

Georgia State University
Help Center Improvement Project
Issues - 3/3/2006

Id	Name	Status	Owner	Impact Rating	Description	Resolution
30	Level 2 / Level 3 Intern Definition	Open	June Moss	45	Performance Metrics needs to have a definition of how to differentiate Level 2 and Level 3 for reporting purposes. Since the review by NetworkD is being postponed until 2006, need to have at least a working definition so that the reports can be generated and the team can verify the data that they are pulling is clean and accurate.	<p>9/1 - Worked through a spreadsheet identifying each group and their percentage of time spent on Level 1 / 2 / 3 work. The time where a group spends a majority of their effort in answering Remedy tickets will be the defined level for that group.</p> <p>10/10 - NetworkD was set up to visit campus starting January 17th to review the Tier definitions. There is some discussion about moving this date due to conflicts with NetworkD.</p> <p>2/9/06 - NetworkD started their review of Tier2/Tier3 on campus this week. This will be a four week process. The outcome will help with reporting goals for the project.</p> <p>3/2/06 - Don Lee is on campus and working on completing this assessment. This issue will be carried over until the final report is available from Network D.</p>
37	Home for Manager Reports	Open	Randall Alberts	45	Will need to determine where the reports for management will live so that they can be accessed. will they be in Remedy, the Remedy SLA Monitor or a part of June Moss' group database.	None.

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1	ACD Queuing in the NOC	Closed	MaryJane Casto	1	Taking calls not primary duty, Jerry Allen doesn't feel he is adequately staffed. Concern that expectations of the NOC will increase and that could adversely impact the stats.	Need to follow up with MJ to see where we are on this issue: Discussion to be led in next Directors meeting on the topic. Meeting between HC, NOC and Classroom Support scheduled for discussion. 7/14 - Decision was made to move HC calls to the Lab & Classroom support hotline after hours. An ACD phone was installed in L&CS area and training will be given to operator.
2	Meeting Schedule	Closed	Tim JonesHCM	1	Set up team meeting schedule in Groupwise	Done
3	Deliverables Depository	Closed	Keith Campbell	1	Set up deliverables repository for team	Set up at \\netserve6\dept\Projects\HCIP
4	Team e-mail list	Closed	Keith Campbell	1	Set up team e-mail list	Set up list in Postman
5	Help Center Headcount	Closed	MaryJane Casto	1	Obtain clarification on approved HC Headcount	None.
6	OLA Template	Closed	Randall Alberts	1	Teams are waiting on an OLA template to begin construction of all OLAs. Timeline given in project plan is unrealistic to meet expectations.	Project plan adjusted with realistic dates for finalization. The file server OLA will become the draft for all of the OLAs.

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7	Remedy to Match OLA Service Levels	Closed	John Bandy	1	The service levels in Remedy need to be edited to match the levels identified in the OLAs. These levels are Critical (Outages); High; Medium; Low	<p>The updating of codes will be to match levels on OLAs and will be included in reporting. It is possible to use the current status field to match these categories. - Currently on the update schedule to be completed at the end of September</p> <p>Changes could be ready in test system as early as July 15th - John Bandy</p> <p>7/14 - Changes are ready. Waiting on Tim Jones to test and signing day to implement.</p> <p>10/14 - Changes in Remedy made to production System</p> <p>9/22 - Working to move ahead with changes as soon as they can be rolled into the system. Have sent a note to Troy Page asking when changes can be moved to production.</p> <p>8/11 - Discussion surrounding the issues with Standard Request Priority and Request Case Type. See Issue 7.1</p> <p>9/1 - Decision has been made to use the request case type in Remedy. The only change needed is changing the priority of urgent to critical in Remedy.</p> <p>9/26 - Looking to see what impact this change may have on reports. Once the impact has been identified then the changes can be made.</p> <p>9/28 - Next item to accomplish on Remedy schedule. Scheduled to be completed by Oc</p>
7.1	Standard Request Priority vs. Request Case Type	Closed	Tim JonesHCM	1	Need to define a procedure for when to use the Standard Request Priority and when to use Request case type in Remedy. The use of the word request in both incidents is confusing to the departments and customer.	Will work to implement the Request case type in Remedy and train users on how to use. The Help Center will then use incident and request case types to differentiate between the two.
8	Who owns the applications	Closed	Randall Alberts	1	A decision needs to be made on who owns the applications. This is needed in determining the service levels for the OLAs	Used to define where the ticket needs to be sent first for issue resolution, this will need to be determined by the individual departments and included in the OLAs

