Tampere University

Managing customer wishes and expectations with the customers' need process and onion models of digital tools

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Background and starting point

Tampere Universities

Together

Tampere University (TAU) and Tampere University of Applied Sciences (TAMK) combined form together the second largest multidisciplinary university in Finland.

Community

5 000
staff
4 200 (TAU) + 800 (TAMK)

32 500
students
21 500 (TAU) + 11 000 (TAMK)

Unique combination

Technology

+

Health

+

Society

Starting point: Challenges and threats

Key questions:

How to manage customer wishes and needs?

How to communicate available tools for community?
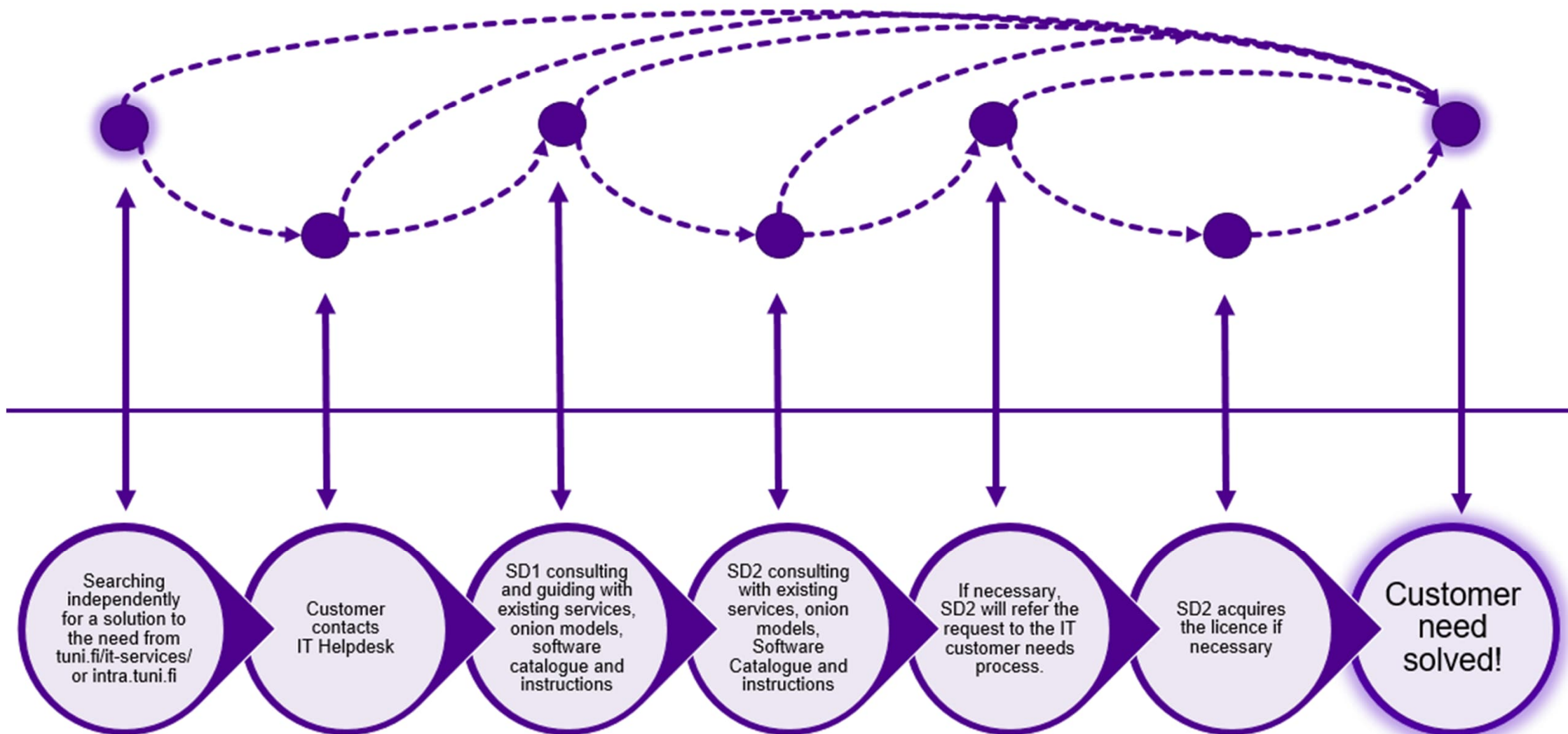
Customer journey

