

CSG Help Desk Survey Results Spring, 2007

22 Respondents

Brown	UC Berkeley
Carnegie Mellon	University of Chicago
Cornell	University of Colorado - Boulder
Duke	University of Delaware
Georgetown	University of Michigan
Harvard	University of Minnesota
Indiana	University of Virginia
MIT	University of Washington
NYU	University of Wisconsin - Madison
Princeton	Virginia Tech
Stanford	Yale

Who does your Help Desk support? *(check all that apply)*

100%	Faculty
100%	Staff
95%	Graduate students
95%	Undergraduate students
86%	Postdocs
81%	Alumni
77%	Visitors
32%	Clinicians (physicians, nurses, etc.)
5%	Patients
41%	Other. Please specify: Retirees, miscellaneous affiliates such as vendors and media Applicants University Affiliate Groups; e.g. Theological Seminaries Peer institutions Parents Fellows retirees, spouses of faculty/staff, people holding sponsored accounts

Approximately how many users does your Help Desk support?

5,020	Clinicians (physicians, nurses, etc)
2,594	Faculty
8,025	Graduate students and Postdocs
8,984	Staff
18,070	Undergraduate students
38,276	Total supported

Does your Help Desk cover every area of your institution?

- 77% Yes, but some areas supplement with an additional Help Desk or local IT support provider
- 23% No and there are additional help desks for people or topics we don't cover
- 5% Yes
- 0% No and ours is the only Help Desk.
- 55% If they exist, please briefly describe the other Help Desks at your institution (customers and topics they support)

- some schools and depts have their own general IT Help Desks
- Sloan (business school) Libraries Telephone Help CSAIL (Computer Science and Artificial Intelligence Lab) MIT Medical
- there are many different help desks that offer many services. harvard is very decentralized.
- Functional Systems support for Student Information System, RESNET onsite and on-call for housing residents, larger departmental dispatch for instructional real-time support in labs & classroom, (I.e. CAE for various labs and proprietary software)
- Administrative systems: HR, Finance and Student data systems usage Medical Center Information Technology helpdesk: supports users of health systems IT CTools Support: supports faculty and students using the online course management system
- Library Resources, Departmental IT Support providers, System Office HR/SIS/Financials
- Hospitals - has its own help desk and there is little/no overlap with NSIT help desk; there are departmental/Divisional help services that do overlap with NSIT Help Desk
- Other Schools and / or departments provide support to their students, staff and faculty. In some cases they may provide infrastructure and services.
- ERP system supports use of Oracle applications, our helpdesk handles VPN and software installation issues. Medical Center operates the primary help desk for clinical staff, but they are free to use central services as well, when they do we provide support. Numbers supported from clinicians above is an estimate of those we do help, rather than all clinical staff. Darden School operates a help desk that duplicates much of what the central help desk provides, plus supplemental services specific to their software installation. Law School, Commerce school operate small help desks both for specific applications they support. Many departments have or share IT support staff to provide deskside support similar to a help desk. Support for alumni is limited to access to web mail for recent graduates. Postdocs aren't identified separate from faculty/staff.
- Student System HelpDesk - Peoplesoft application support. Financial Management System HelpDesk - Financial Application support. Many departments have their own technical helpdesk, e.g. Business, Medicine, Library, but we support all of these customers if they call us since we are 24x7
- Some departments have their own help desks or department IT support.
- Medical Center Help Desk supports medical application systems; departmental and college IT supports local user base

What level of support does your Help Desk provide for the following applications and services? (check all that apply)

