

Help Desk Improvement Project Meeting Minutes - June 9, 2005

Notes

1. Project Plan Task Review
 - a. *Project Budget Approved* – The budget for training has been included in the 2006 budget. This should be approved in July. Have moved the task to a July completion date.
 - b. *Reclassify the Asst HC Mgr to Software System Engineer (iCommand)* – Paperwork has been completed and waiting on the job to be posted
 - c. *Develop Training Plan for Help Center Technicians* – Tim Jones is at 50% complete with this task.
 - d. *Review and add Remedy Quick Cases as needed* – Kenneth Graves is complete with this process. This will be a reoccurring monthly task for the Help Center to make sure that remedy is current.
 - e. *Create Job Grades within Help Center* – Tim Jones has written the job descriptions and reviewed with MJ. Have a meeting scheduled with Pam in HR to discuss. Qualifications will change so that the technicians will have to be A+ certified. Will train the technicians and given them 6 months to pass the A+ certification exam. Need to discuss with HR if positions should be reclassified now, and not posted, or if the reclassifications and postings should wait.
 - f. *Novell: Unlock Account* – The training has taken place and the HC can now handled. Marked as complete.
 - g. *Determine if (FAQs) are agent facing only, customer facing only, or both* – The decision has been made to post the FAQs in Remedy and push them out to the end user with self service. Task is marked complete.
 - h. *Determine where FAQs reside* – See note above. Task is marked as complete.
2. Issues and Action Items
 - a. *Meeting Change* – Due to the scheduling conflict with the Directors meeting, the time of the weekly meeting needs to change. Randall has sent out a new request for Thursday afternoons at 2:00 pm.
 - b. *2006 Training Budget* – John Bandy has asked if the training budget for 2006 includes phase II Remedy Training. This training would include training for customizations to Remedy and the Risk training. John has a proposal from Remedy for ~ \$22,000 for this training. Need to make sure that this is included in the 2006 budget. Randall to discuss with MJ.

Risks

- c. Closed / reduced Risk
 - i. None
- d. New Risks
 - i. None

3. New Business

- a. None

Attendees

Randall Alberts
John Bandy
June Moss

Tim Jones
Kenneth Graves