Customer journey – need for a Digital Tool

The IT customers' need process

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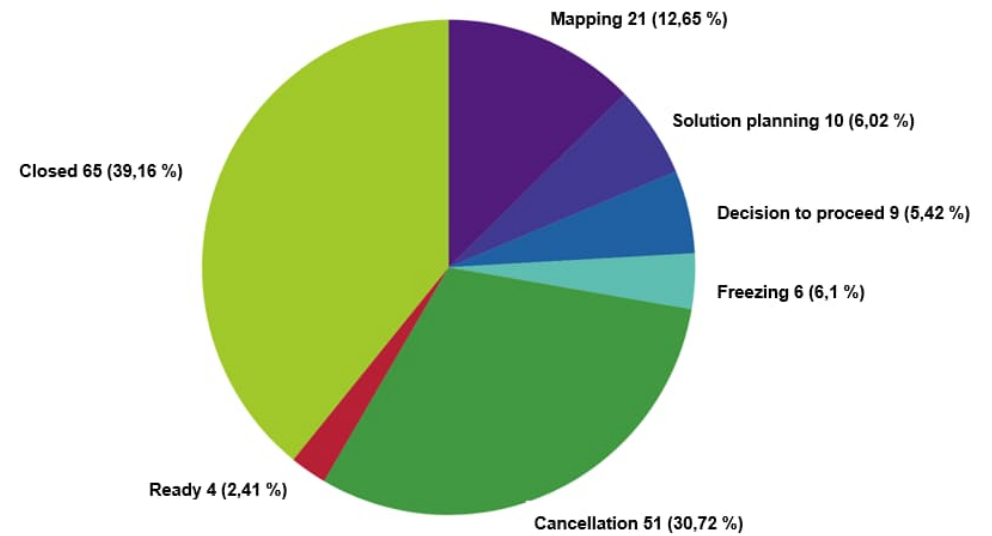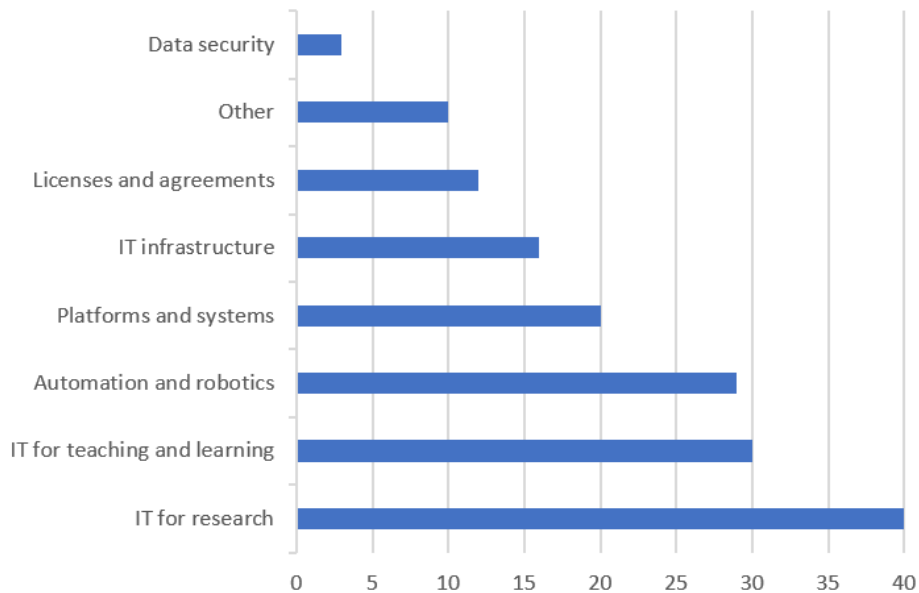| Customers' need	Mapping	Solution planning	Decision to proceed	Directing to implementation / Freezing / Cancellation
Customers' need board • processes new needs weekly • decides whether to proceed or cancel • prioritises needs • picks a planner and coordinator for the project who communicates with the customer	Mapper • finds out the customers' needs • coordinates the review • contacts the owner of the matter • drafts a needs definition for the matter to proceed • communicates with the customer	Solution planner • coordinates finding a solution to the customers' need • reviews implementation options, different aspects and technologies • ensures stakeholder commitment • communicates with the customer	Customers' need board • assesses the solution proposal • decides the form of implementation and schedule • notes ownership and resource need estimat • assigns promotion responsibility within IT Services	• Person responsible for promotion ensures that the need moves forward in accordance with the decision • E.g., ticket, purchase, projecting, annual planning etc.
Coordinator IT-case responsible	Coordinator Mapper	Coordinator Solution planner	Coordinator Promotion responsible	Coordination is determined in accordance with the process being implemented

