How to Improve
IT User Support

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IT Services

Three main areas

- General purpose computing
  - Desktop hardware, communications, security, collaborative and office-automation tools, printing, user-data storage, databases, etc.

- Physics computing
  - Farms, central data recording and data storage, software development tools, simulation, libraries, etc.

- Engineering computing and consolidation activities
  - Engineering and scientific-computing applications, coordination for controls, support for physics-application development, etc.

“Buy”, “make” if commercial solutions are not available
Support for IT Services

- **Goal is to improve support for IT services**
- **Mandate from IT management**
  - Review current situation and propose a plan for improvement before the end of this year
- **User input is a key element**
  - What do users see
  - What would users like to see
Support for IT Services: Model

- Currently: 3-tier system

<table>
<thead>
<tr>
<th></th>
<th>Help Desk</th>
<th>Resolves &quot;easy&quot; cases, escalates others &quot;Call center&quot;</th>
<th>Contractor</th>
</tr>
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<tr>
<td>2</td>
<td>Analysts</td>
<td>Attempt to solve issues escalated from the HelpDesk</td>
<td>CERN, contractor</td>
</tr>
<tr>
<td>3</td>
<td>Specialists</td>
<td>Resolve issues escalated from 2nd level</td>
<td>CERN and provider (e.g. software vendor)</td>
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</table>

Primary user concern: problem resolution, not inner workings of support
Support for IT Services: Issues

- Which percentage of problems reach the HelpDesk
  - Help from peers (next door, in IT), other sources (Web?)
- User expectations for problem resolution at first level are low
  - 1st level resolution rate appr. 20%
- Language skills?
- Communication channels: preferences
  - Email (60%), phone (15%), other (35%)
- Problem solving delay, “black holes”
- Problem description and environment information
- Misrouting of problems
IT Support: User Feedback

- Please tell us about:
  - Your experience with current (3-tier) model
  - Your preferred ways to communicate with IT support
  - What about self-help and/or automated support actions (e.g. password regeneration)
  - Any other suggestions

User input is a key requirement to improve the service