

IOT Call Center - 2021

Who We Are:

We are a large multi department team that manages statewide server operational infrastructure.

Our Mission:

To provide secure, reliable, and integrated technology solutions to our partner agencies so they can better serve our mutual customer, the Hoosier taxpayer.

Department: 493029

Manager: Nathanael Kaseman

What We Do:

Contact Center Support

The Contact Center Support team completes add/moves/changes within the Genesys contact center environments. They also configure, manage, and provide tiers 1 & 2 support for more than 5,000 agents State-wide. The Contact Center Support team also performs systems hardware and software upgrades across nearly 100 virtual and physical servers supporting 7 production and 12 development/test contact center environments.

Our Products:

1183 Contact Center Support (Genesys, formerly ININ)

Our Tools:

VFire	Ticket Management and SLA Measurement.
F5	Load balanced proxies combines high-speed load balancing and content switching, data compression, content caching, SSL acceleration, network optimization, application visibility and application security on a single, comprehensive platform.
SCOM	System Center Operations Manager provides alerts and performance metrics.
SCCM	Server configuration and management.
Secret Server	Password management.
PureConnect	Genesys Contact Center software suite
Kaseya	Contact Center monitoring

Our Metrics:

Mon-Fri 6am-6pm excluding state holidays	
Resolve customer issues within 40 IOT business hours	90%+ G; 87%+ Y; <87% R
Server and Storage Availability:	99.9% + G; 96.9%+ Y; <96.9% R
Call Center Servers:	99.9%+ G

Our Customers:

Executive Branch, Attorney General, Judicial Branch, and Secretary of State.

Our Budget:

\$6 million

Our Growth:

Increased servers in the protected zone. Doubled team size to help with agency projects and increased ticket count.

Recent Major Accomplishments:

- More than 100 agency applications deployed last year.
- Improved protected zone standards and process.
- Improved Automated server configuration process.
- Self-service geo-blocking and IP intelligence portal.
- Lowered the vulnerability risk score for the State on all servers.
- Migrated several smaller agencies to the Shared Genesys state agency call center system.