

# Academic Computing & Communications Center Service Request Routing Process Improvement (UIC)

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## Business Case

The Academic Computing and Communications Center (ACCC) at UIC utilizes the Request Tracker (RT) system to record support issues that come in via walk-in, phone, or email and to track the history of responses and changes to the status of the issues. The Client Services Office (CSO) within the ACCC User Services group provides first level helpdesk support for the UIC campus. Support issues come into the CSO and then if necessary tickets are routed through the RT system to second or third level support groups for further evaluation and resolution.

Currently level one support requests are being escalated and/or by-passed to level two and level three support groups unnecessarily, resulting in extra work for level two and level three groups and longer response times for customers. The goal established by ACCC is to have 85% of incidents and service requests routed to User Service resolved at first contact. While we are unable to determine the current percentage of incidents and service requests resolved at first contact, it is assumed that they are below this percentage. This project was initiated to better understand and address the gap and help to better understand the current performance.

## Goal

Reduce the number of first level support issues and service requests being routed to second and third level support groups.

## Approach

Performed interviews with second and third level support groups in ACCC User Services, Enterprise Systems and Development (ESD), Networks, and Security to understand the types of first level issues and service requests being handled by these groups. Examined the resulting information and focused further investigation with the groups in the Enterprise Systems and Development (ESD) area. Analyzed RT case data and collected published support contact information. Presented information to ESD groups to review and brainstormed solution ideas. Focused further analysis on the Windows Services group led by Dean Dang . Performed detailed analysis on all services supported by the Windows Services group. Key findings identified are a result of this detailed analysis.

## Outcome

Identified six recommendations with the goal of increasing the utilization of first level support resources which provides second and third level support groups the ability to focus more on high level development efforts and ultimately provides better response time for customers due to more appropriate work allocation. Facilitated collaboration between multiple support groups in ACCC and accomplished a better understanding of the type of work being done by different groups and how work is handled within ACCC. Based on the methodologies developed during this engagement, ACCC has retained a consultant to assist them with analyzing all services provided by ACCC. Work will begin in the second quarter of 2014 with an expected completion by the fourth quarter of 2014.

## Key Findings

- **Support queues in Request Tracker (RT) are confusing to first level support and not aligned with the current portfolio of services.** For the Windows Services group, 24 services are coordinated through one RT queue.
- **Direct email contact information is published on the ACCC website, enabling customers to bypass the first level support area and submit Request Tracker (RT) tickets directly to second and third level support groups.** For the Windows Services group, 36 customer website pages contain direct contact information.
- **Second and third level support groups are processing service requests that can be done by a first level support group.**

## Short-term Improvement Recommendations

1. **Revise Request Tracker (RT) queue names and associated email addresses used by the Window Services second level support group** – ensures that first level support has a clear understanding of where to send support tickets related to services supported by the Window Services group and provides a better way to obtain metrics by service.
2. **Update identified support contact information for the Windows Services group on the ACCC website** – prevents customers from contacting second/third level support directly enabling first level support to more effectively coordinate tickets.
3. **Create a comprehensive and documented process for evaluation of other second and third level support groups in ACCC** – provides a streamlined method that can be used by the User Service group for conducting analysis
4. **Begin collecting metrics** – provides mechanism for monitoring performance, progress and identifying areas for continuous improvement.

## Long-term Improvement Recommendations

1. **Transfer appropriate service request processing from Windows Support group to a Service Desk within User Services** – reallocates work allowing second and third level groups to focus on more complex development tasks.
2. **Use documented process to evaluate the remaining second and third level support groups in Enterprise Systems and Development (ESD) and throughout ACCC** – realize gains resulting from the implementation of the first recommendations for the Windows Services group across ACCC.

## Implementation of Recommended Improvements

ACCC has secured external consulting resources to assist them in the implementation of many of the recommendations and action items. Work will be started in FY15, including the creation of an implementation plan. This report will be updated upon completion of that plan.