The Service Desk & You

Eileen Berman
(Service Desk Group Leader)
Why Am I Here?

- To tell you we hear you!!
- Working on addressing many issues about the Service Desk
  - Some already implemented – simpler interface to open a ticket
- Want to hear your problems, issues, concerns, questions.
- The Service Desk is part of a bigger strategy to improve service offerings in general!
What can we do to serve you better?
Service Desk Improvements

• Improving ticket submission
  - Simplifying the interface
  - Adding more guided input of tickets

• Improving routing of tickets to experts
  - Adding more auto-routing of tickets
  - Added more Service Desk staff

• Improving tracking/resolving of tickets
  - Adding expertise to the Service Desk itself to be able to resolve more tickets
  - Monitoring/following up on open tickets and progress on them
Service Desk Improvements

• Improving Communications with Users
  ➢ Training available (let me know)
  ➢ Gathering of feedback (let me know)

• Adding well-documented, publicly available, policies and procedures
  ➢ So you know how we work

• Improving reporting and Metrics
  ➢ Understanding how we are doing, will allow us to target more improvements
Service Desk Improvements

• Making Service Desk a SINGLE point of contact!
  ➢ Downtime calendar
  ➢ Other Fermilab help desks are integrating into the Service Desk (TD, FeSS, MIS)
Welcome to the Service Desk Requester Console

Click here to submit requests to the Service Desk.

Create a New Request

My Requests

<table>
<thead>
<tr>
<th>Request ID</th>
<th>Summary</th>
<th>Status</th>
<th>Status Reason</th>
<th>Assignee</th>
<th>Submit Date</th>
<th>Urgency</th>
</tr>
</thead>
<tbody>
<tr>
<td>INC000000014850</td>
<td>need people added to remedy group</td>
<td>Closed</td>
<td>No Further Action</td>
<td>Carolina Sinclair</td>
<td>10/30/2009 12:12:55</td>
<td>4-Low</td>
</tr>
<tr>
<td>INC000000013563</td>
<td>incr ship quote increased</td>
<td>Closed</td>
<td></td>
<td>Jack Manprasert</td>
<td>10/15/2009 1:25:24</td>
<td>F 4-Low</td>
</tr>
<tr>
<td>INC000000018178</td>
<td>FTL sees no vacation occure when</td>
<td>Resolved</td>
<td>Future Enhancement</td>
<td>Scott W Nolan</td>
<td>8/17/2009 11:10:26</td>
<td>2-High</td>
</tr>
<tr>
<td>INC000000017883</td>
<td>need Sophos installed on my MAC</td>
<td>Resolved</td>
<td>No Further Action</td>
<td>Kirk T Skaar</td>
<td>8/11/2009 4:41:37</td>
<td>P3 3-Medium</td>
</tr>
<tr>
<td>INC000000017577</td>
<td>can't remember fermi domain pass</td>
<td>Closed</td>
<td>No Further Action</td>
<td>David E Schuman</td>
<td>8/7/2009 11:09:45</td>
<td>A3 3-Medium</td>
</tr>
<tr>
<td>INC000000015143</td>
<td>chris green's name not in pull down</td>
<td>Resolved</td>
<td>No Further Action Re</td>
<td>Linda J Blomberg</td>
<td>7/7/2009 11:11:21</td>
<td>All 4-Low</td>
</tr>
<tr>
<td>INC000000014674</td>
<td>received suspicious skype info</td>
<td>Closed</td>
<td>No Further Action Re</td>
<td>Tim Rupp</td>
<td>6/29/2009 11:4:52</td>
<td>A 2-High</td>
</tr>
</tbody>
</table>

Activity Log:

10/30/2009 12:34:06 PM : sinclair
Resolution Information
Added additional Staff to Support Groups as requested

10/30/2009 12:12:54 PM : berman
Created from Incident
Where You Go For Help

• x2345
• Walk in at WHGF (across from the credit union)
  ➢ 8:00AM – 4:30PM

• The MORE information you can include when you open a ticket, the better service we can provide you!
Questions??

• Got feedback?
  ➢ berman@fnal.gov