Statistics of IT customers' needs

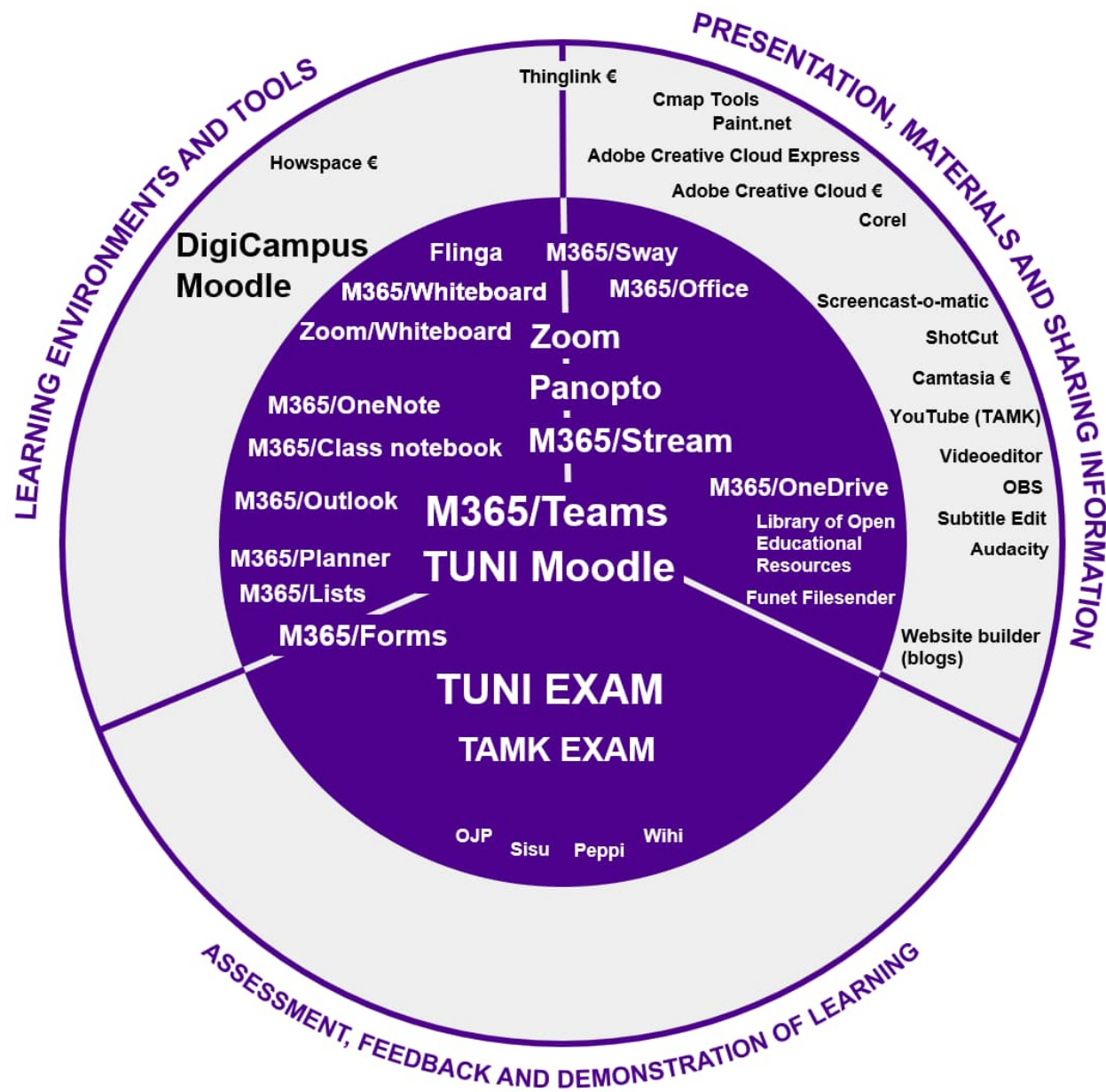Subjects and count of processed customers' needs

