



# How does one solution work for all?

University creates a trusted, one-stop service and support shop for all administrative tasks

## Job to be done

Replace multiple, disparate sources of information, administrative services, and support with just one, delivering an improved user experience

## Solutions to do it

- ServiceNow® Customer Service Management

## What we did

Supported UC San Diego to create a single, secure, and easy-to-use service and support portal and platform, accessible 24/7

## Making changemakers

University of California San Diego (UC San Diego) is one of the top 15 research universities in the world, attracting more than \$1 billion in funding every year to spark the discoveries that advance society and drive economic impact. It strives to equip its 40,000 students to become changemakers, with the passion, inspiration, and tools to find answers to the world’s most pressing questions. Competition for places at UC San Diego is intense with only three in ten applicants accepted.

“ Our students are our primary call handlers and they’re utilizing a tool that is sophisticated and easy to use and allows them to work flexibly on campus, in their dorm, or at home – and it was absolutely seamless for students.

### Brett Pollak

Director of Workplace Technology Services, University of California San Diego

## Powering the next 60 years of UC San Diego

The Enterprise Systems Renewal (ESR) is the largest process improvement and technology program ever undertaken in UC San Diego’s 60-year history, designed to put in place the new, cloud-based technologies required to power the university’s next 60 years of achievement and growth. An important element of the ESR was a desire to simplify the complex network of legacy, homegrown systems for finance, administrative support, and student information.

## Supports

**150K**

users, including staff, students, parents, and partners

## Access to

**1**

central place for support, down from 200 contact points

## And

**92%**

of service desk users rate the experience as ‘positive’



The university had more than 200 different phone numbers, email addresses, and forms for staff and students to seek support. It wanted to replace this with a single-entry point and one-stop-shop for all students and 40,000 faculty and staff members, with self-service and a great user experience its key ambitions.

## Service and support portal

UC San Diego selected ServiceNow Customer Service Management as the foundation for the university's first single services and support portal. The portal was designed after extensive, internally led expert research. It provided a single, secure, easily accessible, and trusted source of information and services for six key units – student support, budget and finance, IT, personnel and HR, research, and finally advancement, the university's donor relations and fundraising team. The portal allows UC San Diego to address student and staff queries quickly and transparently, delivering an improved user experience.

## Impressive early results

The ServiceNow-powered portal is transforming the way people get things done. More than 150,000 users – students, faculty, staff, as well as supply chain partners and parents – are utilizing 142 individual catalog items. User feedback is very encouraging, with the service desk achieving a 92% 'positive' rating, and 97% describing their agent as 'helpful'.

## Moving forward with confidence

Director of Campus Platform Technologies, Allisa Becker, is delighted with results so far: "Creating a single jumping-off point for all services and support, with all partners within UC San Diego agreeing with the structure, makes it easier for agents to provide support, and students and staff to get answers to their questions more quickly. It's a very important achievement and means that we can move forward with confidence."

**Now you know how  
work can work better.**

“ I am incredibly impressed by ServiceNow's release schedule and how many new things it is able to provide with each of its upgrades. I think that's a major strength.

**Allisa Becker**

Director of Campus Platform Technologies, University of California San Diego



**Customer  
Workflows**