

2008 Chancellor's Call Center/Service Desk/Help Desk Excellence Award



Valdosta State University
IT Helpdesk

Overview

- FY 07-08 Summary Report
- Rising to the Challenge
 - Effectiveness Training
 - Redefining Ownership
 - Mitigation Through Information
- Continuous Improvement
 - Expanded Training
 - Expanded Support
 - Client Self-Service

Our goal, as always, is to seek continuous improvement in both the level and quality of services provided.

FY 07-08 Summary Report

FY07-08: Total Help Requests

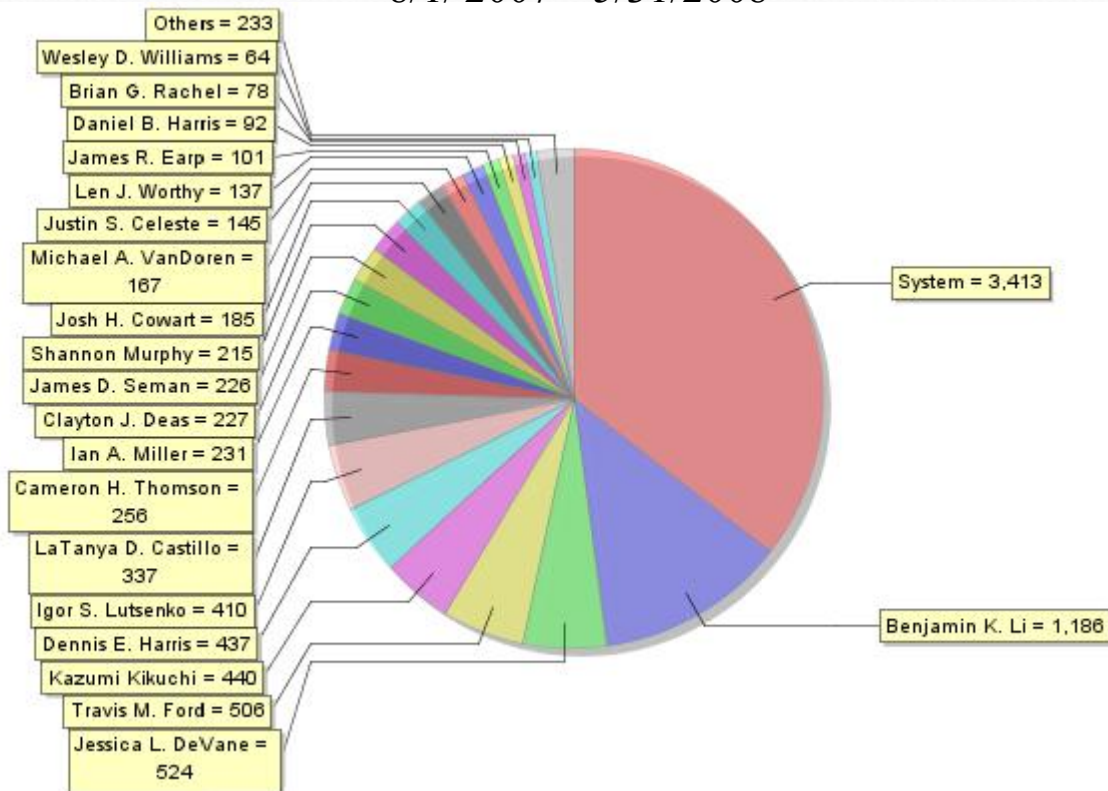
Overall Clients Assisted Summer 2007 5 / 1 / 2007 – 7 / 31 / 2007	
Total Clients Assisted	3428
Number of Call Logs	1849
Number of Work Orders	1579