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9	Opening Script with Questions	Closed	Randall Alberts	1	There needs to be a script written for the Help Center technicians to ask at the start of a customer call. This will help identify the problem and save steps for L2/L3 support as well as identify CTI articles to draft	Will add a task to the project plan so that after the OLA is defined with the help desk, then the area will work on developing an opening script that the HD tech can follow when trouble shooting a problem
10	What is in WIP e-mail to customers	Closed	Tim JonesHCM	1	Need to determine what is included in the e-mail sent out by Remedy to customers. The e-mail needs to include the L2/L3 group that is working on the problem.	It was agreeded that the technician name would not be included in the e-mail to prevent users from going through the Help Center. It was determined that the e-mail that Remedy sends out when a ticket is moved to WIP, does not include the L2/L3 group assigned the issue.
11	Add department to WIP Remedy E-mail	Closed	John Bandy	1	Add the information to the Remedy autogenerated WIP e-mail that includes the area that the ticket is assigned	Need to review all e-mail sent out by Remedy and develop a plan to update. This will be added as a task to the project plan.
12	Submitting Knowledge Base Articles	Closed	Tim JonesHCM	1	Need to establish a proceedure for submitting a knowledge article for Remedy CTI's.	Tim Jones submitted a proceedure for submitting knowledge articles to the help center
13	How does Remedy Capture Problems	Closed	Tim JonesHCM	1	When an issue is moved into a problem status, how is the status of the issued tracked? Does the issue still get counted in department stats, or is there another stat that tracks problems?	Tim has written a report that will count only issues for the stats gathered for the SLA / OLAs. Issues that ae marked problems will be revoved from the counts. A definition will need to be wrriten so that users will understand the difference between problems and issues
14	Charging total time to Remedy	Closed	Tim JonesHCM	1	How does Remedy charge the total time on a ticket? Is it charged to the last person that works on a ticket? How will the department be counted if a ticket has been rerouted several times and it causes the department that closes the ticket to miss the SLAs?	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.

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15	Remedy e-mail Button	Closed	John Bandy	1	Can a button be added to Remedy that will allow a technician to click and send a status e-mail to the customer e-mail address located in the record.	This will need to be a Change Request for the Remedy Help Desk system. CR001 sent to John Bandy to have feature added to Remedy. Scheduled to be discussed at the Change Management meeting on June 15th. It was determined that the technician only needed to update the Remedy ticket so that the HC will be updated if the customer calls the HC. This task was removed from the Remedy upgrade list.
16	Change Request vs Service Request	Closed	Tim JonesHCM	1	Need to define the difference in how Remedy sees a Change Request vs. a Service Request. Today the label just says request and is being used to mean both types of requests.	All changes requested from the customer that are a service request, will be logged as a issue and given a priority of standard request; All change requests will be marked as a request when entered into the system. If the status need to change, then the technician will change from Request to issue
17	Change Requests	Closed	Randall Alberts	1	Need to define a process for handling all change requests. This should be a process solution that, once defined, will be handled through one of the software packages (Remedy, VPMO, etc.)	7/21 - Process is ongoing. Randall and John Bandy working on the issue. 8/11 - Working on a solution to Change Management for IS&T larger issue than this project and should be closed as such.
18	Report Meeting	Closed	Randall Alberts	1	Need to set up a meeting to discuss reports between June Moss' group and the Help Center. (Invites: June Moss, Tim Jones, MJ casto, Greg Moore, James Amann)	Meeting was schedule and attached on June 9th
19	Meeting Time Change	Closed	Randall Alberts	1	Need to determine a time to move the meeting so that it will no longer conflict with the Directors meeting. This will allow greater participation	Have scheduled a new meeting time at 2:00 pm on Thursday.