Application/Service	No support	Referral to vendor	Installation coaching	Simple troubleshooting at the front line	Just-in-time one-on-one tutoring at the front line	Advanced troubleshooting at the front line	Escalation to back line
Accounts, passwords, IDs	0%	18%	45%	68%	50%	91%	82%
Collaborative tools (e.g., Wikis, blogs, Sharepoint, file-sharing, etc)	18%	23%	23%	64%	23%	32%	59%
Commercial applications (Office, Adobe products, etc.)	9%	36%	64%	73%	32%	45%	36%
Course management and other educational applications	5%	41%	23%	55%	27%	41%	68%
Email	0%	14%	68%	68%	59%	100%	91%
Hardware troubleshooting	5%	68%	27%	68%	27%	32%	59%
High performance computing	36%	27%	5%	14%	5%	9%	45%
Information security - preventive measures	0%	27%	59%	82%	50%	59%	77%
Information security - recovery from incidents	0%	36%	27%	73%	36%	50%	86%
Library applications and databases	23%	45%	9%	50%	0%	5%	41%
Media (e.g., A/V, video, photography, graphics)	18%	36%	5%	36%	0%	9%	41%
Mobile computing (PDAs, mobile phones, iPods, etc)	14%	50%	41%	73%	23%	45%	59%
Network and connectivity	0%	14%	64%	73%	50%	91%	95%
Networked printers	9%	36%	41%	59%	14%	45%	64%
Operating system troubleshooting	5%	23%	50%	82%	55%	77%	82%
Personal Printers	18%	32%	36%	68%	14%	27%	32%
Software licensing	9%	55%	45%	45%	23%	27%	45%
Statistical and scientific applications	18%	68%	27%	32%	5%	5%	50%
Telecom	5%	45%	9%	36%	14%	32%	68%
Web browsers	0%	18%	68%	77%	45%	91%	68%
Web publishing	18%	36%	50%	64%	32%	27%	59%

For which University business applications does your Help Desk provide functional (as distinguished from technical) support?

- 41% Course management
- 36% None
- 32% Financials
- 23% HR
- 23% Procurement
- 23% Student information system
- 14% Grants management
- 9% Travel
- 5% Library
- 0% Development/ Advancement
- 23% Other. Please specify:
 - Donor Tracking System
 - Campus portal
 - On Line Admission Decisions
 - Portal - OneStart
 - Financial/Student info sys via Banner

64% provide functional support for one or more applications; of those who do, they provide functional support for an average of 3 applications.

What is the relationship between your Help Desk and non-IT help desks or call centers at your institution (e.g., non-IT help desks for HR, Facilities, Health Services or another non-IT functions)?

- 59% Our Help Desk operates independently from all of them.
- 41% We pass tickets among some/all of them.
- 0% We share staff with some/all of them.
- 0% We share space with some/all of them.
- 27% If your Help Desk does have a relationship with non-IT help desks or call centers, please specify which ones and provide more details here:
 - We regularly exchange tickets with HR Payroll Service Center and Procurement Office.
 - Shared ticketing system in many cases or automated email escalation. Frequently, they are partner in our self-help public knowledgebase and they also maintain internal (private) sites of documentation there as well. Of the other help desks, RESNET is the largest and we meet quarterly or as needed to insure that our cooperative processes for support are aligned.
 - Transfer calls to Health System and ERP. Referrals to Law help desk.
 - Student Information Systems is the main one but we have the ability to pass tickets to all of them.
 - HR, Financial, Student
 - Medical Center, HR/Benefits, Library, Classroom Support Services, Student Services (Fin Aid)

By which methods do users contact your Help Desk? (check all that apply)

- 100% Phone
- 100% Email
- 82% Walk-in
- 73% Web form
- 18% Chat/IM
- 5% Other. Please specify: Satellite locations in libraries

How many hours is your Help Desk open each weekday?

Average = 14, three for 24 hrs a day (plus one that's 24 hours except on Friday)

What percentage of those hours is it staffed entirely or almost entirely by students?

32% with primarily student staffing, who average 64% of the workforce

How many hours is your Help Desk open each weekend day?

50% closed, 7 hours a day on average for those who operate on weekends

What percentage of those hours is it staffed entirely or almost entirely by students?

