

# IOT Customer Services - 2023

**Who We Are:**

The Customer Services team is a 25-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, chat requests 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:**

<b>Speed to Answer</b>	Time to answer incoming phone calls, <= 120 seconds	90%
<b>Call Abandonment Rate</b>	Calls offered that were not answered, <= 5%	98%
<b>Customer Submitted Tickets</b>	Time to open tickets, <= one (1) Business Hour	90%
<b>Account Administration</b>		
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%

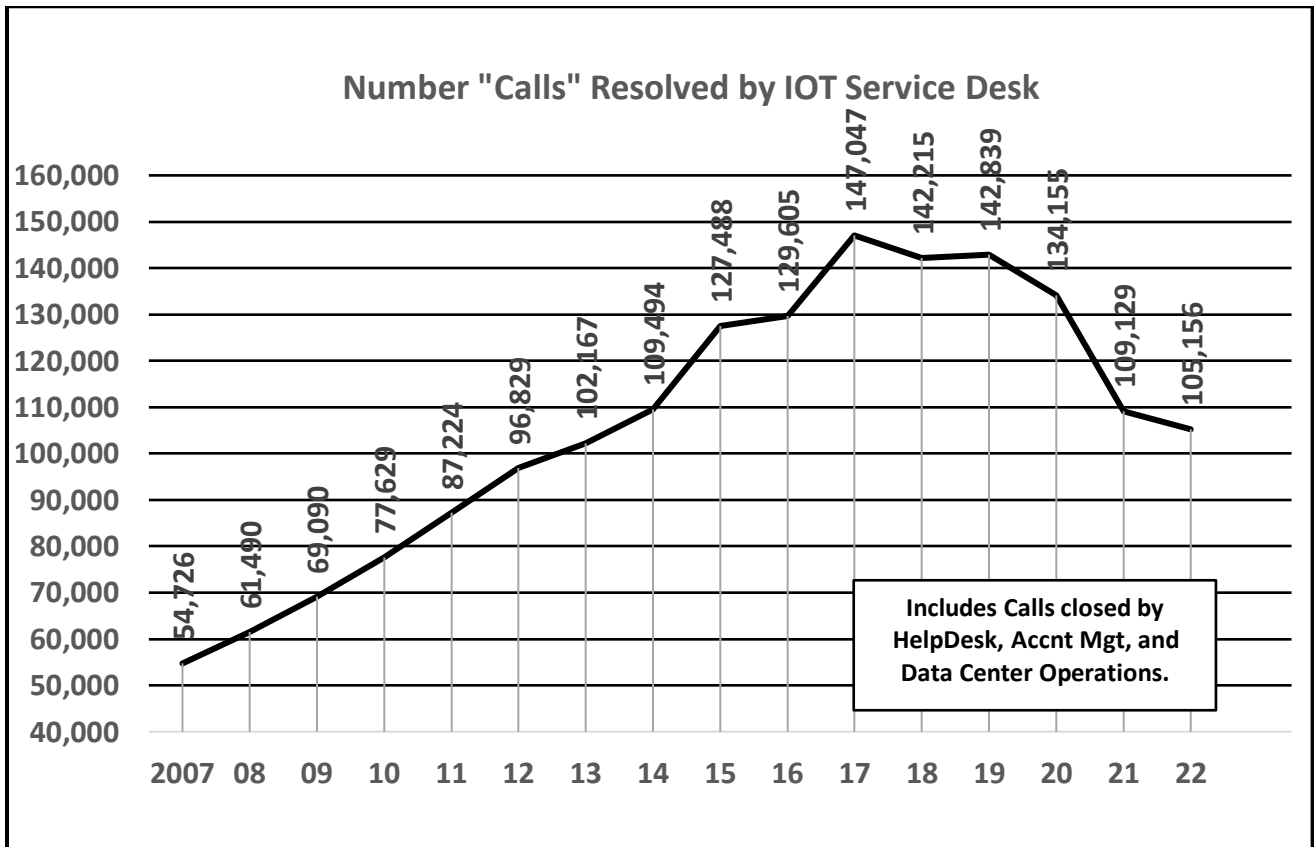
**Our Customers:**

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:**

- Reclassified the job codes for the customer service team by creating three standard positions for the team
- Created two Help Desk Manager positions to facilitate tiering of the customer service team
- Assisted with the migration of customers from the Phone Factor method of authentication to Azure AD authentication
- Assisted customers in gaining access to PeopleSoft HR after security breach
- Assisted the GMIS team with the migration of PeopleSoft HR to Multi-Factor Authentication and the upgrade of PeopleSoft HR to version HCM 9.2
- Took over the responsibility of creating RighFax accounts from the Contact Center Team

**Current Projects:**

- Assist with the implementation of the Genysis Cloud system for the IOT Customer Services contact center
- Assist with the implementation of the Password Keeper project which will allow customers to store their passwords in a secure location
- Assist with the implementation of Multi-Factor Authentication for PeopleSoft HR
- Assist with the rebranding of ISDH to IDOH