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20	2006 Training Budget	Closed	John Bandy	1	Need to determine if the budget for 2006 includes training for Remedy Phase II Training. Phase II Training includes customization and and risk training. Would like to have this training so that future customization needs can be addressed for easy upgrades; John Bandy to provide Randall with quote from Remedy	John Bandy forwarded quote to Randall so that he can discuss with MJ; Money is in 2006 budget to be approved
21	Remedy Required Field	Closed	John Bandy	1	Need to make "Group Assigned" a required field in order to save a ticket in Remedy. Once the field is made required, then the field label will be bold to identified requirement.	Randall will create a change request for this addition 8/11 - Request has been completed and will be promoted to production.
22	Tier 2 / Tier 3 Definition	Closed	Randall Alberts	1	Need to define what constitutes Tier 2 and Tier 3 support for reporting purposes. Will work with Don Lee during his next visit to clarify.	* Discussion of Tier 1 being the Help Center; Tier 2 is Workstation Support and Tier 3 being all other groups 7/14 - This will be done with the assistance of Network D. JL has requested that this be put on hold until January so that UCCS can complete the network deployment. 7/28 - While Don Lee was on Campus, we met with the Performance Metrics group to get an understanding of the break between the tiers. The actual mapping of these levels will not happen until 1st Q CY06 due to UCCS being involved with the Network Upgrade project. Some decisions were made that we would look to designate groups as Tier 2 or 3 based on their function so that some reporting can be done until the mapping project. 7/21 - This could be a problem in setting up the metrics. Need to determine some plan for metrics. Will discuss with Don Lee during his next visit.

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23	OLA Signing Day	Closed	Randall Alberts	1	It was determined that the necessary changes to Remedy prior to signing of all OLAs could be confusing to users that have not completed the OLA process. An idea was raised to the group to complete all OLAs, and then wait and have a day when all OLAs are signed at one.	Added OLA signing day to project schedule.
24	ACD Order	Closed	Tim JonesHCM	1	Need to put in an order for 3 new ACD phones. Two of the phones will be for new HC positions while the third will go into the Classroom Support dispatch office (1st floor of Library South across from main computer lab).	<p>7/14 - ACD Phone was installed in the Classroom and support office.</p> <p>7/21 - The technicians were to install the ACD phones in the Help Center, however the cubes are currently occupied. Will need to move employees before the phones can be installed.</p> <p>7/28 - Lines have been placed in the HC area. New phones in the HC, as well as the phone placed in the Lab and Classroom support areas need to be tested to make sure that they can receive ACD calls.</p> <p>9/20 - The phone issue was resolved and the phones are now ready for use.</p> <p>- The ACD has been set up so that if Tim sets his phone to night service when he leaves, the system will roll to night service when the last person logs out of the system. This will allow the system to roll to the NOC in the evenings without the C&L area having to visit the 4th floor to turn on the night service</p> <p>8/11 - Phones are all in the correct areas, but are in the wrong Queue. Tim Jones will submit a work order to have the phones' queue corrected.</p> <p>9/1 - Phones are still not working. Telecommunications is working on the problem.</p>
25	Process to update another's ticket	Closed	Kenneth Graves	1	Need to document the process on how a technician can update a ticket that is not assigned to them or their group.	7/14 - Went over process with John Bandy. Working on documentation.