<u>Month</u>	<u>Number</u>
May-07	472
Jun-07	874
Jul-07	503

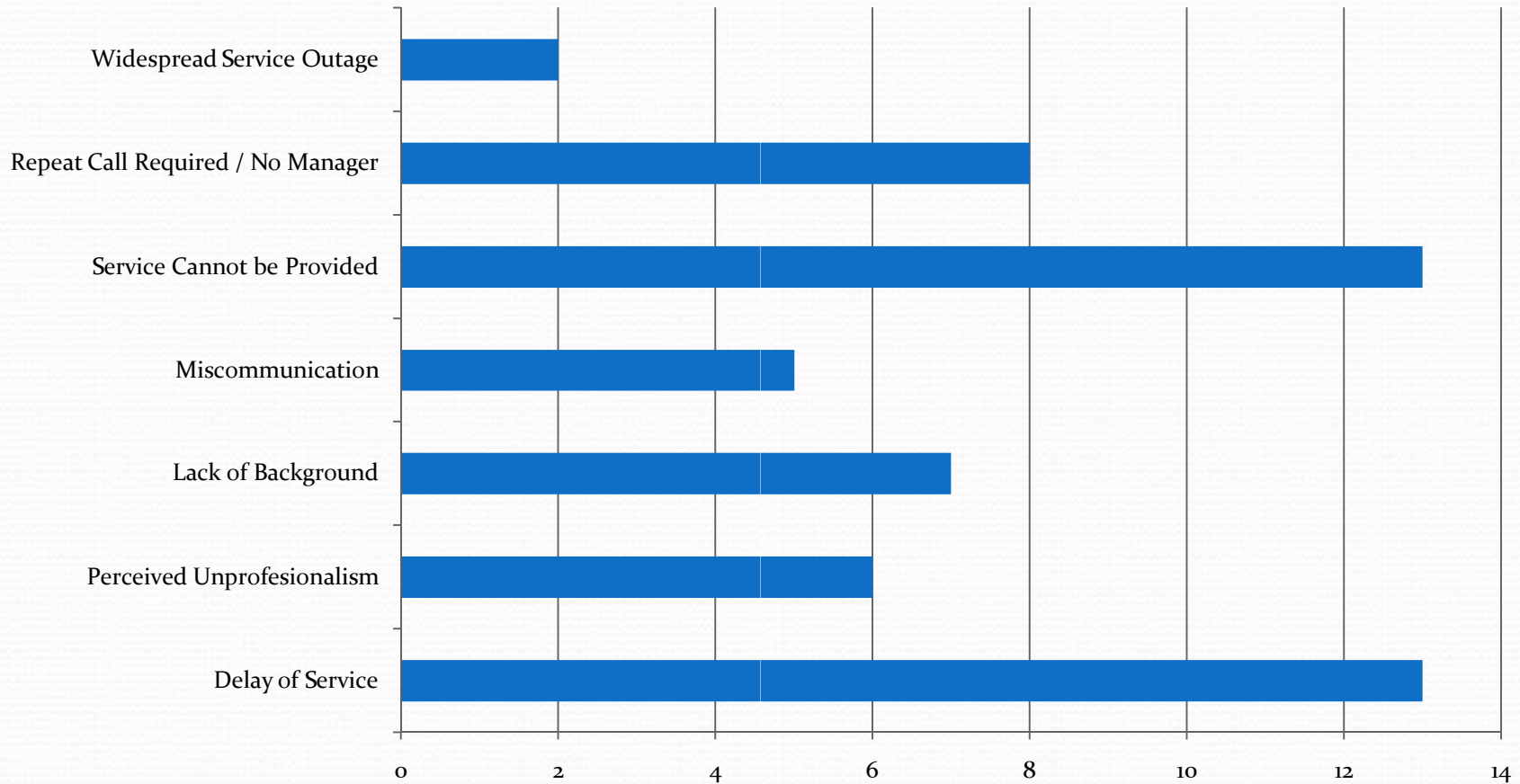
<u>Month</u>	<u>Number</u>
May-07	380
Jun-07	742
Jul-07	457

