

Help Desk Improvement Project Meeting Minutes - June 16, 2005

Notes

1. Project Plan Task Review
 - a. *Reclassify the Asst HC Mgr to Software System Engineer (iCommand)* – Tim Jones has completed all of the paperwork. Waiting on HR process to complete.
 - b. *Develop Training Plan for Help Center Technicians* – Tim Jones is at 60% complete with this task.
 - c. *Resolve Help Center attitude issue* – Issue has been worked and should now be resolved. Monitoring of the staff will continue.
 - d. *Develop training plan for HC technicians* – Will set up a training plan to create Georgia State application SMEs in the help center. The SMEs for the programs will know a little about the application and where to route the ticket or call for support. The SMEs will share information with each other at the HC. Mary Jane will mention of this process in the Directors meeting so that they will know if the HC calls asking for information
 - e. *Create SMECLNT program* – This is dependant on the iCommand project that will be dependant on the Network Upgrade for IP and routing. This task will be moved to the fall
 - f. *Document and implement HC Notification and Escalation process* – This will be for processes within the HC. This documentation will be placed on the HC network drive. This documentation has been completed.
 - g. *Increase HC staff two headcount* – This process will take about 45 days especially with Tim being out of the office much of July. The activity was modified to be completed by the middle of August
 - h. *Reclassify WS intermediate to WS Associate* – This issue is outside the scope of this project. The task will be closed and noted.
 - i. *Improve ticket closed e-mail notification to address customer concerns* – This Remedy request has to do with increasing field size as well as including the resolution in the final e-mail from Remedy to the customer. This is about 85% complete
 - j. *HC Specialist completes STI CHDP* – Training is on-going this week. About 66% complete
 - k. *Create and implement ROI Analysis Process* – Need to determine exactly what fields determine this calculation. Randall will send a note to NetworkD to determine what the understanding of this task was.
 - l. *File Server / HC OLA* – Currently putting the final touches on the document. Should be complete the week of June 20th

2. Issues and Action Items

- a. *ACD Queuing in NOC* – This topic will be addressed in the Directors Meeting the week of June 20th
- b. *Change Requests* – This issue needs to relate only to Remedy changes. John Bandy has some ideas based on the procedure that he currently has in place
- c. *Report Meeting* – The meeting was held between the HC and the Reporting group. Some report definitions have been defined and June Moss' group is working to gather report data and structure. This action item was closed
- d. *2006 Training Budget* – Money is included in 2006 budget yet to be approved. This issues is closed
- e. *Remedy Required Field* – This is a new action item that was added. The Remedy system routes tickets based on the group assigned field. If this is not entered, then the ticket can go to the wrong group. By making this field a required field, this should cut down on the number of misroutes
- f. *Definition of Tier 2 / Tier 3 organizations* – The definition of Tier 2 and Tier 3 groups is important as metrics are captured against these groups. There was some discussion about how to define the groups, but the most widely accepted was:
 - i. *Tier 1* – Help Center
 - ii. *Tier 2* – Workstation Support
 - iii. *Tier 3* – All other groups in IS&T

3. Risks

- a. Closed / reduced Risk
 - i. None
- b. New Risks
 - i. None
- c. Risk Updates
 - i. *Tim Jones' availability* – During Tim's absence (July 5 – 22nd), Kenneth Graves will act as HC lead and Al Rosser and Jeff Pruett will fill in as HC managers
 - ii. *Customers reluctant to use the HC* – This issue will be on the directors agenda for the week of June 20th

4. New Business

- a. Time Off
 - i. Tim Jones will be out of the office from July 5 – 22nd
 - ii. June Moss will be out of the office from Sept 12 – Oct 3
- b. Bill Paraska has agreed that with the signing of the OLA between the HC and the support group, that the HC can dispatch tickets directly to the support group, bypassing the NOC. There will continue to be a review of the procedure to make sure that the HC continues to capture the needed information in the ticket.

Attendees

Randall Alberts
John Bandy
June Moss

Tim Jones
Mary Jane Casto