45% with primarily student staffing; they constitute 100% of the workforce

Please list any Help Desk services that are not available during ALL hours of operation (and specify the hours when they ARE available).

- Walk-in technical help is available 8 hours each business day rather than 10. Accounts help is also available 8 hours each business day. It is important to note that the Help Desk also encompasses residential computing support and other support for students. This help is offered around the clock, by students, for students.
- Walk-in Services are only available until 5:00 p.m. Phone and email support are available until 7 p.m. Monday - Thursday
- Walk-In Service Desk (available M-F 7:45 to 5 p.m.; 2 hour turnaround time for Course Management System-related cases that are escalated from (7:45 a.m. to 9 p.m.)
- Second level support for account management is available 14 hours Mon-Thursday and 9 hours on Friday and is not available on the weekend.
- Support for University business applications is limited to University business hours.
- Accounts 10-4 weekdays Connectivity 10-3 weekdays
- Walk-in services available M-F 9 am-5pm
- Walk-in are limited based on the ability to finish the problem prior to closing, posted as ending at 4:30 with desk closing at 5pm. Account support posted as available 8:30am-4:30pm, with help desk open 8am-5pm.
- Faculty/Staff on site desktop assistance weekdays 8:30AM-5PM Student on-site desktop assistance 6PM-10PM weekdays and 12-4 Saturday Walk-ins 8:30-5PM and 6PM-10PM weekdays; 12-6 weekends Computing Accounts and Passwords 8:30AM-5PM weekdays
- Desktop Support is available 8-6 Monday - Friday ITS Accounts is available 8-6 Monday - Friday
- Walk-in/Carry-in services close at midnight and open again at 8am during the week and noon on the weekends. Chat service closes at 9am each day during the week and is not available during the weekend.
- All services are available between 8:30 AM and 5 PM Monday through Friday. During the extended hours when only the Student Help Desk is open, service is limited to student oriented services (network, cable, telephony issues), problem recording and escalation if required, and basic how-to instruction. Services requiring elevated security permissions cannot be accomplished during extended hours.
- Basic services are available 24X7, 363 days (we close Thanksgiving and Christmas day). Basic services include password resets, answering basic questions, referrals to our knowledge base and limited desktop support. We offer additional extended desktop support, walk-in support and walk-out desktop support M-F 8a-5p.

How many Help Desk FTEs do you have in each of the following categories?

- 2 Manager(s)
- 5 Front Line technicians (capable of simple trouble shooting support)
- 6 Front Line senior technicians (capable of advanced support)
Back Line technicians who receive service requests escalated from Front Line
- 15 Students (only 65% employ students at all)
- ___ Other. Please specify:

[Survey team's note: It was unclear whether everyone was reporting in FTEs or whether some were reporting headcounts. We followed up with respondents for clarity and received the following FTE counts from 13 of the 22 respondents.]

- 19.8 Average Total FTEs
- 11.4 Average Total staff FTEs
- 8.4 Average Total student FTEs

Does your Help Desk use an incident tracking system?

- 59% Remedy (including one moving from Vantive to Remedy)
- 14% HP/Peregrine
- 9% Request Tracker
- 5% Clarify
- 5% Footprints
- 5% Hornbill Supportworks
- 5% Home-grown

**Which of the following other tools and best practices do you use to manage your help desk?
(check all that apply)**

- 91% ACD (Automatic Call Distribution, e.g., Symposium)
- 86% Knowledgebase or Wiki
- 55% Data Center, network and other system monitoring tool(s)
- 32% Remote desktop connections
- 27% Blog
- 27% Change management tool(s)
- 18% Asset management/inventory
- 18% ITIL
- 14% Other. Wiki dashboard, chat rooms

Do you have a phone tree?

- 36% No. All calls are routed to a single queue
- 64% Yes. Callers are given a menu when they call and are asked to select the queue that best fits their need

With which groups does your help desk make and receive hand-offs?

