



CAMPUS CONSORTIUM'S ARTIFICIAL INTELLIGENCE FOR IT HELPDESK GRANT

Last Date to Apply

January 31st, 2019

OVERVIEW

Campus Consortium offers Grant Programs for a variety of solutions, products and services. Campus Consortium Grants are funded by Campus Consortium and its technology partners. These Grants are designed to give institutions, with a smaller IT budget, a chance to implement modern technology services that meet the needs of institutions and their constituents. Campus Consortium is proud to provide the **Artificial Intelligence For IT Helpdesk Grant** to educational institutions interested in implementing an AI chatbot that addresses the challenges in IT support in higher education.

This Grant offers your institution a chance to financially take on implementing a smart IT support solution with a clear ROI and no hidden costs that typically prevents most solutions from being successfully implemented and maintained.

GRANT OVERVIEW

Scale student support for enrollment through AI support

Starting from information on Learning Management System to any issue related to computers, desktops, smart phones, network connectivity, printers or scanners, the exclusive help desk support can address password reset requests and queries within seconds resulting in higher levels of engagement and student satisfaction rates.

The help desk support aims to utilize AI's superhuman abilities to increase precision while reducing the help desk costs and response time to end users' queries. The grant will help transform:

1. 10x faster resolution of students' inquiries related to IT
2. Automated replies to frequently asked questions
3. Ability to handle multiple end users at the same time
4. Round-the-clock end-user support
5. Super low cost of implementation and maintenance

KEY COMPONENTS OF CAMPUS CONSORTIUM'S ARTIFICIAL INTELLIGENCE FOR IT HELPDESK GRANT

The grant covers 100% of the discovery, implementation and set up cost (which is a one-time cost). Every support project implementation takes between 100-200 man-hours and is equivalent to \$20k - \$30k in cost which is waived off under the grant.

WHAT CHALLENGES WILL YOU OVERCOME WITH THE ARTIFICIAL INTELLIGENCE FOR IT HELPDESK SUPPORT:

1. **Faster resolution of end users' queries** – Ensure the resolution of your students' password resets and queries about all IT related issues within seconds.
2. **Custom solution** – AI chatbot for IT can be customized and trained to follow your institution specific IT processes.
3. **Ability to automate personalized messages to FAQs** – AI for IT automates personalized messages to your end users' frequently asked questions and transfers the issues to a live agent in case they remain unresolved.
4. **Handles multiple end users at the same time** – With AI for IT, your students don't have to wait for service. It handles multiple users' inquiries simultaneously reducing the service wait-times and fostering greater student satisfaction.

QUALIFICATION CRITERIA

1. Applicant must be an education institution or public-sector organization.
2. Applicant demonstrates a commitment to implementing the solution (e.g. letter from president highlighting the problem that the solution solves and why the grant would be helpful in meeting strategic objectives).

GRANT PROCESS

1. Applications Open on January 14th, 2019
2. Apply for the Grant by January 31st, 2019
3. Review of Application by Grant Review Committee by February 8th, 2019
4. Grant Award Letter issued to Grant Recipients by February 14th, 2019
5. Grant Award Walkthrough by February 19th, 2019
6. Execution of Grant Award Agreement by February 26th, 2019
7. Project Kick-Off by March 11th, 2019

HOW TO APPLY

1. Download and fill the grant application form.
2. Submit grant applications to grantapplication@campusconsortium.org by 5:00 pm ET on January 31st, 2019

General Information

Applicant Information

Name of Institution:			
President/Chancellor:			
Point of Contact:			
POC Phone:		POC Email:	
CIO/VP of IT:			
CIO Phone:		CIO Email:	
Institution's Address:			

IN THE CASE OF BEING AWARDED THIS GRANT:

Do we have your permission to email the grant award letter to the President/Chancellor listed above?
If not, please indicate to whom this award should be made out to:
Media/Communications Contact (for News Release):

ENROLLMENT INFORMATION

Total Enrollment:		Full Time Enrollment:		Part Time Enrollment:	
Total # On-Campus Students:		Total # Off-Campus Students:			
# Faculty:		# Tenured Faculty:		# of Academic Depts.:	
Alumni Population:		% of Alumni who Donate:			
If so, approximated how many students does this program serve?					

PLEASE MARK "X" NEXT TO ALL THAT APPLY

Public:		Private:	
Four-year:		Two-year:	
Undergraduate:		Graduate:	

TECHNOLOGY RESOURCES

Please indicate all major software being utilized on campus

Enterprise Applications	Vendor & Version	Hosted/On-Site	URL – Enterprise Web App (if available)
Student Information System/ Enterprise Resource Planning			
Learning Management System			

Directory System			
Self Service Password Reset Tool			
PLEASE ANSWER THE FOLLOWING QUESTIONS:			
What is the current structure of your IT Help Desk?			
Does your institution currently have any policies and SLAs for IT Helpdesk operations?			
Please provide the details of the ticketing or incident tracking system you are using			
Do you have a deadline for getting Artificial Intelligence for IT Helpdesk services live?			
When would your ideal go-live date for this project be?			
SIGNATURES			
I authorize the verification of the information provided on this form.			
Signature of applicant:		Date:	

All application information is strictly confidential and intended only for use of the Campus Consortium Grant Review Committee to select Grantee institutions