Total Help Requests: **13,038**

Overall Clients Assisted Fall 2007-Summer 2008
8/1/ 2007 – 5/31/2008



FY07-08: Reported Incidents



Total Reported Client Service Incidents: **54 = 0.004%**

FY07-08: Helpdesk Schedule

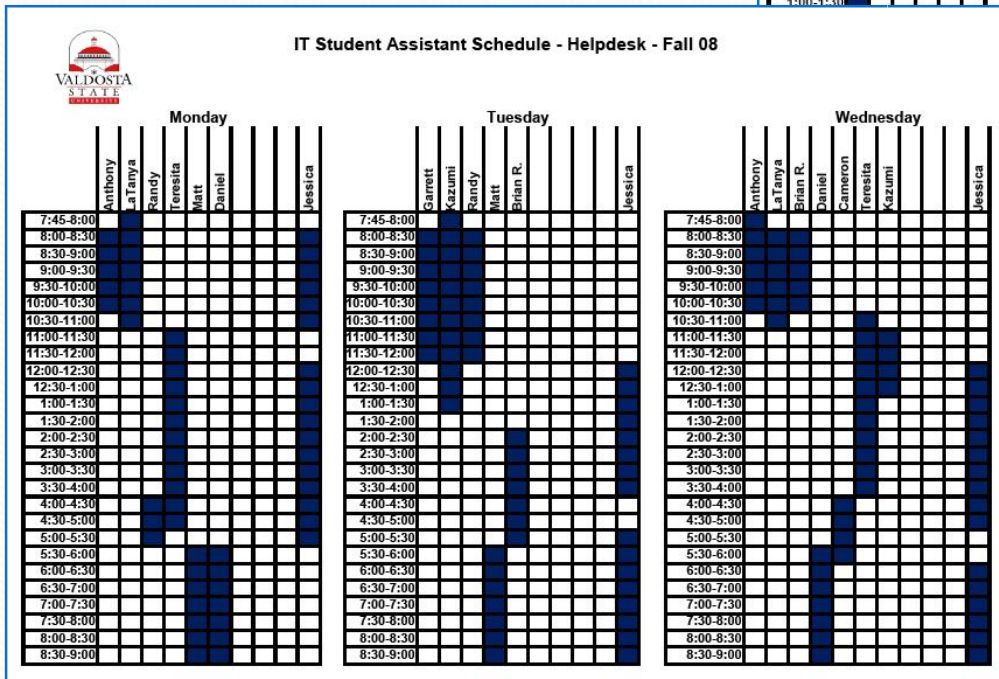
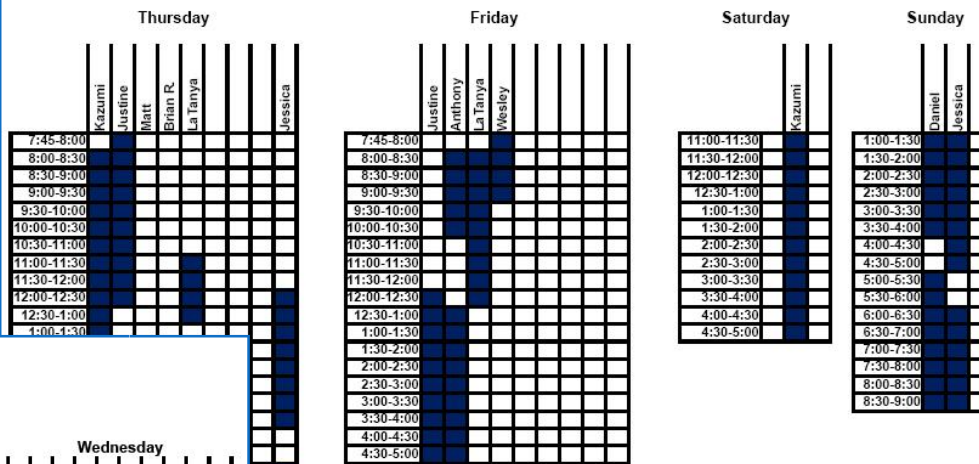
Student Employees: **12**

Lead Technician: **1**

Full-Time Staff: **1**

Total Employees: **14**

IT Student Assistant Schedule - Helpdesk - Fall 08 - page 2



Weekly Hours of Operation: **76**

Average Number of Requests Handled per Employee: **931**

Rising to the Challenge

Effectiveness Training



- Students Fill a Critical Role in IT Support
- Students Experience Higher Turnover Rates
- WebCT Vista Training for IT Student Employees
 - Multi-Location Access
 - Secure Access
 - Hybridized Training: Content, Simulations, and Practice
 - Uniform Level of Training
 - Updated Procedure Changes
 - Verification of Completion
- Details Available at:
 - <http://www.valdsota.edu/helpdesk/ittraining>

Redefining Ownership

Original Implementation WebCT Development / Maintenance

- Buldoc, Brandy
- Jackson, Eric
- Li, Benjamin
- Potter, Beatriz
- Sizemore, Jon

