

Help Desk Improvement Project Meeting Minutes - May 26, 2005

Notes

1. Project Plan Task Review
 - a. *Establish skills needed based on common troubles as reported in Remedy* – Tim Jones has completed running this report and will include in developing a training plan for the Help Desk specialists. This task is complete
 - b. *Reclassify ASST HC MGR to Software Systems Engineer* – The paperwork has been submitted to HR. Waiting on the HR process to complete that could take as much as 3 months
 - c. *Reclassify Workstation Support intermediate to Workstation Support Associate* – This is on hold pending outcome of College of Law position
 - d. *Resolve Help Center Attendance issue* – Issue has been resolved. Tasks closed
 - e. *Resolve Help Center attitude issue* – Has been discussed and status moved to 50%
 - f. *Review and add Remedy Quick Cases as needed* – This is on going. The cases will be updated as the review of agent training is completed.
 - g. *Create job grades within the Help Center* – The initial draft of the job descriptions has been completed
 - h. *Novell: unlock accounts* – The HC will have training during the weekly meeting on June 6th
 - i. *Create SME program* – This is dependant on the iCommand Project.
 - j. *Document and implement a Help Center effective troubleshooting process* – This has been complete. Task is closed
 - k. *Document and implement Help Center “On hold” script* – This has been complete.
 - l. *Document and implement Help Center “Closing” script* – This has been complete
 - m. *Document and implement Help Center Notification and Escalation process* – This is documentation on how the HC specialist will notify each other in the event of critical ticket
 - n. *Document and obtain sign-off for File Server* – The process of the first OLA is continuing. As soon as complete then the OLA will be distributed as a template.
2. Issues and Action Items
 - a. *Submitting Knowledge Base Articles* – Tim Jones send out the procedure to submit new knowledge based articles. Located on the common project drive at <file:\\Net serv6\Dept\projects\hcip\Working with help desk case solutions.doc>. This action item was closed.
 - b. *Remedy e-mail button* – This action item will need a Change request sent to John Brandy for implementation

3. Risks
 - a. Closed / reduced Risk
 - i. None
 - b. New Risks
 - i. None
4. New Business
 - a. None

Attendees

Randall Alberts
Ken Graves

Tim Jones