CIO Council

VCCC

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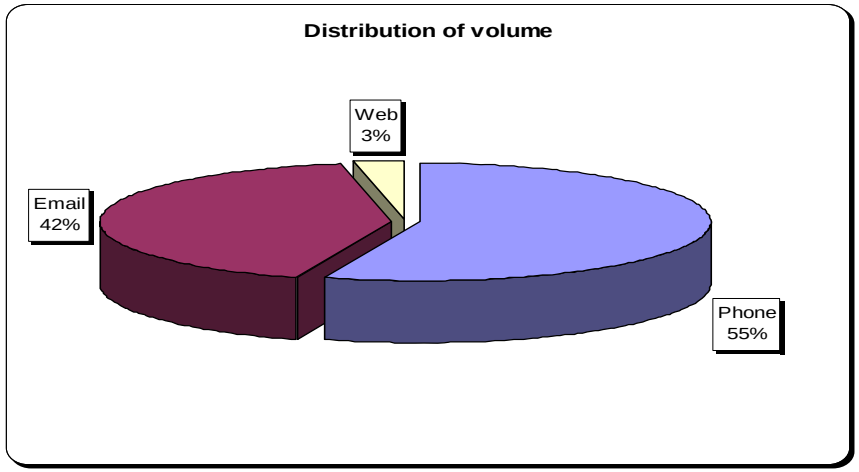
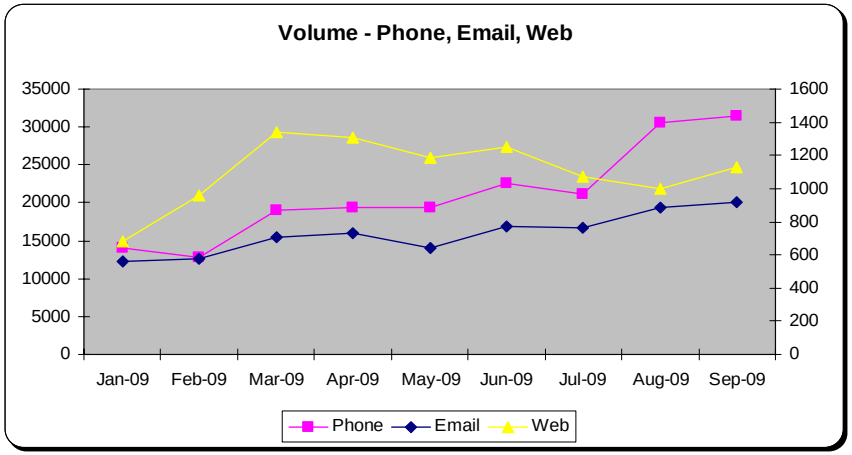
Issues that were raised

- Hold times are high when calling the VCCC
- Misrouted tickets
- Premature closure of tickets
- Ticket closure email
- Survey questions

Understanding the VCCC's volume

- 55% of the VCCC's volume comes via a phone call
- 42% are emails and currently only 3% are web tickets
- Web tickets are expected to increase as eSupport is rolled out across the Commonwealth