- Buldoc, Brandy
- Bush, Brandon
- Castillo, LaTanya
- Jackson, Eric
- Li, Benjamin
- Pena, Miguel
- Potter, Beatriz
- Sizemore, Jon

Content Development

- Castillo, LaTanya
- Cowart, Joshua
- Clifton, Andrew
- Dawson, Stephanie
- DeVane, Jessica
- Fawcett, Nicole
- Fore, Andrew
- Jackson, Eric
- Harris, Dennis
- Simpson, Kanan

Presentation Development

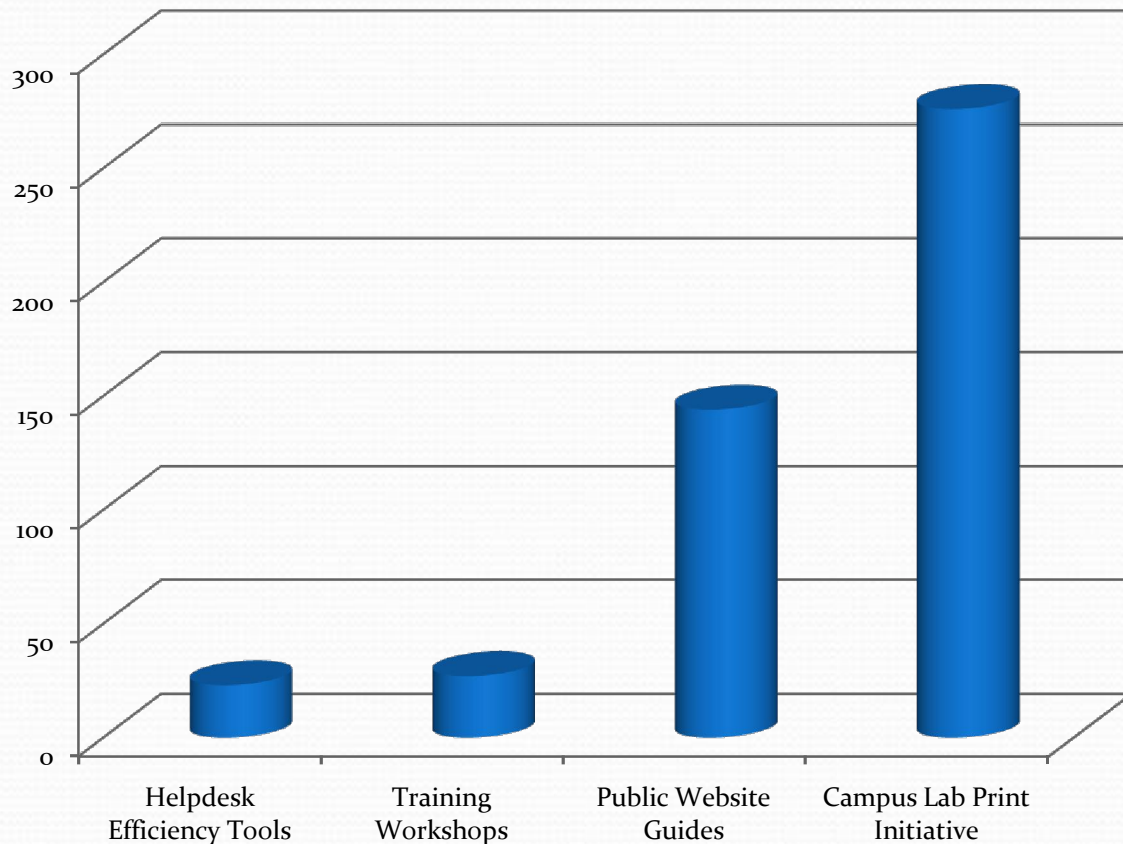
- Hankinson, Jeremy
- Jackson, Eric
- Johnson, Patrick
- Li, Benjamin
- Potter, Beatriz
- Sizemore, Jon

Special Thanks

- Devane, Allen
- Newton, Joseph

- Ownership of Clients
- Ownership of Performance
- Ownership of Issues
- Ownership of the Helpdesk

