

# ACCC First Level IT Support Process Improvement

**Goal:** Improve the accessibility and quality of service provided by ACCC first level IT support. This project will review best practices from the current ACCCeSS helpdesk and analyze top issues at both the ACCCeSS helpdesk and CSO helpdesk in order to develop a support process decision tree that can be used by multiple first level support sites across campus.

**Approach:** Tours, interviews, analysis and documentation of as-is first level support processes at the ACCCeSS Helpdesk and CSO Helpdesk were conducted. A service questionnaire and associated flow diagram was developed. Service managers for each of the identified groups were interviewed and information on the top ten support issues for each group was collected. Information from the Identity and Access Management service was used as an example for creating a decision tree diagram to be used for a new support tool.

## Key Findings

### High Priority Problems

- **There is no standardized troubleshooting methodology across all groups. The ACCCeSS helpdesk has the closest to a process.**
- **Troubleshooting quality depends on how experienced the student worker is and the difficulty of the issue.**
- **Access to supervisors is constantly needed and takes them away from other job responsibilities.**
- **Variance in the way issues are handled/troubleshooting/routing.**

## Recommendations

### Short-term Improvements

- 1. Identify and fully document the top first level support issues from the top ten services** – provides the most common troubleshooting information to support staff
- 2. Create decision tree documents that can be used easily by student workers to solve the most common support issues** – reduces common troubleshooting questions by support staff

### Long-term Improvements

- 1. Implement the use of a first level support tool that provides a standard method of data collection and issue resolution using the developed decision tree logic** – ensures standardized data collection and troubleshooting method across first level support.
- 2. Begin collection of identified metrics through the support tool** – provides data to measure support improvements

**Outcome:** Development of a first level support tool is underway. The project team is using the example decision tree developed during the engagement to continue to document the top first level support issues.