



2014 Service Excellence Award for Front Desk Support Excellence

Nomination Support Data and Testimonials for the
Valdosta State University
Information Technology Helpdesk



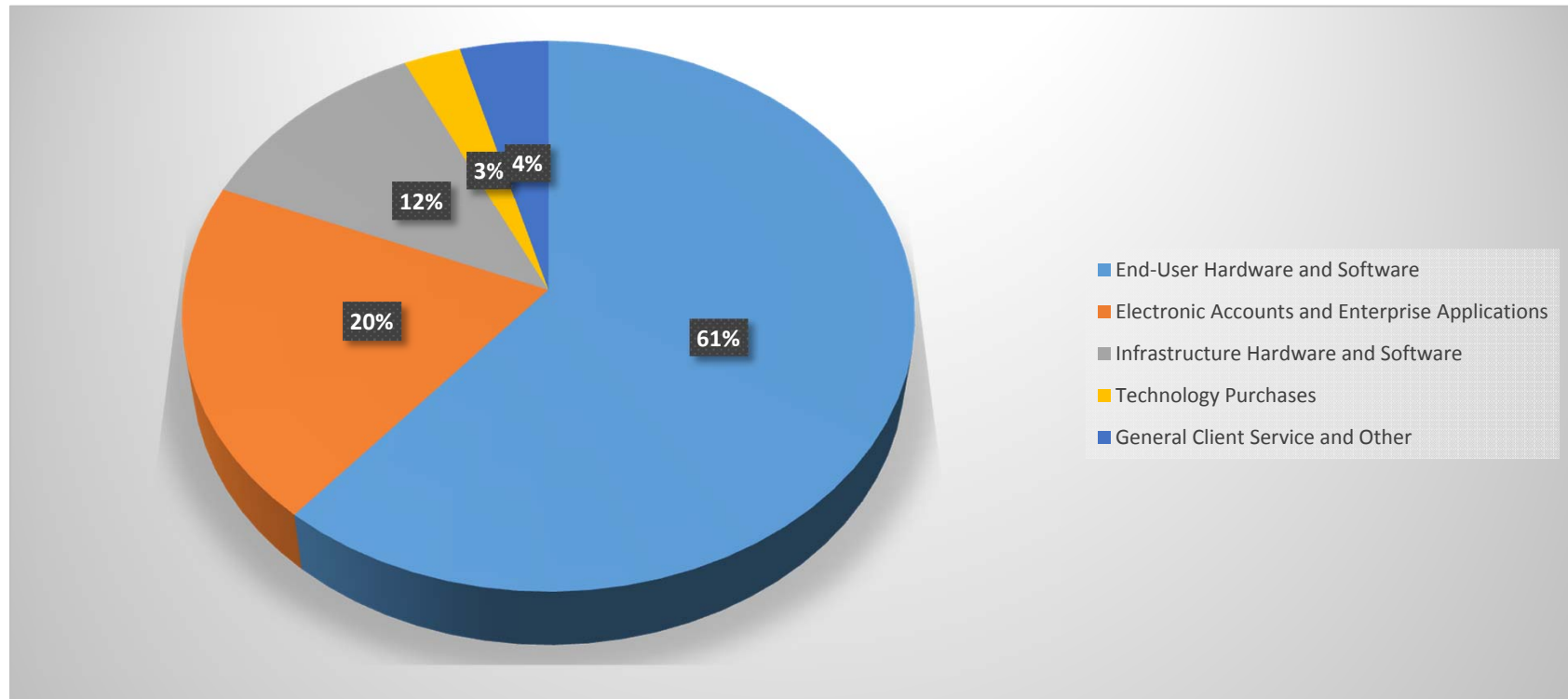
Overview

- Type and Volume of Requests Handled
- Helpdesk Organization and Employees
- Client Feedback Data and Testimonials
- University Business Magazine Publication
- Changes since 2008 Chancellor's Customer Service Recognition Award
- Examples of Technological Enhancements



