

# Georgia State University

## Help Center Improvement Project

Status Report - 12/15/2005

**Start Date:** 12/08/2005

**End Date:** 12/15/2005

**Project Manager:** Randall Alberts

**Summary:** This week saw the completion of the OLA with Unix Support. This now completes all of the OLAs with the internal IS&T units. We are continuing to work on OLAs with Banner Office, Spectrum Office and COE. There is discussion again about extending the Help Center hours. There is a concern that up until 7:00 there is a problem with Classrooms and Labs being able to support both Hotlines. Will need to discuss the issue of having one of the HC Specialist move to a later shift.

#### Issues:

- \* Clear Direction from Management on Items going through Remedy - There is still confusion in the group to define "Everything". Does this include everything from our customers, or does this also apply to internal to IS&T. Also has this been communicated to the GSU community at large. There is also some concern about implementing on January 3rd.
- \* Level 2 / Level 3 Intern definition - Network D is now scheduled to be on campus on Feb 7.

#### Risks:

- \* iCommand Deployment - This has been closed. The issues noted have been addressed
- \* Self - Service Technical Ability - This has been moved to Feb 7th with NetworkD
- \* Increase in Outages - This Risk dealt with issues preventing OLAs to be completed in a timely manner. Since this has been complete, this risk is no longer valid.
- \* iCommand Remote Access - This has been added since there is some concern of the colleges in giving the Help Center remote access. This will need to be added as an addendum to the OLA for those with end user technical support.

**Completed Tasks:** 1.2.4.4 CR004 - Data Entry Field for technicians to record actual time spent on problem - This is part of the NetworkD Remedy recommendation and has been added to the Remedy modification list. This was closed  
1.8.14 Address ability to extend the Help Center Hours to 6pm or 7 pm nightly - Due to the current call volume and tracking notes, currently Labs and Classrooms is having a problem answering both hotlines. This will need to be reopened to address.  
1.9.7 Create Formal Remedy Customization list (Modification List) - This is on schedule for Troy Page to complete by the end of the Month.

**Planned Tasks:** None.

**Composite Health:** 85

**Risk Rating:** 85

**Budget Rating:** 90

**Schedule Rating:** 80

**Quality Rating:** 90