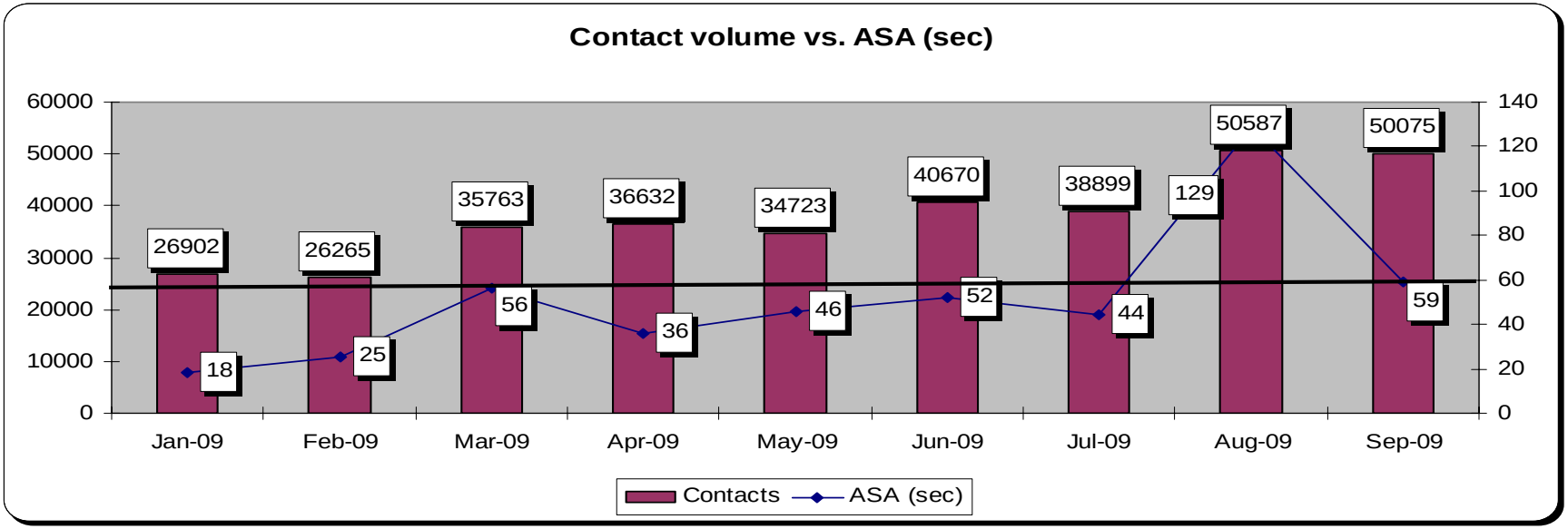




Data includes all tickets open from 01/09 – 09/09

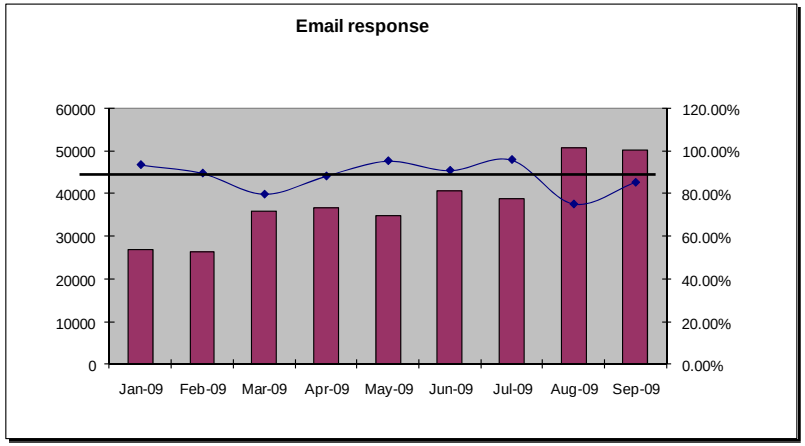
Concerns about long wait times

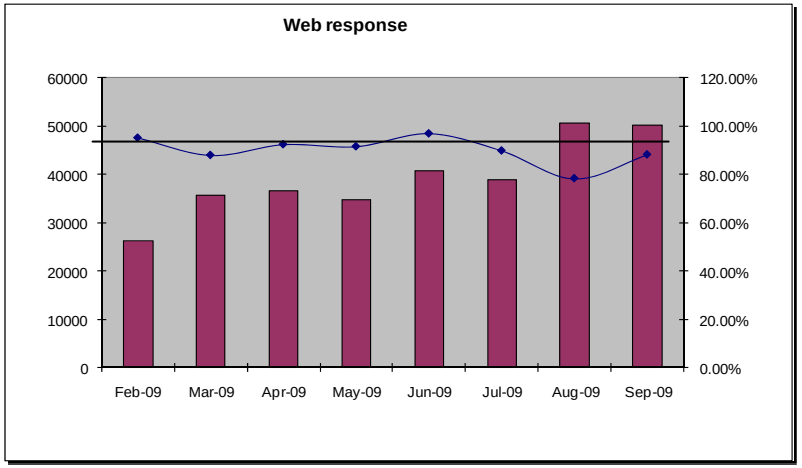
- An increase in contact volume in August resulted in high wait times for customers
- In addition to wait times, the abandon rate (ABA) in August exceeded the target of ≤5% @ 13.67%



Impact of increased contact volume

- Besides phone calls, response times on emails and web tickets also fell below the target in August
- Being that email and web ticket account for 45% of the VCCC's volume, this metric is watched closely in addition to Average Speed to Answer (ASA) and Abandon Rate (ABA)
- The SLA for both email and web tickets is to respond to 90% of the issues within 1hr. Response is defined as ticket creation and action taken (i.e. contact the customer, dispatch ticket, etc)