Request Handled

- 17,623 client requests handled

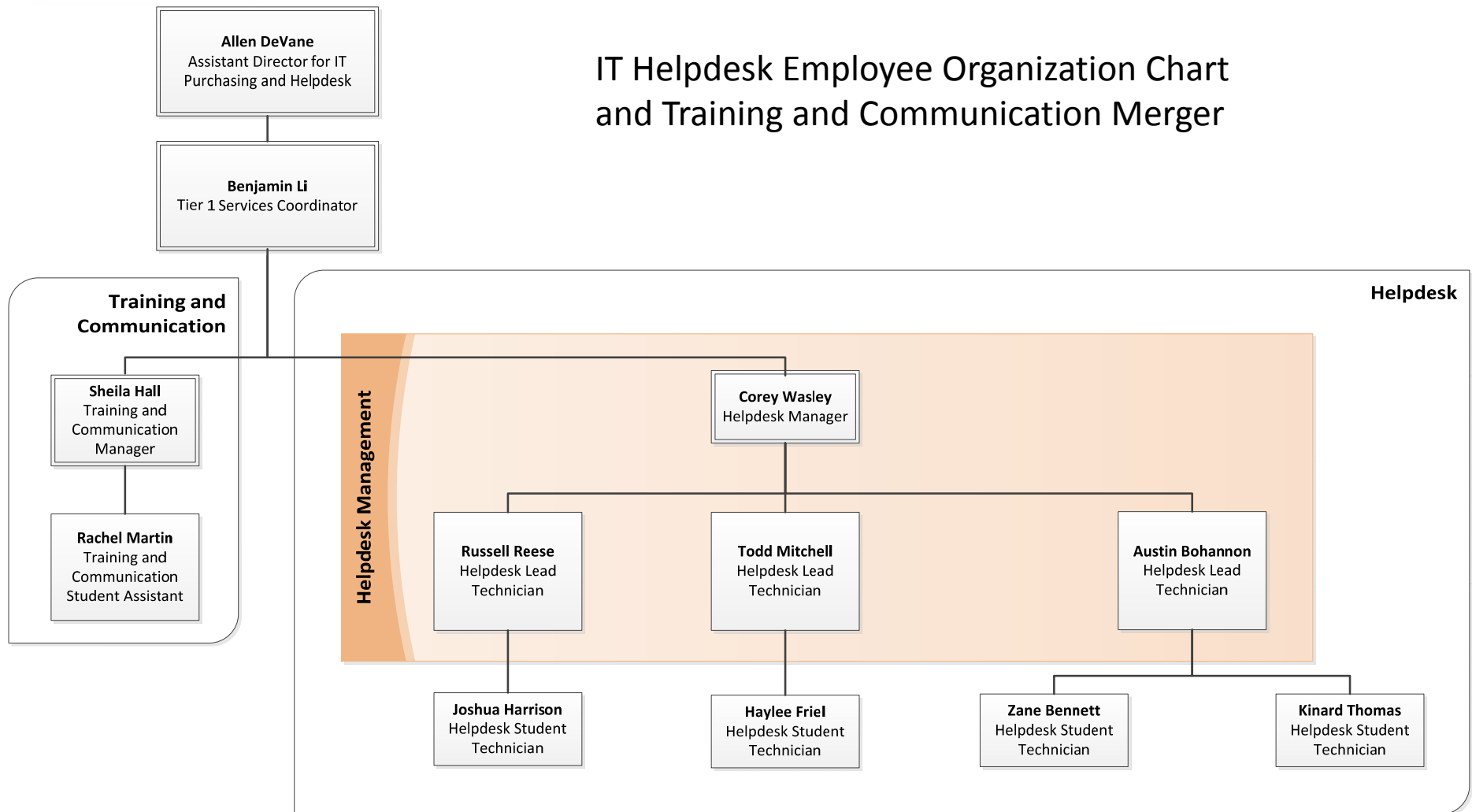


Source: Helpdesk Call Logs and LANDesk Service Desk



Helpdesk Organization

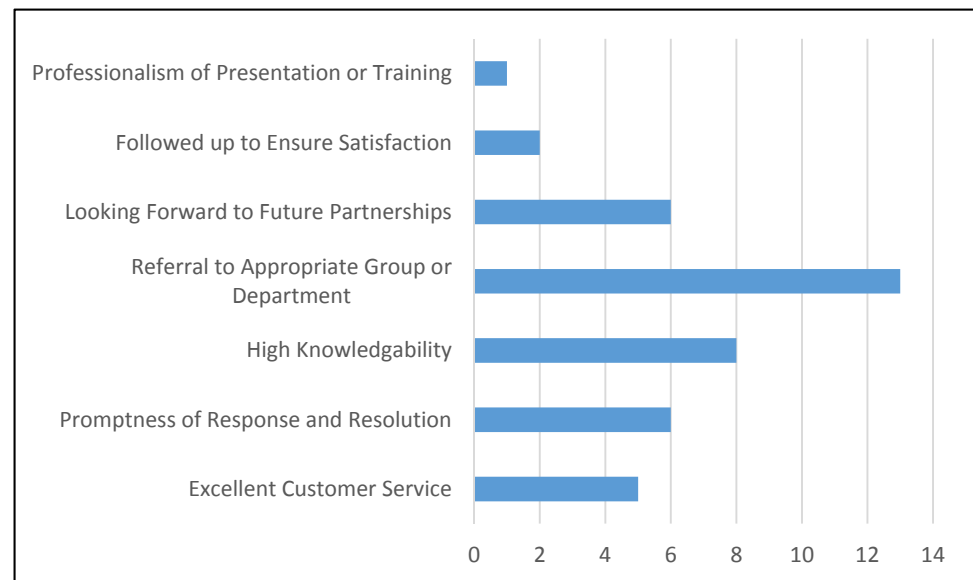
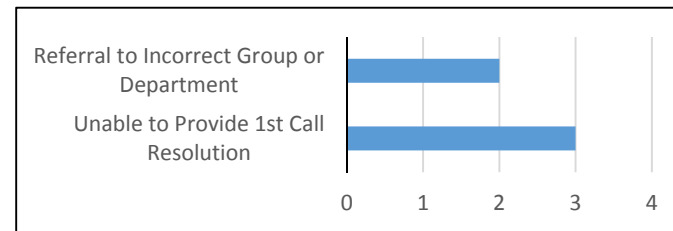
IT Helpdesk Employee Organization Chart and Training and Communication Merger





Client Feedback

- 41 compliments for exceptional service (0.23%) with only 5 reports of unsatisfactory service (0.03%)
- Additional 5 “I Caught You Caring” Cards and Spring 2014 Employee of the Semester Nomination



Source: Human Resources Database and Emails to Tier 1 Services Coordinator



Testimonials

Excerpt from Compliment sent in by Michael Schmidt, Interim Department Head and Professor of Art:

“Looking forward to working with you throughout the coming year. I'll thank you in advance for all the hard work and effort that you and the IT team do for us in the Art Department. We sure do appreciate all you do for us.”



Testimonials

Excerpt from Compliment sent in by Glenda Swan,
Assistant Professor of Art:

“I am very happy to extend my thanks to all who responded so quickly to what I thought would probably be rather unusual problems. Indeed, if you ever need any “happy customer” testimonials, I’ve received great help from almost every IT branch (in-person help setting up computer and peripherals, phone help for working with computer programs, and BlazeVIEW help, as well as the most recent smart classroom help).”



Testimonials

Excerpt from Compliment sent in by Heather Kelley,
Assistant Professor of Psychology and Counseling:

“Thank you for always being so kind and helping me
(and many others) with our technological issues. You
and your staff are always so wonderful and kind--I
really appreciate it!”



University Business

- Helpdesk handled training and evaluation of smart classroom and lab maintenance program



- 256% increase in related technical issues resolved over a 6 month pilot
- Published in University Business, December 2013 issue
- Invited to present at conference in Summer 2014



Changes Since 2008

- “Doing More with Less”
 - **Employees:** 14 down to 8
 - **Volume:** Roughly 4,585 more requests per year
 - **Duties:** Remote support, training of other IT branches, academic internship partnerships, new technologies such as VoIP phones and student response system “clickers”



Image Source: 2008 Chancellor's Customer Service Recognition Awards



Changes Since 2008

- **How do they do it?**

- Organizational culture based on:
 - Not only assisting, but also valuing clients
 - Continuous improvement of both resources and employees
- Close alignment with university and departmental strategic goals
- Technological enhancements to:
 - Improve efficiency and mitigate volume
 - Utilizing time gained to focus on customer relation management and building future partnerships



