



November 30, 2010

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 service improvement strategies.

SELF-SERVICE ONLINE TICKETING: We're pleased to report that during our October promotion, more of you chose to use Self-Service Ticketing than ever before. Self-Service tickets increased from 72 in September to 138 tickets in October. Also, more than 20 of you took the time to complete the online survey about the service. Thank you for making our October flash drive promotion a success!

SURPLUS REQUESTS: One of the benefits of Self-Service is that the ticket can be completed using one of the premade "Common Needs" templates. A recent Common Needs templates added to the Self Service ticketing is the request to move computer equipment from your office to Surplus to be redeployed or recycled. The Surplus Common Needs template in Self-Service ticketing will replace the Request for Surplus form that has been used in recently years to request this service. The Request for Surplus Form will no longer be posted online after December 31, 2010.

FEEDBACK/QUESTIONS: Please continue to provide feedback on our service, whether it is delivered online or through the Call Center. Your input helps assure that service is meeting your needs. Here's a summary of recent topics.

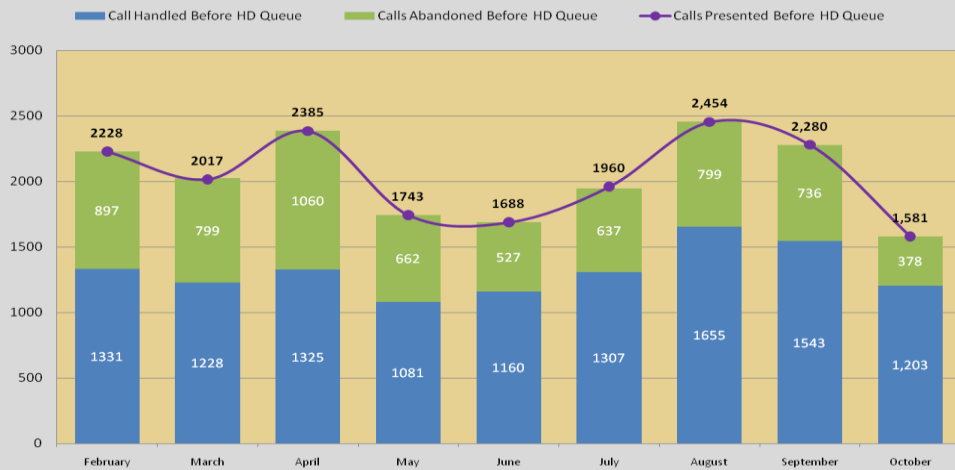
Your feedback /questions	Response
I experienced delays getting my computer reimaged and updated for the fall term, particularly in scheduling the appointment.	The beginning of the Fall term is a peak time for requests to the TSC. To improve our service next year, we will coordinate with staff and faculty in advance as much as possible to smooth the peak. Plus, we are working to change the way we schedule appointments to a more efficient process. As always, we will adjust our resources to meet peak demand times.
What is the current process for purchasing technology?	To get started, send your request via e-mail to techpurchasing@uww.edu . There is no need to contact the TSC Help Desk to initiate your request to purchase equipment. A member of the iCIT team will contact you when consultation is needed. For more information on purchasing policy, go to http://www.uww.edu/icit/services/tdc/index.html
I used the Self-Service Ticketing in October. Can I still take the survey?	Yes, the Survey will be available through Friday, Dec. 3. The attached link will take you to the Self Service survey. http://surveyasp.uww.edu/TakeSurvey.aspx?SurveyID=p2KKn161

CALL CENTER METRICS

Our Call Center system makes possible the detailed tracking of calls, problems and service requests. The charts below show the call volumes, calls per day and speed to answer for Feb. through Aug. 2010. We welcome your thoughts and comments and ask you to continue to provide your feedback. Thank you!

