

Help Desk Improvement Project Meeting Minutes - May 12, 2005

Notes

1. Project Plan Task Review
 - a. *1.3.3.1 Reclassify the Asst HC Manager to Software Systems Engineer* – Paper work is in HR in Reclassification status. Will have to go through the entire hiring process. Will be a 2 to 3 month time frame.
 - b. *1.3.3.2 Reclassify Workstation Support intermediate to Workstation Support Associate* – Issues dealing with College of law may be an issue. Tim to provide more information
 - c. *1.3.3.3 Set up career pathing for HD technicians* – Have the career path for the HC due to the Network D Document. Will need to wait until the positions are reclassified in order to determine the career paths of each individual.
 - d. *1.3.6 Establish Skill level needed based on common troubles as reported in Remedy* – This will be used along with the skills assessment to determine training needs of agents. The new close date is 5/26
 - e. *1.3.8 Develop training plan for HC Technicians* – Discussed that this is a new task to follow up with the skills assessment that was completed by the technicians. This will also need to include the findings from Task 1.3.6
 - f. *1.5.1 Improve ticket closed e-mail notification to address customer concerns* – This has been started and is on schedule.
 - g. *1.5.9.2 Novell: Unlock accounts* – This permission is now available for the HC technicians. They still need to be trained on the procedure.
 - h. *1.5.11.1 Add classification field in Remedy with dropdown for "Incident" and "Problem"* – Needs to be renamed to: Add "issue" to case type in Remedy
 - i. *1.5.11.2 Reclassify problem tickets as "Problem"* – The correct wording should be to replace "problem" with "Issues"
 - j. *1.5.15 Correct bug in Remedy that is preventing FCR reporting* – Bug has been fixed and task can be closed
 - k. *Tasks 1.8.9 – 1.8.11* – Documents are awaiting management approval
 - l. *1.9.6 Review and add Remedy Quick cases as needed* – This task is to update the Remedy Quick Cases. This will require a review of the Quick Cases along with any updates that need to be made. This task will be moved out of the technology section and moved along with the skills assessment and training.
 - m. *1.9.11 Self Service (1.9.11.1 and 1.9.11.2)* – Based on the feedback from NetworkD and the process. Georgia State University will not be ready to move to self service until the platform is changed and stable. The date for authorization to move to self service will be moved to the first of October with implementation to follow 45 – 60 days after. This is still scheduled to be complete in 2005
 - n. *1.9.17 Develop and implement ACD data indefinite storage / retention capability* – The file structure has been established and a procedure put in place. The reports will be run on a monthly basis

Attendees

Randall Alberts
John Bandy
Kenneth Graves

June Moss
Tim Jones