

Help Desk Improvement Project Meeting Minutes - June 2, 2005

Notes

1. Project Plan Task Review
 - a. *Reclassify the Asst HC Mgr to Software System Engineer (iCommand)* – Time Jones has received document from HR. Job should post next week.
 - b. *Reclassify Workstation Intermediate to Workstation Support Associate* – Paperwork for position has been complete. Will have to wait on employee issues. Will push timeline out on position. Task moved to October.
 - c. *Develop Training Plan for Help Center Technicians* – Tim Jones is at 20% complete with this task.
 - d. *Review and add Remedy Quick Cases as needed* – Kenneth Graves is continuing this process. Remains at 50% complete
 - e. *Create Job Grades within Help Center* – Tim Jones has written the job descriptions and submitted to MJ for review and comment
 - f. *Novell: Unlock Account* – The training is scheduled for Monday, June 6th at 3:00 pm. The Help Center will in turn train the NOC
 - g. *Determine if (FAQs) are agent facing only, customer facing only, or both* – This was discussed by the project and a recommendation was made that the FAQs should be placed in Remedy. This will make them agent facing only, until we go to full service. At that time we will be able to share the knowledge base with the community. It was said that anyone writing FAQs should write them for agent and customer, so that when self-service goes into effect they will not need to be rewritten. MJ is the owner of the task and will need to get her approval when she returns from vacation.
 - h. *Determine where FAQs reside* – See note above
 - i. *Improve typing and enunciation skills of the Help Center Specialists* – This task is in progress and stands at 50%
2. Issues and Action Items
 - a. *Remedy to Match OLA service levels* – On schedule to be complete by the end of September
 - b. *How does Remedy capture Problems* – Tim Joes completed a report in Remedy that filters out the Problem tickets so that it does not skew the monthly numbers. Will need to make sure that the teams are aware of the correct use of the Problem and Issue terms and that June Moss' group can identify the problems so that they are not included. Issue was closed
 - c. *Charging total time on a Remedy ticket* - To a customer the time for the SLA is based from the time that the ticket is opened. It does not matter how many times the ticket is passed in making the calculations. Will need to police for those items that are over the SLA and determine if there was a delay in a handoff. Remedy does track time between handoffs that management can review. Issue was closed

- d. *Remedy e-mail button* – This change request will be discussed at the change meeting the week of June 6th
- e. *Change Requests vs. Service Requests* – Need to define the difference in Remedy usage. Any service request will be logged as an issue and given a status of service request. A change request will use the request field and will not fall under an SLA. If a change or service request needs to be changed then the technician will make the change. Issue was closed
- f. *Report Meeting* – Need to set up a meeting between Tim Jones and June Moss' group to understand the need for reports and the available data. Meeting Scheduled for June 9th

Risks

- g. Closed / reduced Risk
 - i. None
 - h. New Risks
 - i. None
3. New Business
- a. The Problem / Issue indicator will be used in Remedy. If an issue is related to a problem, the issue will be placed in a pending status and tied back to the problem. The customer will then be notified of the problem and the status change on their ticket.

Attendees

Randall Alberts
John Bandy
June Moss

Tim Jones
Keith Campbell
Joe Amador