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**QUESTION 1 The IT Department needs to increase helpdesk operational (work flows) efficiency because our current methods result in redundant work efforts. IT would like to provide more self-help solutions for end users and have better internal documentation for faster problem resolution**

1. Redesign the Helpdesk Process
   1. Identify the issue with duplicate work tickets?
      1. (see #2 to address that need)
   2. Identify conversations over the phone possible need to change?
   3. Identify most questions that have been asked that can be easily resolved?
2. Implement a new helpdesk software package
   1. Moving away from Spiceworks to LANSweeper
      1. Currently computer services utilize LANSweeper to identify and locate computer resources, adding the helpdesk functionality will increase efficiencies by moving the tickets away from the user and on the device. By assigning the ticket to the device we can track any issues associated with that device and act accordingly
3. Implement an Automatic Call Distribution list (ACD)
   1. Automate helpdesk calls with ACD that will guide the end user to the proper computer services employee
   2. Goal is to efficiently assist large volumes of callers and provide them helpful FAQ information
   3. Monitor the Analytics to provide a better customer service experience
      1. Number of calls per day or hour in heavy times
      2. Duration of how long the end user was on hold
      3. Duration of how long it took on the call
      4. Work to understand trends
4. Investigate ITIL practices see if we would be able to streamline current process with a proven effective model
   1. See if our helpdesk can work better as a Service Desk under the ITIL process
      1. Take the “Foundation” level class which provides basic knowledge

**QUESTION 2**

Work Tickets Stats broken down by year (older information)

Updated Information

Closed Tickets during Heave Load Times

Closed Tickets during slow times

Next graph shows the total number of work tickets closed from every staff member from April 2016 – April 2017.

**Question 3**

By fall 2019, the number of helpdesk tickets computer services accepts will be reduced by 1/3 reflecting an increase in a self-help solution.

Computer Services will have implemented the helpdesk module for LANSweeper and will gather analytic information to review with my staff monthly and report to VP of Business Services quarterly, adjust the self-help process or FAQ’s accordingly