

# IOT Customer Service - 2016

## Who We Are:

A 25-member team that provides first-level call support, Active Directory account management support and RACF account management support. The team supports the state enterprise hardware and operating system software for the Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

## Our Mission:

Resolve as many customer-service issues as possible during the first contact at the customer service desk and process account management requests.

**Department:** 493012

**Manager:** Joseph Lex

## What We Do:

The team takes support calls and customer-entered tickets for all hardware and operating software issues for state-owned desktop, laptop, tablet, telephone, smartphone and network devices. Additionally, the team is responsible for security disable/create/change/ actions in the Active Directory and RACF security environments.

**Our Metrics:** Mon-Fri 6am-6pm excluding state holidays

<b>Speed to Answer:</b>	Time to answer incoming phone calls, <= 60 sec	90%+ G; 87%+ Y; <87% R
<b>Call Abandonment Rate:</b>	Calls offered that were not answered,	<= 5% G; <= 8% Y; >8% R
<b>Customer Submitted Tickets:</b>	Time to open tickets, <= one (1) IOT Business Hour	98%+ G; 95%+ Y; <95% R
<b>Account Administration:</b>		
Disable Network Account	Within four (4) IOT Business Hours of authorized request	98%+ G; 95%+ Y; <95% R
New Network Account	Completed within two (2) IOT Business Days of authorized request	99%+ G; 96%+ Y; <96% R

## Our Customers:

Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

## Our Budget:

The Customer Services budget is maintained via seat charges

## Recent Major Accomplishments:

- Team has completed customer-service training.
- Team has completed work-shadow program with the desktop team.
- Team has completed all required security training.

## Current Projects:

- Train team for upcoming rollout of Windows 10.
- Train team for upcoming rollout of IE11.
- Replace existing obsolete-password-reset tool.
- Validate redundancy of UCCX phone system.
- Test work-from-home capabilities of phone agents.
- Review viability of taking on Netfor HelpDesk support for FSSA.