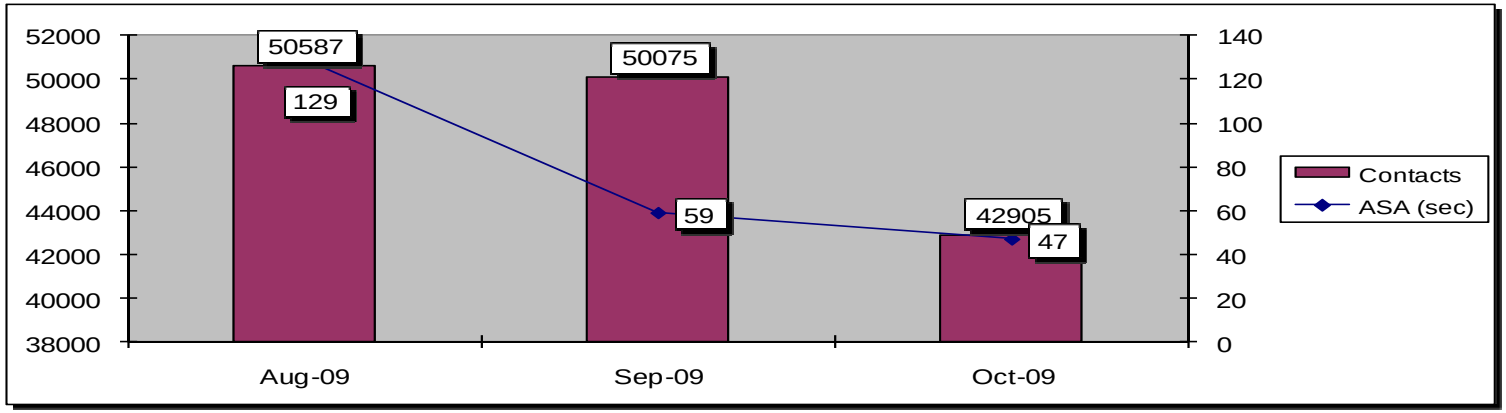




What's been done to address high wait times

- Additional staff have been tasked with answering the phone. In addition, changes have been made to shifts to better fit call distribution
- Adjustments to skillset based routing which resulted in increased agent availability
- Front-end updated promptly to mitigate calls pertaining to critical outages (i.e. Severity 1 tickets)

Adjustments resulted in a reduction in Average Speed to Answer (ASA) in September and October