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26	Moving Lab & Classroom Support to Remedy	Closed	Tim JonesHCM	1	L&CS will be answering the HC calls after the HC closes until 10:00. Would like to move all of C&LS to Remedy so that the operation can be trained in one system and that there will be a smoother transition between the systems. Will need to determine if there is a sufficient License count and the training schedule for the group.	<p>7/28 - Will need to get CTI's from C&L so that they can be entered into Remedy. Will also need a change in Remedy so that each building and classroom can be set up in the tables. This will help the C&L as they run reports on classrooms to see where trouble spots are located.</p> <p>- Currently training the dispatchers with side-by-sides. Planning on having a training class for the Technicians in Remedy.</p> <p>8/11 - Will address at the next Remedy meeting to discuss changes that need to be made to allow C&L to move completely to Remedy.</p> <p>9/22 - Waiting on the remedy code changes to accommodate Labs and Classrooms. This has been prioritized along with other Remedy projects.</p> <p>9/28 - CTIs for Labs and Classrooms have been submitted to Tim. Currently Remedy programmers are working on developing the screens needed in Remedy to transfer all of L&C to Remedy.</p> <p>10/7 - Waiting on a spec from Troy including the amount of time that will be required to make the necessary changes to the Remedy System. Joe Amador will be sending CTIs to Tim this week for including in Remedy for Labs and Classrooms.</p> <p>11/17 - Troy has developed the initial screen</p>
27	Remedy Support Contract	Closed	Tim JonesHCM	1	Remedy support contract ended June 30th. Need to determine if the contract was renewed. Continuing to call Remedy for support issues, but the contract has not been renewed.	<p>7/28 - Remedy purchase has been approved by IS&T. Waiting on purchasing to issue a PO for the purchase.</p> <p>8/17 - The PO for remedy has been cut. GSU is waiting on an invoice from BMG to complete the transaction.</p> <p>9/16 - Remedy support contract has been paid for support for the next year.</p>

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28	Remedy Administrator	Closed	Randall Alberts	1	Need to determine who will take responsibility of Remedy Administration. Should this be the Help Center or John Bandy's Group.	7/28 - Remedy Administrator - The administrator's main function is centered around creating skills, CTI definitions, creating log-ons, etc. This is functionality that should be done by the functional owners. The members of John Bandy's group are more developers / programmers of the systems. It was decided that one of the new HC leads would fulfill this role for the system while Troy Page would serve as a back-up.
29	Moving of after Hour HC calls to Labs & Classroom Support	Closed	Tim JonesHCM	1	Need to determine the best time to start transferring calls to the Lab & Classroom support hotline.	8/5 - Should avoid transferring calls during the first week or two of classes. Need to start either prior to class start or a few weeks into the semester. 8/11 - Due to phones not being in the correct Queue, will not be able to begin transferring calls until after classes start. Look to being in Late September. 9/1 - Planning on moving calls to Labs and Classrooms on September 19th. The only outstanding issue is that the ACD phones are not working properly. Tim Jones is working on correcting. 9/22 - Calls were transferred to Labs and Classrooms starting on 9/21. First night received 3 calls.

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31	ACD calls rolling to the Receptionist	Closed	Tim JonesHCM	1	Currently the ACD queue is set to hold 18 people in queue. When the 19th person calls, the system will avoid the queue and send the calls to the IS&T receptionist. This is often frustrating to the customer as the receptionist can not take a ticket or help the customer. The group needs to investigate a solution to the problem	<p>The team discussed and looked at two possible solutions:</p> <p>1) Have the phone busy out when the queue is full (the 19th caller will get a busy signal)</p> <p>2) Transfer the phone to a voice mail and have a recording message that says that the phones are busy and to please try again latter.</p> <p>10/6 - This was discussed during the meeting and it was determined that the best course of action was to have the phone busy out when the queue is full. Tim will investigate the possibility of making this happen. The fall back plan is to have the overflow go to a recorded message, but not allow the caller to leave a message.</p> <p>10/25 - The work order is in to BellSouth because it is a change and it will costs us two hundred dollars. Yes, it can be done and I have ordered it and it is the 18th caller, we have a queue that will hold 17 that is 4 active calls and 13 in the queue.</p> <p>11/3 - The work order was complete and calls now receive a busy signal.</p>
32	Agreeable definition of a Problem (related to OLAs)	Closed	Randall Alberts	1	Need to define a definition of problem that all groups can live with. This will help to ensure consistency with the tracking of stats in Remedy.	10/6 - It was agreeded that the definition that was presented in the current OLA is the best definition that does not limit the scope of problem. If there are any questions to a definition then it needs to be brought up to the directors for discussion.

