IOT Customer Services - 2020

Who We Are:
The Customer Services team is a 26-member team who provides first level call support, Active Directory account management support and RACF account management support. The team supports the state enterprise hardware and operating system software for the Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Mission:
Resolve as many customer service issues as possible during the first contact at the customer services desk as well as process account management requests.

Manager: Joseph Lex

What We Do:
The team takes support calls and customer entered tickets for all hardware and operating software issues for state owned desktop; laptop, tablet, telephone, smart phone and network devices.   Additionally the team is responsible for security disable/create/change/ in the Active Directory and RACF security environments.

Our Metrics:

Speed to Answer:
Time to answer incoming phone calls, <= 60 seconds   90%

Call Abandonment Rate:
Calls offered that were not answered, <= 5%   98%

Customer Submitted Tickets:
Time to open tickets, <= one (1) business Hour   98%

Account Administration:

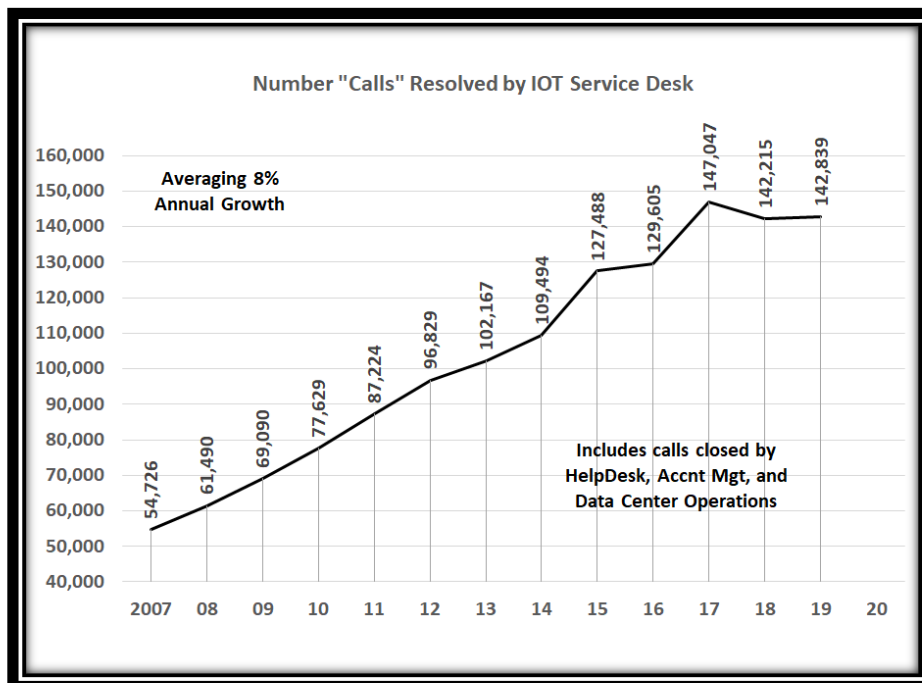|		
Disable User Accounts W	ithin four (4) business hours of authorized request	98%
New User Account	Completed within two (2) business days of authorized request	99%
Privilege/Rights Changes	Completed within eight (8) business hours of authorized request	97%

Our Customers:
Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Budget:
The Customer Services budget is maintained via seat charges.

Our Growth:

Number "Calls" Resolved by IOT Service Desk

Averaging 8% Annual Growth

Includes calls closed by HelpDesk, Accnt Mgt, and Data Center Operations

Year	Calls
2007	54,726
08	61,490
09	69,090
10	77,629
11	87,224
12	96,829
13	102,167
14	109,494
15	127,488
16	129,605
17	147,047
18	142,215
19	142,839
20	

Recent Major Accomplishments:
- Added MS Teams as the primary collaboration platform to better utilize the Customer Services SharePoint site
- Migrated the customer service team from Classic SharePoint to Modern SharePoint
- Worked closely with the GMIS team and took over the password reset functions for PeopleSoft Financial Bidders and PeopleSoft Financial Approvers
- Developed Power Apps for the team which improved work flows for searching the security coordinators site and the agency applications site

Current Projects:
- Provide ongoing support for the One Drive For Business migration
- Provide ongoing support for the Office Pro Plus migration
- Develop PowerApps and Power Automate to improve customer service team members efficiency
- Replace furniture in the customer service area
- Add Password Reset functionality from the desktops Active Directory Lock Screen
- Expand Customer Services Knowledge Base by reaching out to all internal and external customers to review our documentation needs