

# IOT Customer Services - 2021

**Who We Are:**

The Customer Services team is a 26-member team who 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 services issues as possible during the first contact at the customer services desk as well as process account management requests.

**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, smart phone, and network devices. Additionally, the team is responsible for security disable/create/change/ in the Active Directory and RACF security environments.

**Our Metrics:**

**Speed to Answer:**

Time to answer incoming phone calls, <= 60 seconds 90%

**Call Abandonment Rate:**

Calls offered that were not answered, <= 5% 98%

**Customer Submitted Tickets (HDA):**

Time to open tickets, <= one (1) business Hour 90%

**Account Administration:**

Disable User Accounts	Within four (4) business hours of authorized request	98%
New User Account	Completed within two (2) business days of authorized request	99%
Privilege/Rights Changes	Completed within eight (8) business hours of authorized request	97%

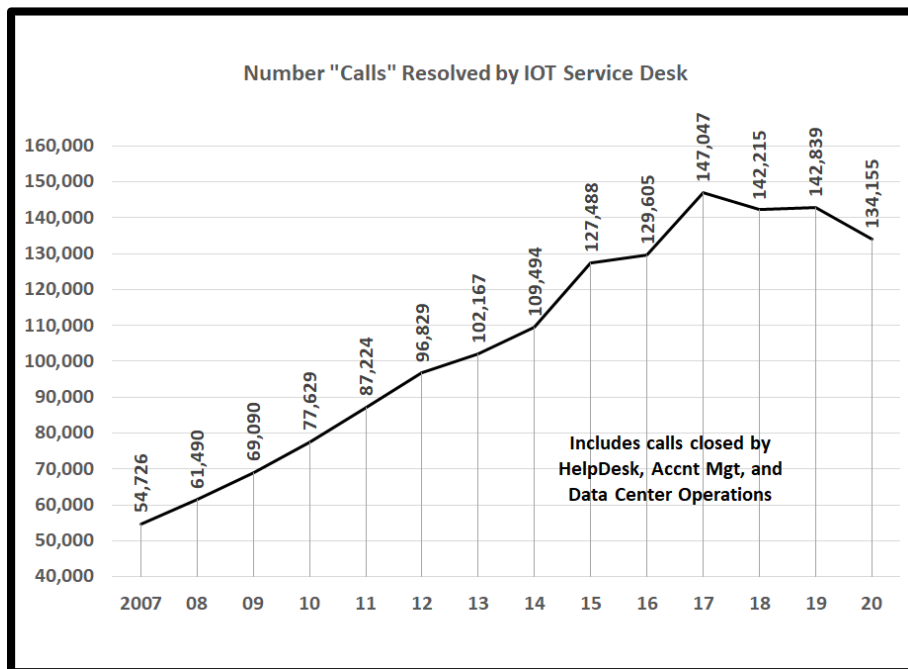
**Our Customers:**

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.

**Our Growth:**



**Recent Major Accomplishments:**

- Refreshed the customer service team’s machines from desktops to laptops to facilitate remote working which enabled the team to work remotely as well as after hours and on weekends
- Upgraded the customer service team hardware to the HP Probooks which facilitate our ability to work remotely
- Moved the customer service team back to the 5th floor
- Developed customer documentation that helped enable them to work remotely because of COVID.
- Provided first level support to state agencies whose employees were forced to work remotely
- Assisted with the testing the new cloud version of vFire prior to its upgrade to the environment

**Current Projects:**

- Develop a process to allow dynamically add additional team members to the customer service team if the need arises
- Develop a process to allow customers to engage the customer service team via a “Chat” option
- Develop a process to allow customers greater flexibility to utilize self-service portals
- Add Password Reset functionality from the desktops Active Directory Lock Screen