

# ITS Strategic Roadmap – FY16

## Help Desk

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## Background

The Help Desk provides 24x7 information technology assistance and facilitates notifications and communications between Metro departments and agencies and ITS.

Assistance is provided in response to telephone calls and email. Incident or problem reports and requests for service or information are documented and tracked through their life cycle using the BMC SDE Incident Management System module. In summer 2015 this system will be retired for ITS, as ITS will move to Microsoft Service Manager and Cireson Self-Service portal.

Notifications are created and sent by the help desk to customers for upcoming technical events, for current issues, and to inform customers that a reported issue or request issue has been resolved or completed.

Help desk technicians are also responsible for system wellness checks that are done verify the integrity and availability of ITS systems within the Primary data center and for Metro-wide IT environmental systems.

The Help Desk services include, but are not limited to:

- phone call and email triage and assignment of requests for service and incidents to appropriate ITS staff members for resolution,
- escalation and communication of critical incidents to appropriate ITS staff and management to ensure timely and appropriate response,
- Metro network account creation, modification, and removal for customers in the Nashville domain,
- password resets for multiple systems including the Metro network,
- monitoring Metro PEG channels 3, 9, 10, 19 network and streaming presentation,
- managing and escalating system alerts for data center and Metro-wide IT environmental systems,
- printing Metro Government paychecks 9 times a month.

Other departments and agencies of the Metropolitan Government that operate their own IT help desks include the Metro Nashville Police Department, Metro Nashville Public Schools, and Justice Integration Systems for the judicial community and courts system.



## Current Strategic Drivers

1. **Technology End of Life: SDE/Magic (Game-changing)** - SDE version 9.8 is past the end of vendor support. In addition the current version is not certified compatible with the Metro PC standard environment (Windows 7, Internet Explorer 8/9).
2. **Customer Demand: Exceptional Customer Service (High)** – Our customers, whether Metro employees, elected officials or members of the public, have an expectation of service that is consistent, accountable, knowledgeable, and empathetic.
3. **Desire for Self-Service (High)** – The more savvy customer of today requires a new approach, among them the ability to do things themselves without interaction. Self-Service is expected to speed customer response and reduce the need for personal interactions except in situations of critical or complex issues.
4. **Customer Requests to Expand System Monitoring (High)** – The increased use of Data Center Resources is also driving the need for increased monitoring of these resources. This task, primarily manual in nature, cannot scale in its current form and needs to be addressed

## On the Horizon Strategic Drivers

1. **Technology Change: Advanced automated monitoring systems – High** - As Configuration Manager, Operations Manager, Service Manager and Orchestrator evolve, the data center operations staff/help desk will see less involvement in the monitoring and subsequent notifications and remediation of these systems. Automation of both notifications and remediation needs to be developed to ensure operational efficiencies.

## Short Term Goals (0-6 months) 7/1/15 – 12/31/15

#	Goal/Objective	Est. Start	Est. Duration
1	<b>Mature Implementation of Service Manager and Self Service Portal</b>	7/2015	TBD
2	<b>Develop and Report Help Desk Metrics: Manage to Metrics</b>	7/2015	4 months
3	<b>Remote Support:</b> Work with other areas within ITS and customers to investigate, select, implement and train on a remote support solution to be used by the Help Desk and other ITS divisions.	7/2015	6 months
4	<b>Continue Cross Training for Help Desk Staff on operational duties</b>	7/2015	Ongoing
6	<b>Coordinate Knowledge Base Articles for Self Service Portal/ITS -</b> Using reporting from the ticketing system, plan and coordinate update of knowledge base articles for customers and internally.	10/2015	4 months



### Medium Term Goals (6-18 months) 1/1/16 – 12/31/16

#	Goal/Objective	Est. Start	Est. Duration
1	<b>Identify and implement Additional Self Service initiatives –</b> Investigate and prepare for implementation other forms of Self-service, such as user initiated password management, Self-Directed Software installs, Customer facing Knowledgebase, and other identified initiatives.	1/2016	ongoing

### Long Term Goals (18-36 months) 1/1/17 – 6/30/18

#	Goal/Objective	Est. Start	Est. Duration
1	<b>Automation of System Monitoring and Remediation-</b> Determine process for automating the monitoring of and the remote remediation of system notifications	1/2017	Ongoing

### Related Roadmaps:

- Data Center and Environmental Support
- Service Management

