Section 1. Goals and Accomplishments

Goal 1: Customer Service: Become an efficient and effective single point of contact (“on-ramp”) for IT services and support for students, faculty, and staff.

- More efficient management of phone requests including fewer questions asked up-front.
- Implemented more informative, automated e-mails to customers when a problem is reported to IT Help Central.
- Completed Phase 1 of implementation of new service management system used to manage customer issues and knowledge base.
- Implemented new customer satisfaction survey system.
- Provided assistance for several conferences held at the TTU.
- Realigned Advanced Computing responsibilities within IT Help Central.
- Developed a clearly defined list of Desktop-supported departments for primary and back-up support.
- Provided IT support and assistance, including network registration, to approximately 6,500 residents for Fall 2007 and Spring 2008.
- Configured and coordinated distribution of 50 laptops for First Generation Scholarship recipients.
- Began implementing ITIL processes and terminology to align support with industry best practices.
- Participated in New Student Orientation and University Day by providing eRaider activation assistance and promoting IT services.
- Updated phone systems at all IT Help Central locations allowing more efficient call handling.
- Improved issue handling for Tier III agents by routing all issues through ITHC full-time staff first.
- Defined criteria for Backup Support services from ITHC Desktop Support.
- Developed a structure for Organizing OU’s for supported departments.
- Implemented a new walkthrough service for all residence hall students at the beginning of each major semester.
- Changed computer naming scheme to involve TTU asset number.
- Developed Student-based on-site support program to handle specific desktop issues.
- Testing and communication of TTUnet upgrade VPN from PPTP to L2TP/IPsec.
- Testing and communication of Office Communications Server 2007 upgrade.

Goal 2: Executive Support: Provide premier executive computing support.

- Revised Executive-supported customer list for primary and back-up support creating more efficient service.
- Provided computing assistance for Legislative Hearing in August 2008.
- Performed multiple technology assessments and recommendations for specialty needs.
- Performed multiple evaluations, setups and on-going support for mobile data devices.
- Proactively assisted executives during Exchange 2007 migration.

Goal 3: Provide support solutions and transfer of knowledge to the University computing community

- Implemented a robust information technology service management system, which allows us to provide more efficient and comprehensive support to our customers.
- Expanded an area within IT Help Central which focuses on providing documented support solutions and transferring knowledge to the University community.
- Continued major initiative to structure and consistently format knowledge base solutions for eventual customer viewing online, targeting more comprehensive level zero support.
- Participated in community outreach through various round table discussions, short course instruction, electronic messages, and mentor day.
- Migrated approximately 1300 Knowledge Base solutions from legacy system to new system, applying a standard template to all
Goal 4: Quality Assurance: Provide quality assurance for IT Help Central services provided to the TTU community

- Devoted resources for a new IT Services liaison to ensure that customers' needs are met on Day 1 of any new IT roll-out.
- Implemented a new customer issue priority matrix, based on industry best practices.
- Restructured process for re-assigning customer issues to Tier III IT support areas to increase quality and efficiencies.
- Improved response time and management of problems reported by e-mail.
- Implemented a shorter customer survey, which increased customer responses rates from 7% of issues closed to 6.5% (over 800%).
- Migrated customer issue data into Cognos for data reporting and analysis.
- Expanded an area within IT Help Central which focuses on assessing quality of services provided.
- Implemented new issue categorization to facilitate more meaningful reporting.
- Implemented incident management documentation procedures to more clearly record and report root causes of incidents.
- Created an incident management plan for after-hours incidents and redefined the role of the after-hours on-call staff member.
- Developed SOP's for handling and responding to customer surveys and better reporting and tracking of Agent scores.
- Developed a procedure for students to monitor Desktop and Executive staff issues to identify high priority issues.
- Established communications with Backup Supported departments.
- Created and implemented a new process for workflow management at Residence Hall Support.

Goal 5: Personnel: Recruit and retain high-caliber IT personnel.

- Increased an area within IT Help Central which focuses on delivering internal, formalized training to IT Help Central employees.
- Provided leveling of student wages in conjunction with the Fair Minimum Wage Act of 2007.
- Implemented employee exit interviews for departmental improvement.
- Developed and deployed a departmental employee satisfaction survey mechanism for ITHC employees.
- Staff performed Gallup's StrengthsQuest™ strength development evaluation and review.
- Streamlined student structure to include three internal levels of student employee classifications.
- An IT Help Central student was nominated as Student Employee of the Year and was awarded runner-up.
- Enhanced student hiring and evaluation of student staffing needs.
- Evaluated, procured, and implemented a new time clock system for department.
- Expanded student staffing at IT Help Central.
- Filled several openings with internal promotions and external candidates.
- Several staff members received support certifications from Help Desk Institute (HDI).
- Attended professional conferences and training events to sharpen skills and knowledge.
- Recertified all Desktop/Executive Staff for Dell Warranty Certifications.
- Provided aesthetic improvements at our ASC location creating a more productive work environment.
- Completed renovations of Drane Hall 168.
- Established regular bi-weekly meetings with Desktop/Exec Staff.
- More clearly defined policies and procedures for Residence Hall Support.
Section 2. Universal Quantitative Data

There are no Universal Quantitative Data for this area/unit.
INFORMATION TECHNOLOGY HELP CENTRAL

Area/Unit Specific Information

Section 3a. Quantitative Information

There is No Area Specific Data in Calendar Year Section.
There is No Area Specific Data in Fall Section.
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<td>218</td>
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<td>% Positive Surveys</td>
<td>No Data</td>
<td>36.8%</td>
<td>75.0%</td>
<td>88.5%</td>
<td>89.6%</td>
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</table>

**Section 3b. Qualitative Information.**

- Increased utilization of IT Help Central Website for self service.
- Increased customer utilization of online issue submissions.
- Residence Hall Support Walk-Through services significantly decreased helpdesk call volume.
- Participated in New Student Orientation and University Day by providing eRaider activation assistance and promoting IT services.
- Decreased recurring, non-IT calls by referring customers to University Operator.
- Multiple instances of trunk phone line down-time due to road construction crews.
- Increased customer utilization of email issue submissions.
- Improved quality of agent training to decrease customer call backs.
- Increase in management turnover created varying management expectations and goals.
- Increased call volume and procedural changes due to new IT services and systems deployment.
- Increase in Global Issues affecting numerous users resulted in large call spikes resulting in a greater number of abandon.
- Abandons remain within an acceptable range and well below industry best practices.
- Complexity of calls increased resulting in longer call times and research time.
- IT Divisional promotion of attractive Dell pricing and bundle configurations, resulted in an exponential increase in purchase recommendations.
- Customer response rates increased nearly 600% in one fiscal year as a result of a new survey and method.
- A rise in the amount of time spent on global incidents resulted in a rise in abandoned calls.
- Decreased the number of requests on the top issue by 1,815 through training and self service.
- Significantly reduced the number of non-technical requests by refining our handling procedure for these types of calls.
- Decreased the support demand for wireless setup by enhancing self-service tools and agent training.
- Assisted with complex solutions that resulted in an increased call time per issue while reducing the number of repeat customers by.
Commentary:

There is no commentary for the current year.

Implementation Plan:

There is no implementation plan for the current year.