Higher Ed IT Leaders Rethink Tech Support
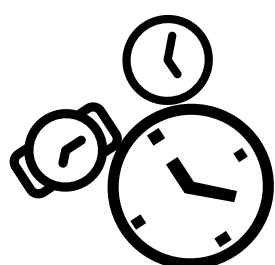
What could you & your team accomplish with 46% more time?

IT teams everywhere are devoting too much time to first-level support. According to a recent Blackboard survey, simple password queries comprise around 46% of all help center calls.

One Day

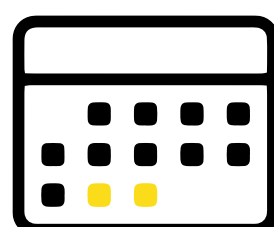**46%** of a day = **3.5hrs** of time freed up to train faculty on tech

Get proactive and give faculty training to reduce the volume of future first-level calls.
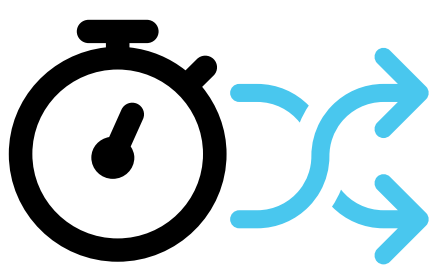
One Week

46% of a week = more than **2 days** of time freed up for team skills training

Focus on research, training and spending more time with students to improve always-on, anytime, anywhere technology support services.

One Month

46% of a week = over **9 days** free to work on improvement initiatives

Move from crisis mode to growth by shifting focus from putting out fires to long-term strategy.

One Year

46% of a year = over **5.5 months** to undertake long-term IT projects

Focus technical staff on large strategic projects that align with the CIO's top priorities: high customer service, security, and networking.

Get your 46% back

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Download the full report here:
http://bbbb.blackboard.com/46percentmore

Blackboard

How Would You Improve Technology Usage with 46% More Time?