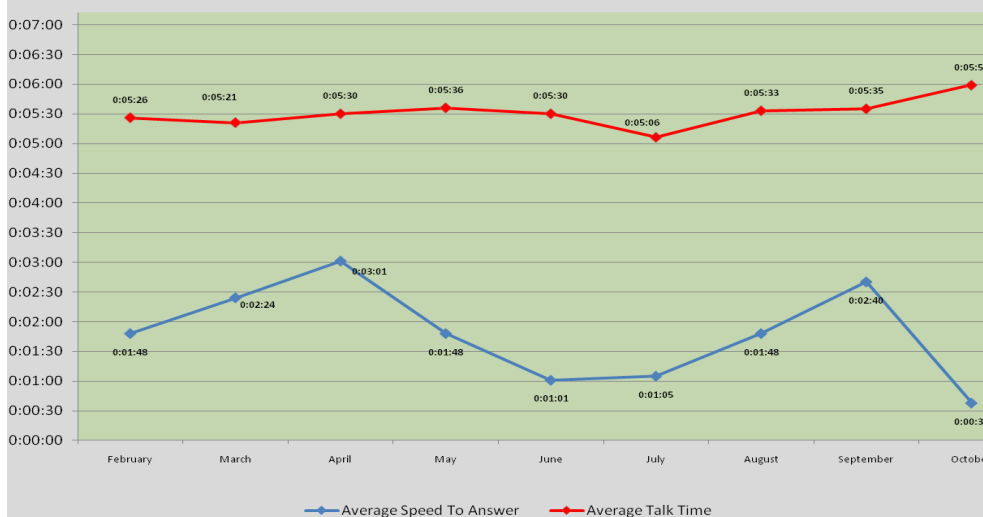
Elena Pokot, CIO
Kent Steinike, Customer Technology Service Support Director

2010 Monthly Call Volume



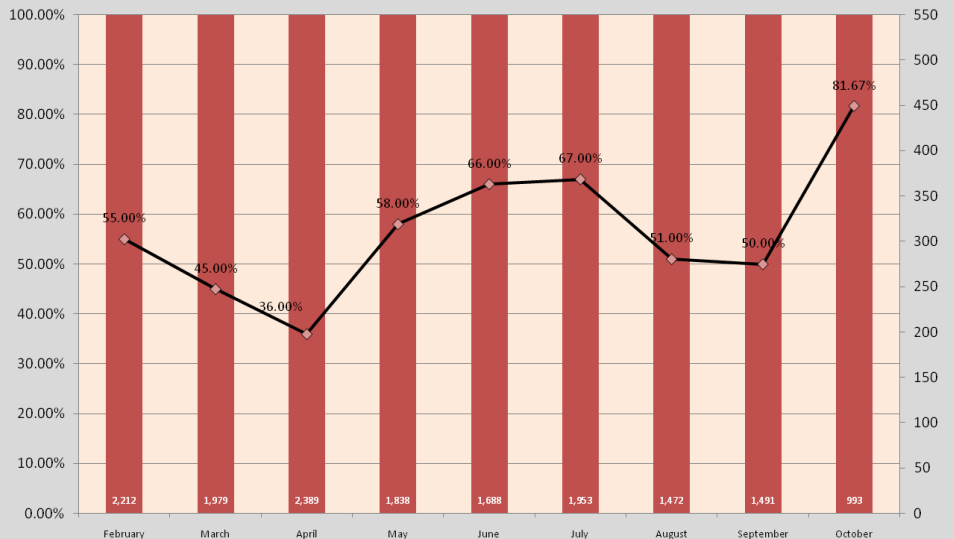
This chart represents the total to the 4357 extension. It shows the calls handled by TSC-HD staff member, or Voicemail, and the calls that abandoned while in x4357.

Average Speed to Answer and Talk Time



This graph represents average time to answer a call upon entering TSC Help Desk Queue, and the average time talking on the phone to the end user as their ticket was taken or their issue was resolved.

Percentage of Calls Answered within 20 Second SLA



This graph delineates the percentage of calls answered within 20 seconds in comparison to the total calls presented to the TSC Help Desk queue.