(check all that apply)

- 0% None
- 100% Information security staff
- 95% Application and Web developers
- 95% Systems staff
- 91% Other IT support providers (e.g., desktop technicians) within our IT organization
- 91% Telecom
- 91% Functional owners (e.g., finance, HR, facilities, admissions)
- 82% Higher-level staff within our Help Desk
- 82% Other help desks at our institution
- 68% Other IT support providers (e.g., desktop technicians) outside our IT organization
- 5% Other. AV

How does your Help Desk process facilitate more direct connection between local IT support providers and back-line technologists?

- 64% We give local IT support providers access to some of our tools (e.g., knowledgebase, ticketing system, system status)
- 64% Local IT support providers can contact the back-line technologists directly
- 59% Calls from local IT support providers are given a higher priority
- 18% Local IT support providers are treated just like end-users
- 9% Other.
 - We have a separate second-tier contact channel dedicated to local IT support providers
 - Through a support program designed for local support providers.

Which of the following metrics do you track and report on regularly? (check all that apply)

- 100% Call volume
- 82% Call volume by call type (e.g., # of calls for Windows support vs. Mac support vs. Linux support)
- 77% Call abandonment rate
- 73% Average call length
- 50% Client satisfaction using numeric ratings of the Help Desk in general
- 45% Rate of resolution of calls by the Help Desk
- 50% # of service requests currently open
- 45% # of service requests by status category
- 36% Client satisfaction using numeric ratings of a specific service call
- 32% Client satisfaction using qualitative data (e.g., focus groups, open-ended questions, etc.)
- 14% Relative time to resolution of requests handed via email vs. phone
- 5% Other. Please specify
 - Call volume by client type
 - Budget to actuals

What is the average length (IN MINUTES) of Help Desk phone calls and other client interactions?

5.8 Minutes (range=2 to 15 minutes)

What percentage of calls to your Help Desk are resolved

69% at the Help Desk on the first call (range=20 to 99)

41% at the Help Desk without needing escalation (may require call-backs or multiple calls)
(range = 5 to 95)

16% after escalation outside of the Help Desk (range = 0 to 25)

Have you evaluated options for outsourcing your Help Desk?

73% No

5% Yes

5% Yes, but just for benchmarking purposes

5% Yes, but we decided not to outsource

14% No, but we will research outsourcing as an option in the next 1-2 years

Do you have written Service Level Agreements with your individual customers or specific workgroups?

45% Different SLAs for different customer groups

32% No written SLAs

9% One SLA for all groups

14% Other:

One SLA for Bio Med and one for all other groups

We have different SLAs for different service requests or issues

We have a few slas, but not many

Do you have any process for reviewing service requests for root causes to provide a feedback loop for systems, training, and documentation?

82% Yes, but *ad-hoc*

9% No process

9% Yes, a formal process

What are your chief concerns or pain points regarding your Help Desk?