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33	Reports for Metrics	Closed	Randall Alberts	1	There is a concern that the reports were not clearly defined by the business and the reports developed are not meaningful to the audience that will be using it. There needs to be a determination of the audience and looking at reducing the duplicate work.	<p>1/19/06 - There was a meeting this week with the Analytics group to discuss some ways that they can help with the reporting needs. There is still a need to clearly define the reports that are desired from the system including any formulas that may be used. There was also concern that the database currently being used will not work with Crystal Enterprise. This will need to be explored on how to move this database to another platform, if needed.</p> <p>1/27 - June Moss' group is working on converting their database to Oracle. This will be a new project that will spin up in the near future. Once this project is complete, then the HCIP team can look at reporting using Crystal Enterprises.</p> <p>2/9 - PMG is looking to move their data to Oracle. This will help with Reporting. In the mean time there should be a meeting set up to discuss the reporting that can be completed now using the Remedy Data.</p> <p>2/17 - Met with Analytics this week. they can deploy Crystal reports to the Remedy database and be able to report from the system. the only outstanding issue is being able to access the Remedy database./</p> <p>3/2/06 - The directors have approved for Per</p>
34	Remedy E-mail API	Closed	Randall Alberts	1	This includes the ability to have Remedy automatically generate tickets from e-mails. This is a function of Remedy that needs to be investigated and turned on for usage.	<p>2/2/06 - This was added to the Remedy task list and no longer needs to be tracked on the Issues list.</p>

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35	Clear direction from Management on items going through Remedy	Closed	Randall Alberts	1	There was discussion of a Directors Memo that went out, but was not passed to all members of IS&T. This needs to be taken forward so that all of IS&T will start using Remedy as the source for all tickets between departments and customers.	<p>12/15 - There is still an unclear definition of what "Everything" that should be put into Remedy. Does this mean that everything will need to go through the Help Center? Is this for only external customers, or internal also? How will this be communicated to the campus community? There is an expectation that this will begin on January 3rd.</p> <p>1/10/06 - A meeting was held to develop some guidelines. This will be presented to Directors at the Jan. 19th Director's meeting.</p> <p>2/2/06 - The memo developed by the HCIP team was developed and distributed to all of IS&T.</p> <p>1/19 - The directors issued their comments for the Interm guidelines. Has been sent back out to the team and will be forwarded to the IS&T Staff next week.</p> <p>1/26 - There was also discussion around the Remedy Guidelines. There was an issue with one paragraph that seemed to give the customer the opportunity to continue to call the IS&T resource directly. This paragraph was discussed and some changes made that will be sent back to management for approval.</p> <p>2/2 - Remedy Guidelines were reviewed by Don Lee. Minor corrections and should be se</p>

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36	Review of Remedy SLA Monitor	Closed	Randall Alberts	1	Need to set up an appointment for the HCIP team to review the OLA monitor product from Remedy and see if it will meet the needs to monitor the OLAs.	<p>2/9 - Have contacted BMG and working to schedule a review of the OLA monitor product for the HCIP group. Hope to be able to schedule during the HCIP meeting in the next few weeks.</p> <p>2/17 - Have scheduled a meeting with remedy for Wednesday, Feb 21 for review of the OLA monitor product.</p> <p>2/22 - This week the HCIP team met with Remedy in place of the weekly meeting. The purpose of the meeting was to review the Remedy SLA monitor that is an add on to the Remedy system that is currently owned and used at GSU. As a part of this demonstration it was discussed that the current Remedy environment needs to be evaluated for upgrade as some of the needed features of the application can only be realized with the 6.0 version of Remedy.</p>