Example Enhancements

Helpdesk Launch Center

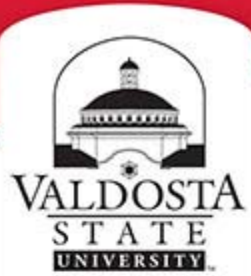
- Combination of tools for call efficiency
- Powered by Oracle Application Express (Apex)
- Created and maintained by the VSU IT Helpdesk

The screenshot displays the VSU IT Helpdesk Launch Center interface. At the top, there is a red header with the text "ID Verification" and a "Logout" link. Below the header, there are two tabs: "Call Log" and "Administration". The main content area is titled "Helpdesk Quick Logging [Lookup Information]" and contains a form for "Enter ID" with a text input field labeled "ID to Lookup". Below the form, there is a table titled "Information Found" with the following data:

Information Found	
Name	-
ID Number	-
VSU Email	-
Alt Email	-
Date Of Birth	-
Enrolled in Current Term	No
Last Term Enrolled	-
Next Term Enrolled	-

Below the table, there is a "1 - 1" indicator. At the bottom of the main content area, there is a "Contact List" section with a plus sign icon. Below that, there is a "Tools" section with a minus sign icon, which is expanded to show four categories of tools:

- Core Tools**
 - [BlazeVIEW \(D2L\)](#)
 - [Helpdesk Portal](#)
 - [Office 365 Email](#)
 - [VSU Service Desk](#)
- Advanced Tools**
 - [Ace Project](#)
 - [Apex Workspace](#)
 - [Intermapper](#)
 - [Remote Support](#)
 - [Status: BlazeVIEW D2L](#)
 - [Status: Office 365 Email](#)
 - [TruView](#)
- Data Sources**
 - [AD Relaunch](#)
 - [Campus Lab List](#)
 - [Helpdesk Guides](#)
 - [Helpdesk Downloads](#)
 - [IT Service Codex](#)
 - [MFP List](#)
 - [R25 Room Viewer](#)
 - [Smart Classroom List](#)
 - [VSU SD Category Training](#)
- Downloads**
 - [BlazeVIEW Template](#)
 - [E-mail Templates](#)
 - [VSU Wireless Waiver](#)
 - [Home Use Agreement](#)
 - [Jump Drive Waiver](#)
 - [Mobile Device Waiver](#)
 - [Self Performance Review](#)
 - [Xerox B&W Driver](#)
 - [Xerox Color Driver](#)



Example Enhancements

Cisco Supervisor Desktop

File View Tools Actions Help

IT Helpdesk

Skill Groups

- Contact Serv
- Voice

Real Time Displays

Voice CSQs - Team Summary

Contact Service Queue	Agents Logged In	Agents in Talking	Agent

Agents - Team Summary

Agent Name	Logon Time	Calls Presented	Calls Handled
Corey Wasley	05:22:56	4	4
Haylee Friel	05:27:40	20	20
Russell Reese	01:42:23	2	2
Todd Mitchell	04:10:02	10	10

Agents

- IT Helpdesk
 - Agent
 - Super

Agents - Team State

Agent Name	Current State	Skill Group	Contact Service Queue
Russell Reese	Not Ready		
Haylee Friel	Talking	1	IT-Helpdesk
Todd Mitchell	Ready		
Corey Wasley	Not Ready		

Cisco Unified Contact Center Express

- Post service change and interruption notices
- Record calls for training and quality purposes
- Call intervention capabilities
- Collection of call statistics
- Skills-based routing



Contact Information

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Division of
Information Technology

Please do not hesitate to contact us if we if any questions arise, or we can provide you with any additional information.



Helpdesk Operating Hours:

M – R 8:00AM-9:00PM
F 8:00AM-5:00PM
Sa 11:00AM-5:00PM
Su 1:00PM-9:00PM

VALDOSTA STATE UNIVERSITY



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References

- “I Caught You Caring” Program
 - <http://www.valdosta.edu/administration/finance-admin/employee-development/i-caught-you-caring.php>
- Employee of the Semester Award
 - <http://www.valdosta.edu/administration/council-on-staff-affairs/employee-of-semester.php>
- VSU IT Helpdesk Website
 - <http://www.valdosta.edu/helpdesk>