



TECHNOLOGY SUPPORT CENTER

February 21, 2011

Dear Campus Community:

Thank you for your continued feedback and ideas for the Technology Support Center (TSC). We're pleased to share our progress and updates to improve our service.

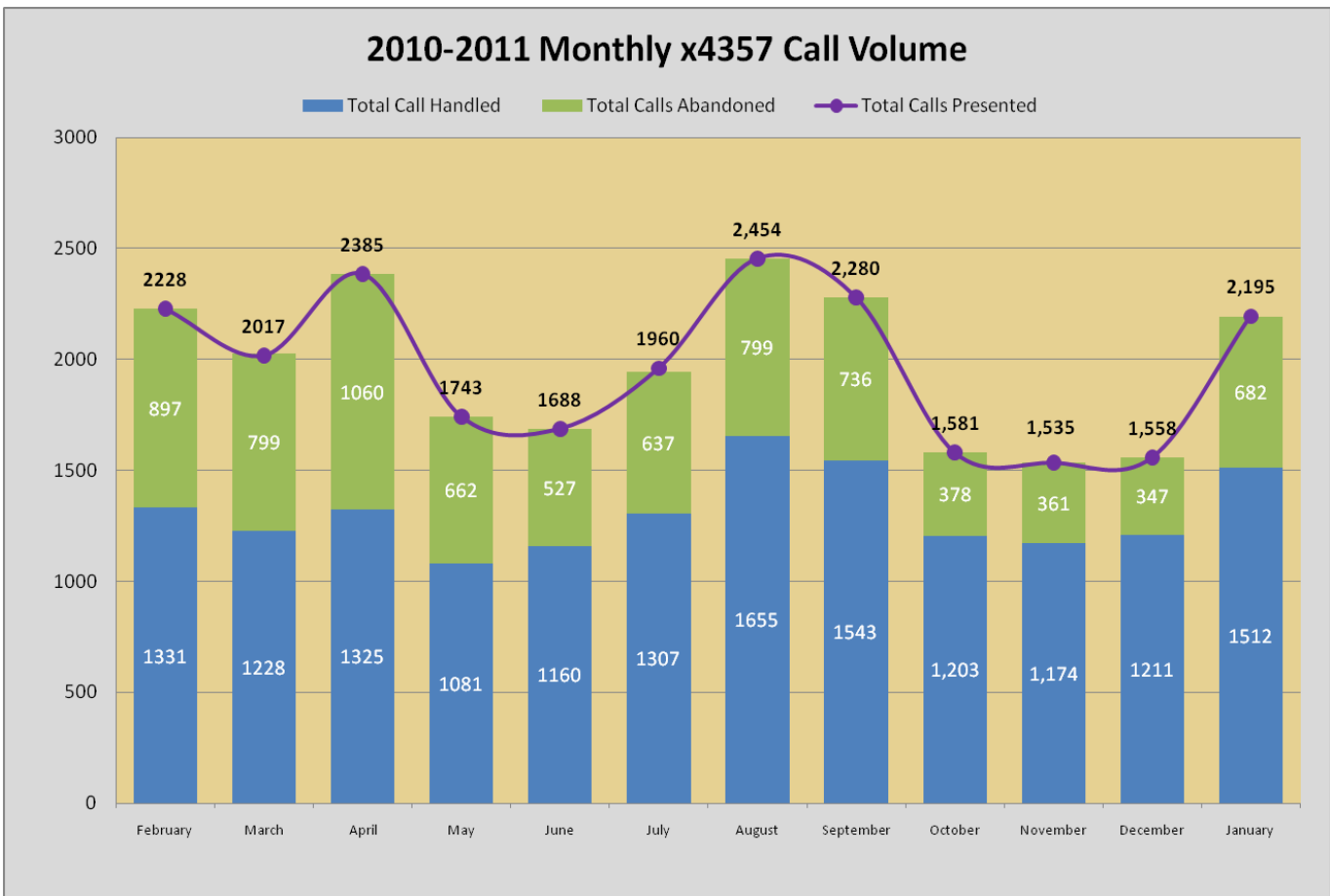
- **TECHNOLOGY PURCHASING – Get your orders in now!** Trends indicate that June is the busiest purchasing month as many departments, faculty and staff strive to get orders in before the end of the fiscal year on June 30. As a result, August – already a busy time across campus – also becomes the peak time for deployment activity. **Because we can anticipate these workflow trends, iCIT will be working with campus to put orders for new computer equipment earlier in the year** to manage service levels in the summer and as the fall term starts. Please help us manage the TSC Help Desk annual work flow around peak purchasing times by placing your orders for new equipment in March and April. For consultation or to place your order for computers, software or other office technology, contact Techpurchasing@uww.edu, or visit <http://www.uww.edu/icit/services/tdc/index.html>
- **SELF-SERVICE ONLINE TICKETING:** Use of Self-Service Ticketing to initiate TSC Help Desk requests continues to grow since the service was launched in August 2010. In January, 134 tickets, or approximately 10% of requests to the TSC Help Desk, were created through online iConnect system. To further promote the service, links to <http://www.uww.edu/icit/iconnect/> have been added to pages throughout the UW-Whitewater Web site. The system is easy to use and available online any time that's convenient for you.
- **WE NEED YOUR FEEDBACK!** This month, iCIT is asking all faculty and staff to participate in a **Workstation Management Survey**. Your participation in this survey is vital for us to have current data on computing practices at UW-Whitewater.

