Kelsey N. Lunsmann

Trust, Acknowledgment, and Collaboration Opportunities: An Employee Engagement Initiative
(PM Session)

Kelsey Lunsmann is the Program Manager for the Service Management Program for Information Technology at the UO.

After graduating from the University of Oregon in 2011, Kelsey accepted a full-time position with the UO as a Technology Service Desk Coordinator. Her main responsibilities included managing and coaching the student employees and providing second-level technical support to the campus community. In April 2015, Kelsey moved into her current position of IT Service Management (ITSM) Process Manager. ITSM helps IT organizations shift from a technology perspective to a service-based perspective by focusing on the quality of services and relationships with campus customers through a set of process-based best practices. In other words, ITSM helps communicate the value of services that an IT organization provides to the campus community.