Mitigation Through Information



23 Helpdesk
Efficiency Tools

27 Training
Workshops

144 Public Website
Guides

276 Campus Lab
Print Initiative
Projects

Total Projects Completed: **470**

Continuous Improvement

Expanded Training

- Helpdesk Full-Time Staff
 - Helpdesk Production
 - Helpdesk Development
- Other IT Divisions
 - Distance Learning
 - Service Center
- IT Constituents
 - Print Initiative Support
 - ServiceDesk Plus
- Public Resources
 - Disinfection and Acceptable Use
 - Wimba Live Classroom

Name ↑
CSS - AV Event Support Training
CSS- Desktop Management Services Training
CSS - Distance Learning Training
CSS - Helpdesk-Client Assistance
CSS - Helpdesk - Management Training
CSS - Helpdesk - New Employee Training
CSS - Helpdesk Training - Troubleshooting
CSS - Internal Communications Training
CSS - Service Center Training
Disinfecting Service Seminar
Division of Information Technology - General Information
EAS - training
EIS - training
EIS- Workstation and Workgroup Services
Employee Satisfaction Survey
IT Collaboration Conferencing
<input type="button" value="Send Announcement"/>

Expanded Support

- Number of Contact Methods
- Number of Services Supported
- Client Volume Supported

The screenshot shows a Jive chat window titled "Jive - bkli". The window has a menu bar with "Jive", "Contacts", "Actions", "Bookmarks", and "Help". Below the menu bar is a profile card for Benjamin K Li, featuring a profile picture, the name "Benjamin K Li", and a status indicator showing "Available". To the right of the profile card is a logo for Valdosta State University. Below the profile card is a toolbar with various icons for chat functions. On the left side of the window is a contact list titled "IT Division (34 online)" with a list of names and their status (e.g., "Amelia L Harmon", "Andrew R Fore", "Annon D Beepath", "Arthur E Rinberger - I am currently", "Brian A Haugabrook", "Brian S Anderson - Away due to", "Christopher J Neasbitt", "Clayton P Brady", "Clifford L Giddens", "Danny W McKee", "David A Pulliam", "David Dominguez - Away due to", "Eric D Jackson"). At the bottom of the window are tabs for "Contacts" and "Conferences", and a search bar with the text "Search for other people on the server".

The screenshot shows a Jive chat window titled "Isaac M Barton". The window has a menu bar with "Jive", "Contacts", "Actions", "Bookmarks", and "Help". Below the menu bar is a profile card for Isaac M Barton, featuring a profile picture, the name "Isaac Barton", the title "Assistant Director", and the email address "ibarton@valdosta.edu". To the right of the profile card is a toolbar with various icons for chat functions. Below the profile card is a message box with the text "(4:09 PM) bkli: You have reached the IT Helpdesk Thank you for your inquiry concerning your Blazenet e-mail account. To be able to access account to assist you , we will need the following information: your full name, your student or employee ID number, and your date of birth." Below the message box is a toolbar with icons for smiley, checkmark, and bell. At the bottom of the window is a text input field.

Client Self-Service

The screenshot shows a web form titled "New Request". It is divided into several sections:

- Requester Details:** Includes a "Name *" field with the value "Jan Brady" and an "Asset" dropdown menu currently showing "No Asset Available".
- Category Details:** Includes three dropdown menus: "Category *" (showing "Select Category"), "Sub Category" (showing "Select Sub-Category"), and "Item" (showing "Select Item").
- Subject *:** A text input field.
- Description:** A large text area with a rich text editor toolbar above it. The toolbar includes icons for font color, background color, bold, italic, underline, bulleted list, numbered list, indent, outdent, link, unlink, insert image, and undo.
- Attachments:** A section with the label "Attachments :" and an "Attach file" button.
- Buttons:** At the bottom of the form are three buttons: "Add request", "Reset", and "Cancel".

- Direct Access To:
 - Place Requests
 - Update Requests
 - Verify Request Status
 - Review Request Resolutions
 - Review Knowledgebase

Resources

- Valdosta State University IT Helpdesk
 - <http://www.valdosta.edu/helpdesk>
- Valdosta State University Information Technology
 - <http://www.valdosta.edu/it>
- IT Effectiveness Training
 - <http://www.valdosta.edu/helpdesk/projects/ittraining>

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