We know there are a variety of ways that members of the campus community use their computers for University work. We'd like to know your individual style so that we can deliver appropriate levels of service to meet a variety of customer needs. Complete the survey by clicking on the link below. It takes approximately 5 minutes to complete. <http://surveyasp.uww.edu/TakeSurvey.aspx?SurveyID=9IK13545>

Be one of the first 20 people to take the survey, and we'll give you an iCIT 1GB flash drive that carries links to many iCIT services and resources. Flash drives are a great way to help you manage your University work as you move from desktop to laptop, or from classroom to office.

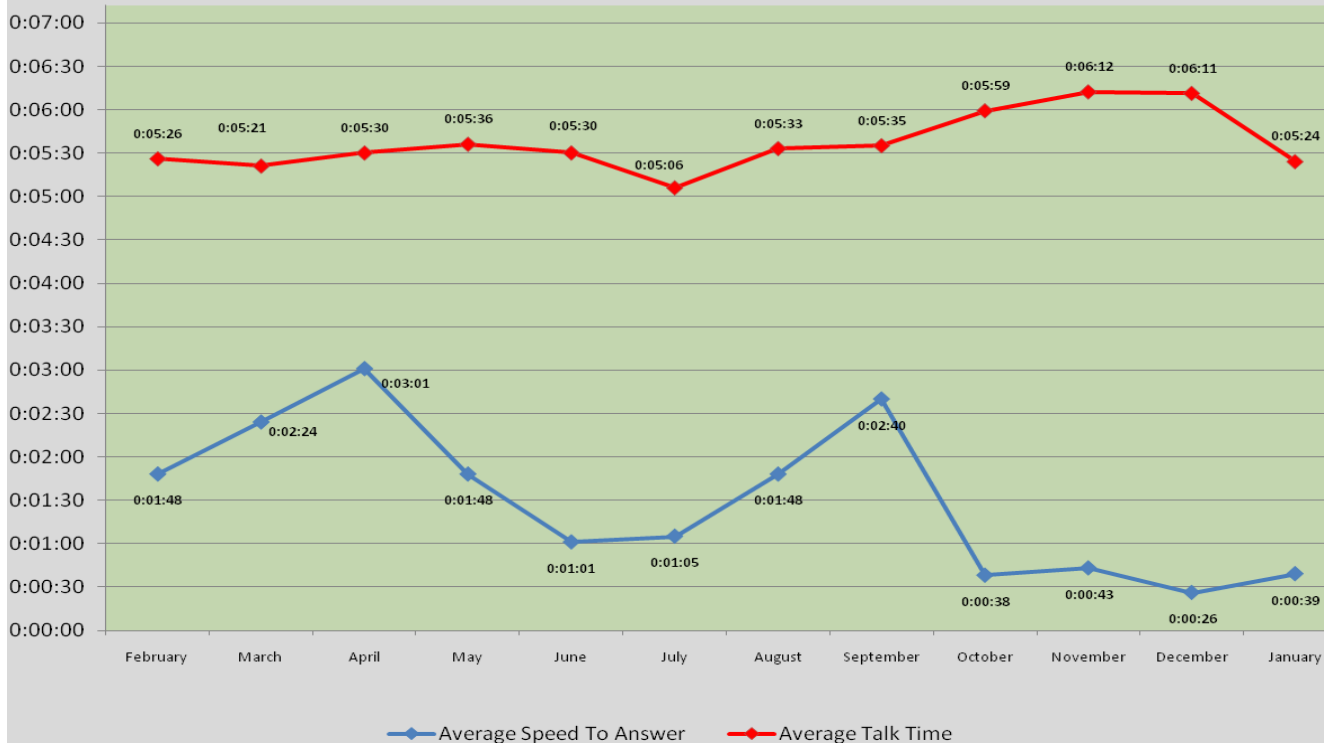
- CALL CENTER METRICS:** The TSC Help Desk Call Center system makes possible the detailed tracking of calls, problems and service requests. We're using these stats to modify our staffing approach and improve service levels. The charts below show the call volumes, speed to answer and talk time for February 2010 through January 2011 – almost a full year. We will continue to share these key metrics to you, and welcome your thoughts and comments. Thank you for your feedback!

Sincerely,
 Elena Pokot, CIO
 Kent Steinike, Customer Technology Service Support Director



A. The above chart represents the total calls that were presented to the 4357 (HELP) extension. It shows the calls handled by either an agent, Voicemail, or the calls that disconnected while in x4357. From February 2010 to January 2011, the numbers indicate that there were fewer calls abandoned. Despite this progress, we recognize the need to continue to focus on reducing the number of calls that are missed.

2010-2011 Average Speed to Answer and Talk Time



B. This graph represents the average time to answer a call upon entering the TSC Help Desk phone queue, and also the average time on the phone with the caller while creating a ticket or resolving an issue. The speed-to-answer indicates a trend toward more calls, answered more quickly. This improvement trended through the year, not just in months in which the call volume was down.