Themes

- Back-end support relationship
 - Upgrading ticketing system, adoption of a single ticketing system
 - Expanding variety of support, increasing complexity
 - Staffing issues
 - Training & staff development
-
- staffing resources technical training quality of service- accuracy of information
 - Diversity of products and services supported. Supporting everything at some level. We don't turn away requests for help on things we do not support without at least having someplace else to refer to them to.
 - Budget cuts; Responsiveness of back-line; Quality of products we support
 - call tracking system needs an audit, clean-up and upgrade. we need web ticketing.
 - staffing, the number of things we are asked to support, salary
 - Being included as IT services are planned and updated
 - Need to integrate chat capabilities within our current queues (calls, email, etc.) Need to provide systemic quality assurance on wiki-style knowledgebase input. In the process of selecting and then migrating to a new incident tracking system.
 - We are constantly looking for ways to be more efficient and to improve our service. We currently have no concerns that we consider painful.
 - Demand for increased hours.
 - Lack of ability to measure success * Keeping staff and students trained * Finding staff for night shifts * Keeping track of who to call when something goes down and trying to determine what else is impacted.
 - Our Help Desk is growing, both in overall call volume and in the types of calls we take (we're taking on more functional support and groups who didn't use to use us at all are now using us). We're trying to figure out the best way to structure the Help Desk (both how to structure the staff and how to structure the call interface) to adapt to the increased volume and changed business model.
 - Need a single ticketing system
 - Staffing and resource allocation Increasing breadth of services provided & staff development to stay up-to-date with expanding portfolio of services and increased complexity Improving back-end support and communications In order for Help Desk to serve as 'front end' to IT Services, then it needs commensurate authority to carry out this mission
 - Communication, adoption of tracking tool by all necessary parties.
 - Increasing complexity. Staff retention. Parent expectations which greatly exceed the service commitments made by the institution. Lack of 24x7 support. Providing consistent customer service.
 - CIS reorganized in November, 2006 and this significantly changed the Help Desk organization and duties. Level 1 Help Desk staff now have longer call shifts and no longer are responsible for on-site desktop assistance. Staff morale has been an issue as a result of this reorganization but no one has quit. We have also been searching for a Director, User Services as I have been working part -time, 2 days a week, since April 2006. I had deferred working on specific goals and metrics post-reorganization because I anticipated filling the Director level position more quickly. With a part-time Director and relatively new managers, we need this position filled soon.
 - Desktop Support in a very diverse environment; standardization, creating policy in a distributed environment, Handheld Devices/PDAs.
 - Staff training; consistency
 - The right skill-set in the right spot
 - The main point of concern for the Help Desk is, as always, maintaining a rational level of service and responsiveness to meet the constantly changing needs of university customers. University Help Desk

staff need to have an immense capacity to learn and adapt to new technologies as there is not as firm control over new technologies brought to campus as would exist in a corporate environment. Help Desk analyst positions tend to be transitional in nature f?' exceptional Help Desk staff rapidly move into back-end senior support positions, less capable staff burn out on call volume and move to other industries.

- We currently have a call center and a help desk that are not co-located. Difficulties often arise with communication - we currently are addressing with a wiki dashboard and chat rooms. We also need a more formal training program that addresses both common problems and more technical issues.
- Hiring/retaining student help Self service applications Merging data/telecomm helpdesks into one.

If you have any explanatory comments you'd like to make that would enable us to better understand your Help Desk or your responses to this survey, please take a moment to write them here:

- It is important to note that our Help Desk incorporates more than a central call center for technical support. It includes a walk-ins technical support service, user accounts, computer buying advice and showroom, hardware and software repair, help on unix, linux and MIT's Athena computing environment, business applications support (SAP, Data Warehouse), and a special support service for MIT's top level administration.
- I would be interested in seeing the results of your survey. Thanks!
- I recently completed a similar survey for Educause. It might be interesting to compare your results with what they publish.
- As complement and collaborator with the Help Desk, there is an extensive Departmental Services team that is paged out to clients through initial calls to the Help Desk. Most central administrative units on campus do not have non-technical (i.e. business content oriented) help desks (Facilities, HR, etc). If those existed, Help Desk would create and foster that relationship and ability to move client requests across these domains.
- Possible outsourcing options, at least for after-hours, just starting to be explored. Wiki and knowledge bases just beginning to be populated, and looking at outsourcing knowledge base. Medical Center operates largely independent of the academic portion of the institution, both in regards to computing and financial/HR operations.
- In November CIS underwent a reorganization in which we created a Help Desk Level 1 group and Help Desk Level 2 group. The Level 1 group is the face of CIS handling calls, emails and walk-ins; computing accounts and passwords which includes issuing digital certificates and copyright infringement notice processing; and the HD student consulting program. HD2 handles on-site desktop assistance, VIP support, escalated tickets and general system administration tasks for the Windows/Novell group.
- I completed this survey as Acting Director of AITS with assistance from the direct manager of the Help Desk, so some responses may be colored by that.

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