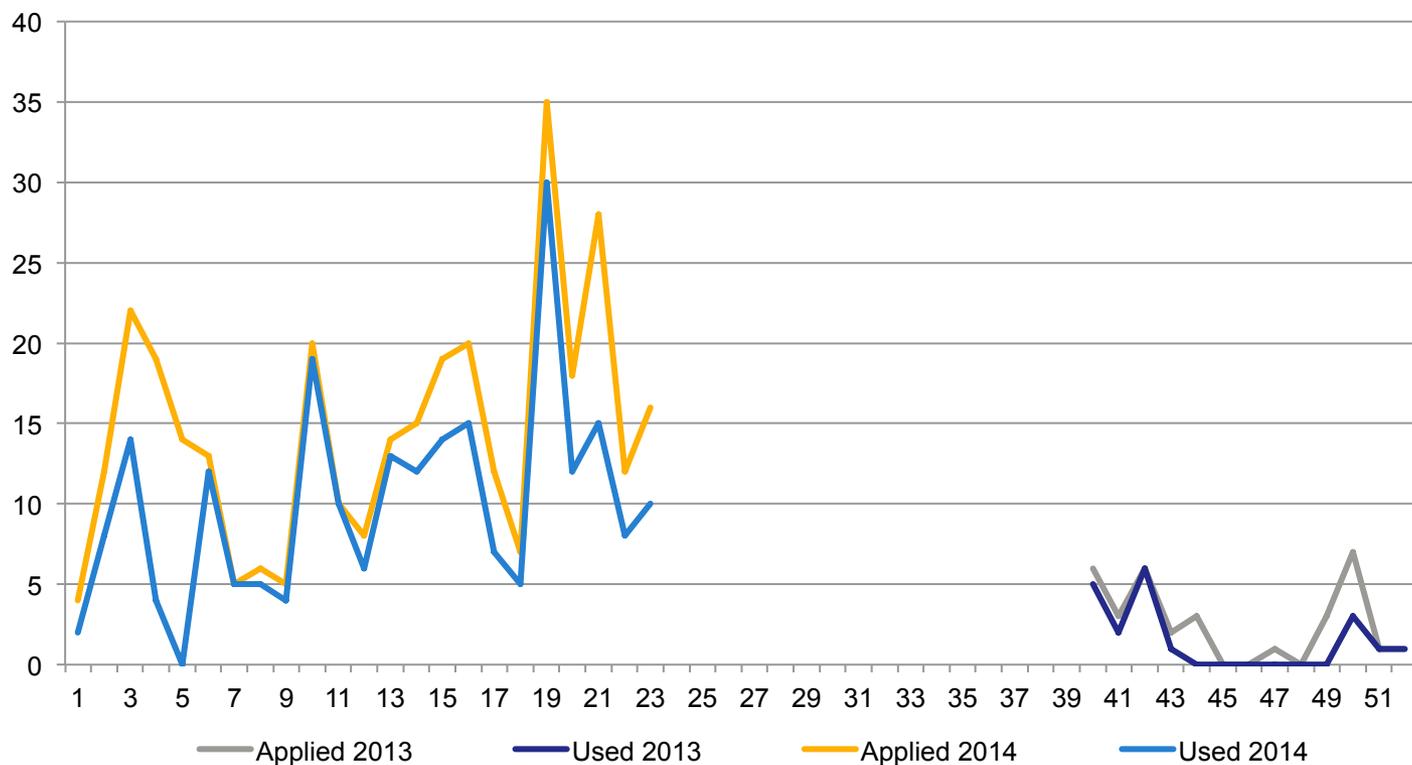
How does ID Point service - model works?



1. Visit at ID Point – service desk
2. ID Point officer check's customers identification papers
3. Customer gets ID Point code
4. Users calls to helpdesk and provides the ID Point code
5. User can have service regarding user account by phone



ID Point activity





Questions?

Thank you