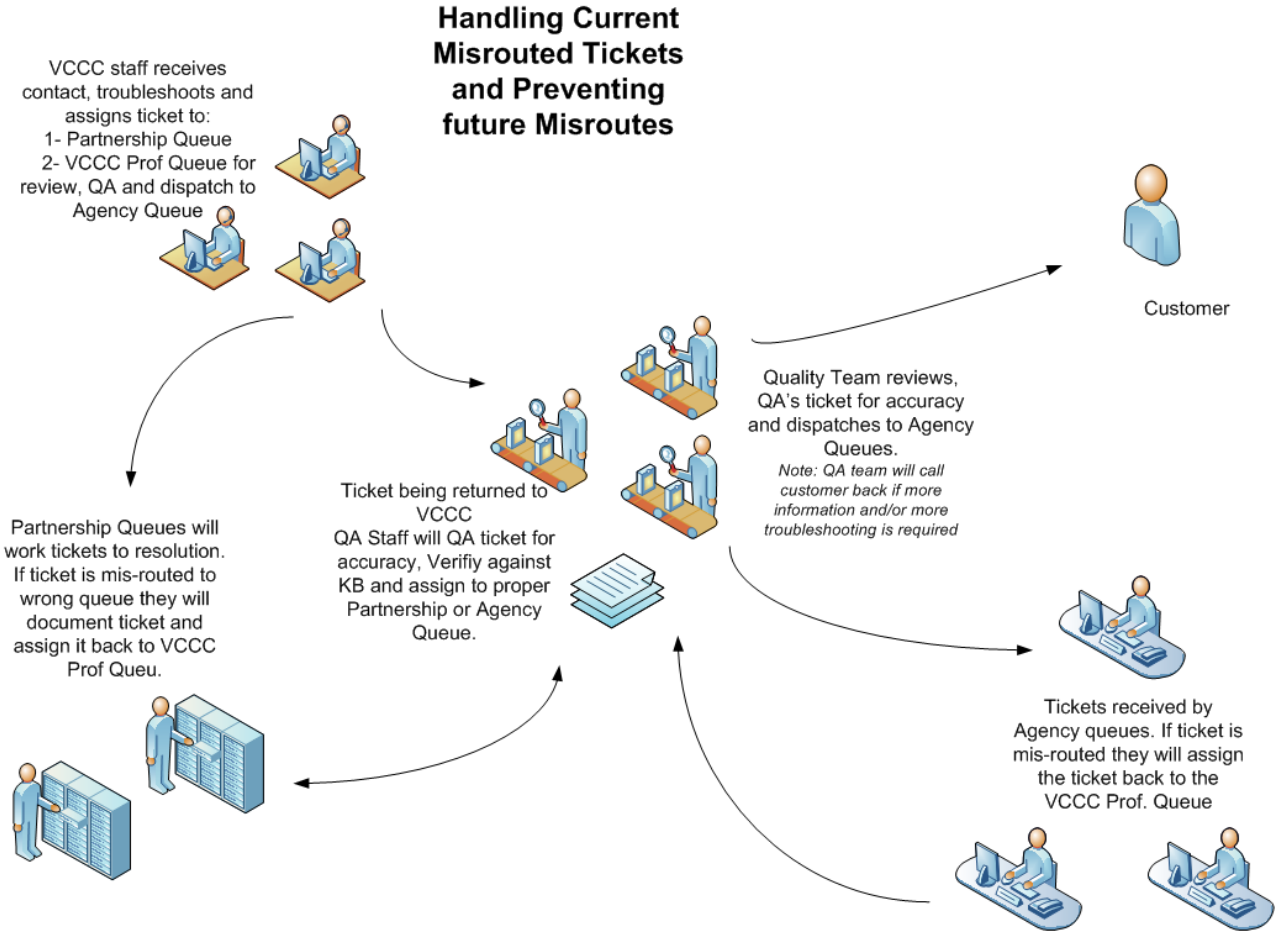
* October data as of 10/27/2009

Misroutes

Actions taken to improve misroutes

- Continuous enhancements to the Knowledgebase
- With the upgrade to 6.2, changes within ServiceCenter have been made to differentiate reassigned tickets from misroutes
- Assignment groups have been reduced and renamed
- QA team within SWESC periodically reviews tickets and provides feedback to agents when tickets are misrouted
- Assigned Q/A team to review tickets before dispatching to an agency owned assignment group/queue.

Q/A Review/Handling of Misroutes



Premature closure of tickets

Understanding the current process

- When a ticket is resolved by the VCCC (FCR), resolution is confirmed before ending the call.
- When a ticket is dispatched outside of the VCCC, and is marked resolved by a technician, a resolution email is sent to the customer
- Within the resolution email the customer is presented with a link to click if the issue is resolved or remains unresolved. (Full email on next slide)
- If the customer clicks the link stating the issue is resolved, the ticket is closed.
- If the customer doesn't do anything, the ticket is automatically closed by ServiceCenter (i.e. Peregrine) within 7 days
- If the customer reports the issue is unresolved, the ticket goes from a "resolved" status back to "work in progress"

Resolution email

Hello <Name>, Thank you for contacting the VITA Customer Care Center for support. We have resolved your incident/request <Ticket Number>, regarding <Ticket Title>.

To help us continue to improve our services, please take a moment to complete a brief 10-question survey at:

http://tinyurl.com/2n2mqw

If you are not satisfied with the resolution, please respond using the links below within 7 days. If you do not respond within 7 days, we will close the ticket considering it resolved to your full satisfaction.

Click the following link if the issue is not resolved to your satisfaction, then send the note that is opened.

mailto:scadmin@sceast.it.northropgrumman.com?subject=Incident%20is%20not%20fixed%20-%20IM594754

Click the link below if the issue is resolved to your satisfaction, and then send the note that is opened:

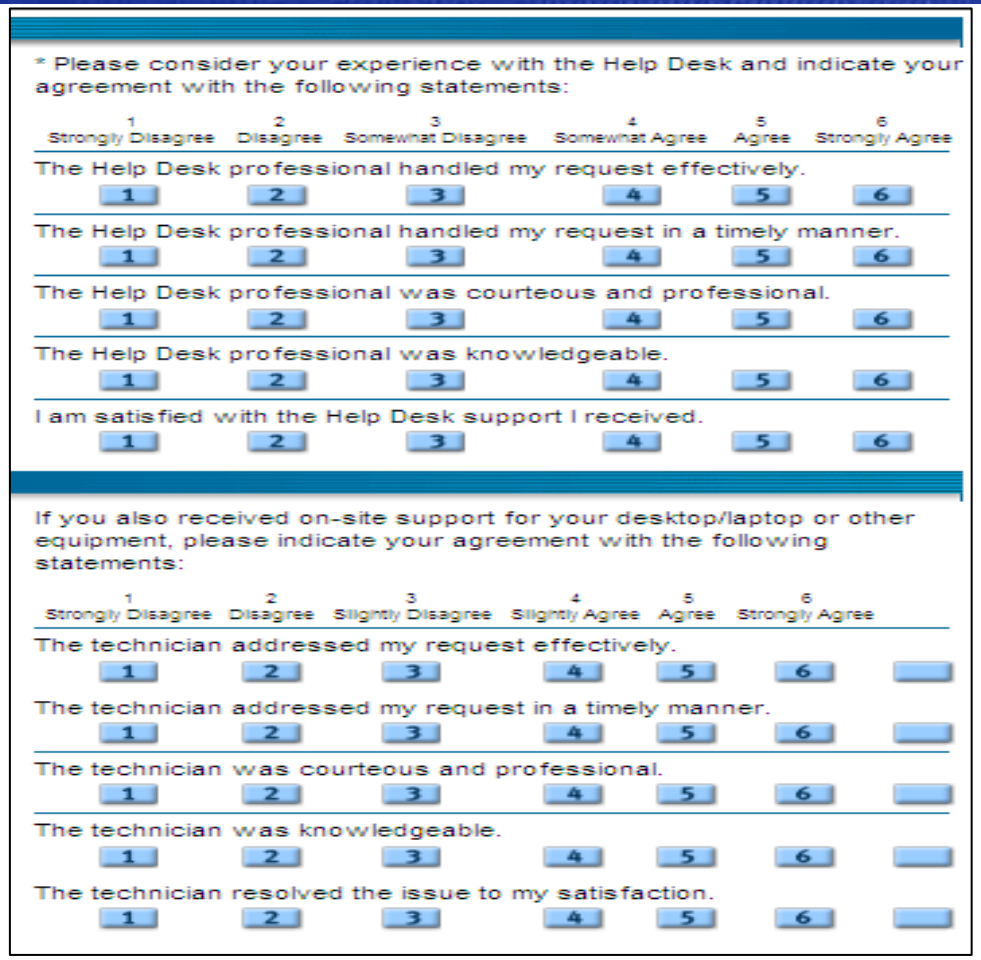
mailto:scadmin@sceast.it.northropgrumman.com?subject=Incident%20is%20fixed%20-%20IM594754

Your ticket will be CLOSED or REOPENED depending on your selection. If you wish to add any comments, please enter them into the body of the note and they will be added to the incident. If the incident has not been fixed, including comments will help expedite a correction.

Please do not reply to this email, this is a system generated notification. If you need any further assistance, please contact the help desk for support.

Survey

- Reviewed by Gartner
- Survey covers both Help Desk and Desktop Support
- The link to the survey is included in the resolution email and on the VCCC's website



* Please consider your experience with the Help Desk and indicate your agreement with the following statements:

1 Strongly Disagree	2 Disagree	3 Somewhat Disagree	4 Somewhat Agree	5 Agree	6 Strongly Agree
The Help Desk professional handled my request effectively.					
1	2	3	4	5	6
The Help Desk professional handled my request in a timely manner.					
1	2	3	4	5	6
The Help Desk professional was courteous and professional.					
1	2	3	4	5	6
The Help Desk professional was knowledgeable.					
1	2	3	4	5	6
I am satisfied with the Help Desk support I received.					
1	2	3	4	5	6

If you also received on-site support for your desktop/laptop or other equipment, please indicate your agreement with the following statements:

1 Strongly Disagree	2 Disagree	3 Slightly Disagree	4 Slightly Agree	5 Agree	6 Strongly Agree	
The technician addressed my request effectively.						
1	2	3	4	5	6	
The technician addressed my request in a timely manner.						
1	2	3	4	5	6	
The technician was courteous and professional.						
1	2	3	4	5	6	
The technician was knowledgeable.						
1	2	3	4	5	6	
The technician resolved the issue to my satisfaction.						
1	2	3	4	5	6	