INSIDE THE ITS HELP DESK
AGENDA

• Help Desk Introduction
  • Who’s on the Help Desk
  • Organizational Structure
  • Help Desk Functions

• How the Help Desk Works
  • Tier 1
  • Tier 2

• Help Desk by the Numbers
  • KPIs
  • Metrics

• Knowledge Management
  • Get Help: Helpme.yale.edu
  • Internal Knowledge
  • Public Knowledge
  • Favorite Knowledge

• Customer Experience
  • Handling a Difficult Call

• Questions
THE HELP DESK TEAM
<table>
<thead>
<tr>
<th>Luis Ribeiro</th>
<th>Cyndi Welsh</th>
<th>Bob Haig</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Luis Ribeiro" /></td>
<td><img src="image2.png" alt="Cyndi Welsh" /></td>
<td><img src="image3.png" alt="Bob Haig" /></td>
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**MANAGEMENT TEAM**
<table>
<thead>
<tr>
<th>BOB’S TEAM</th>
<th>Bob Haig</th>
<th>Samantha Brailsford</th>
<th>Jill Botti</th>
<th>Dessara Bryant</th>
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<tr>
<td>Zanetta Fisher</td>
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<td>Andrew Gilkes</td>
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<td>Steve Koch</td>
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<td>Alex Malacea</td>
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<td>Mark Murphy</td>
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<tr>
<td>Zac Putnam</td>
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<tr>
<td>Dhaval Vaghela</td>
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<td>David Vasquez</td>
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MANAGING TIER 1 – BOB

- Scheduling
- ServiceNow Ticket Management
  - Dashboards
- Ticket Prioritization
- Monitoring
  - Phones
  - Chats
# Cyndi’s Team

<table>
<thead>
<tr>
<th>Cyndi Welsh</th>
<th>Louisa DeLand</th>
<th>Triston Hall</th>
<th>Interns</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Cyndi Welsh" /></td>
<td><img src="image" alt="Louisa DeLand" /></td>
<td><img src="image" alt="Triston Hall" /></td>
<td><img src="image" alt="Interns" /></td>
</tr>
<tr>
<td>Alan Hopkins</td>
<td>Richard Morris</td>
<td></td>
<td>Lauren Elmasry</td>
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<td><img src="image" alt="Alan Hopkins" /></td>
<td><img src="image" alt="Richard Morris" /></td>
<td></td>
<td><img src="image" alt="Lauren Elmasry" /></td>
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<tr>
<td>Kathryn Sima</td>
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<td>Taylor Munroe</td>
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<td></td>
<td><img src="image" alt="Taylor Munroe" /></td>
</tr>
</tbody>
</table>
MANAGING TIER 2 – CYNDI

- Improve the customer experience
- Managing the work
  - Multiple types of intake channels
  - Weekly priority planning and morning debriefs
- Collaborative Group with Areas of Expertise
- What Does Tier 2 Do
  - Ensure smooth operations
  - Quality, training, and service improvement
  - ITS project participation and collaboration with Service Owners
  - All hands on deck during crisis
HOW TIER 1 WORKS – CASSANDRA

- Individual Queue Management
  - Resolve Issues
  - Fulfill Requests
- Ticket Prioritization
- Chat
HOW TIER 2 WORKS – ANDREW

- Queue Management
  - Chats
  - Emails
- Escalations – Tech Lead Chats
  - From Tier 1
  - From DSPs
- Handling Outages
HELP DESK BY THE NUMBERS – FY20

- Key Performance Indicators
- Total Contacts
- Who Calls the Help Desk
- Why do People Call the Help Desk
### KEY PERFORMANCE INDICATORS

<table>
<thead>
<tr>
<th>KPI</th>
<th>FY20 Target</th>
<th>FY20 Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Satisfaction Rate</td>
<td>&gt;95%</td>
<td>97%</td>
</tr>
<tr>
<td>Answer Rate</td>
<td>&gt;90%</td>
<td>90%</td>
</tr>
<tr>
<td>Average Speed to Answer</td>
<td>&lt;60 Seconds</td>
<td>55 Seconds</td>
</tr>
<tr>
<td>Average Handle Time</td>
<td>&lt;11:00 Minutes</td>
<td>10:25 Minutes</td>
</tr>
<tr>
<td>Resolution Rate</td>
<td>&gt;85%</td>
<td>85%</td>
</tr>
<tr>
<td></td>
<td>Phone</td>
<td>Chat</td>
</tr>
<tr>
<td>----------</td>
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</tr>
<tr>
<td>Total</td>
<td>73,413</td>
<td>9,223</td>
</tr>
</tbody>
</table>

115,990 Total Contacts – FY20
### Top 10 Organizations

<table>
<thead>
<tr>
<th>Organization</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical School</td>
<td>50%</td>
</tr>
<tr>
<td>Faculty of Arts and Sciences</td>
<td>10%</td>
</tr>
<tr>
<td>Academic Service Units</td>
<td>4%</td>
</tr>
<tr>
<td>Information Technology...</td>
<td>4%</td>
</tr>
<tr>
<td>Office of Development</td>
<td>2%</td>
</tr>
<tr>
<td>Yale College Operating Units</td>
<td>2%</td>
</tr>
<tr>
<td>Facilities</td>
<td>1%</td>
</tr>
<tr>
<td>School of Management</td>
<td>1%</td>
</tr>
<tr>
<td>Human Resources</td>
<td>1%</td>
</tr>
<tr>
<td>Central Library</td>
<td>1%</td>
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</tbody>
</table>

### Primary Affiliation

- **Staff**: 52%
- **Faculty**: 21%
- **Student**: 8%
- **Alumni**: 3%
- **Other**: 16%
WHY PEOPLE CONTACT THE ITS HELP DESK

Top 15 Service Offerings

1. Office 365 Email (13%)
2. Intrusion Detection (11%)
3. NetID and Password Management (7%)
4. Hardware Support (6%)
5. Off Campus Access VPN (5%)
6. Multifactor Authentication MFA-DUO (5%)
7. Storage@Yale (3%)
8. Yale Audio & Video Conferencing (3%)
9. HR & Payroll System Development & Support (3%)
10. Telephone Services (3%)
11. Canvas (2%)
12. EliApps Google Apps for Education (2%)
13. Box at Yale (1%)
14. Account Provisioning and Administration Tools (1%)
15. Software Support (24%)
KNOWLEDGE MANAGEMENT

➤ Get Help Page - helpme.yale.edu
  ➤ Highlights
  ➤ Trending Topics

➤ 45% of Contacts Are How To’s

➤ 300+ Public Knowledge Articles
  ➤ MFA
  ➤ Zoom
  ➤ VPN
  ➤ Email

➤ Knowledge on the ITS Portal
  ➤ Favorite items
CUSTOMER EXPERIENCE

How to Handle a Difficult Call

➢ From Unsatisfied Client to Your Best Client
CUSTOMER EXPERIENCE

5 Steps to Handle a Difficult Call

- Active Listening
- Empathy
- Calming Tone
- Reassurance
- Follow up