Onion models of digital tools

DIGITAL TOOLS SUPPORT TEACHING AND LEARNING

Services offered by Tampere Universities
Services ans tools availabel to all:
Information security and data protection | Continous | Support and instructions

Other available services
Tools available upon request/paid tools:
Tietoturva ja tietosuoja | Fixed-term | Instructions

External services
Users are responsible for complying with the terms of use, the institutional rules and recomendations and the data protection and information security requirements.

LEARNING ENVIRONMENTS AND TOOLS

PRESENTATION, MATERIALS AND SHARING INFORMATION

ASSESSMENT, FEEDBACK AND DEMONSTRATION OF LEARNING

Thinglink €

Howspace €

Cmap Tools
Paint.net
Adobe Creative Cloud Express
Adobe Creative Cloud €
Corel

DigiCampus Moodle

Flinga
M365/Whiteboard
Zoom/Whiteboard

M365/Sway
M365/Office
Zoom
Panopto
M365/Stream

Screencast-o-matic
ShotCut
Camtasia €
YouTube (TAMK)
Videoeditor
OBS
Subtitle Edit
Audacity

M365/OneNote
M365/Class notebook

M365/Outlook

M365/Planner
M365/Lists
M365/Forms

M365/Teams
TUNI Moodle

M365/OneDrive
Library of Open Educational Resources
Funet Filesender

Website builder (blogs)

TUNI EXAM
TAMK EXAM

OJP   Sisu   Peppi   Wihi

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Software catalogue

- ## Software catalogue

- IT Handbook
- Digital toolkit

- Helpdesk working instructions
- IT Cases database

- Teaching and Learning Centre
- IT Helpdesk

Licences

Instructions

Knowledge base

Support

Digital tools supporting research

DIGITAL TOOLS FOR STAFF
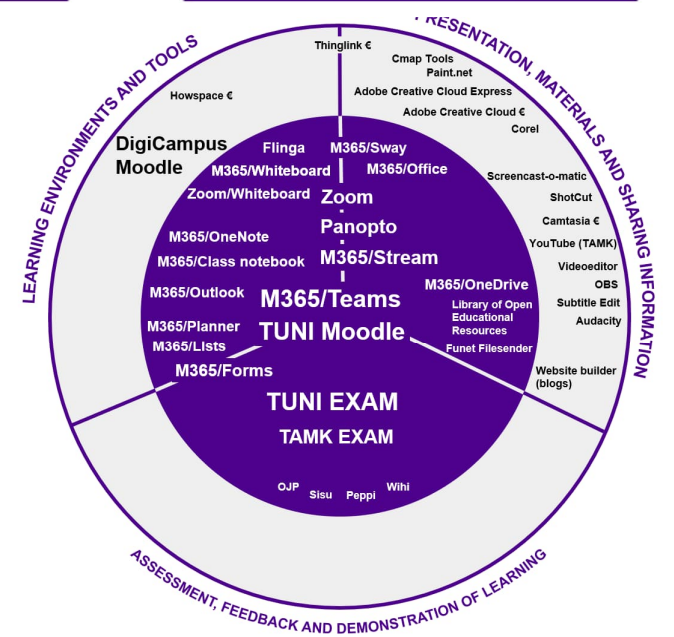
Tampereen yliopisto
Tampereen ammattikorkeakoulu

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M365/Lists
M365/Forms

TUNI EXAM
TAMK EXAM

OJP Sisu Peppi Wihi

Outcome: Advantages and benefits

Key benefits:

A structured process supports the work of IT service staff and benefits customers

Increased awareness of the secure and appropriate digital tools available.

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Thank you and questions