The Evolution of a Service Desk

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Background:

ITServices
Information Technology Services
SUNY ONEONTA

- **Phone support 8am-9pm with 3 workstations**
- **Printer/Lab support 8am-9pm with 2 workstations**
- **Equipment loan- (laptops, ppt clickers, projectors, etc.)**
- **Walk-in support**
- **Software installs/support**
- **Network device registration, troubleshooting**
- **Level 1 support**
- **Central point of contact between ITServices and our customers**

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Service Desk — Fall 2019

Last	First	Username	Grad	SoS	Pay Rate	Payroll	Total Hours	Monday 8-9am	9-10am	10-11am	11-12pm	12-1pm	1-2pm	2-3pm	3-4pm	4-5pm	5-6pm	6-7pm	7-8pm	8-9pm
[redacted]				0	$ 11.10	$ 69.60	6								0					
			20-May	3	$ 11.60	$ 104.40	9							1	1					
			20-May	2	$ 11.35	$ 102.15	9										1	1	0	
				0	$ 11.10	$ 166.50	15			0	1	1						0	0	0
			20-Dec	4	$ 12.10	$ 121.00	10													
				0	$ 11.10	$ 144.30	13			0	0				1	1	1	0		
			20-May	2	$ 11.35	$ 124.85	11						1	1	1	1				
			20-May	3	$ 11.60	$ 104.40	9			1	1									
			20-May	2	$ 11.35	$ 158.90	14	1	1	0	0	0	0		0	0	0	0	0	0
				0	$ 11.10	$ 166.50	15	1	1	1	1	0	0					0	0	0
			20-May	2	$ 11.35	$ 102.15	9					1	1	1	0					
			21-May	2	$ 11.35	$ 147.55	13													
			21-May	2	$ 11.35	$ 181.60	16							0	0			1	1	1
				0	$ 11.10	$ 66.60	6										0	0		
				0	$ 11.10	$ 111.00	10		0	0			0	0	0			0	1	1
			20-May	2	$ 11.35	$ 79.45	7					1	1	0	0	0	0	0	0	
				1.50	**$ 11.33**	**$ 1,950.95**	20													
Average hours	10.75					Filled	172	2	2	2	3	3	3	3	3	2	2	2	2	2
						Available	173	2	2	2	3	3	3	3	3	2	2	2	2	2
						Remaining	-1	0	0	0	0	0	0	0	0	0	0	0	0	0

Remote Support

Last	First	Username	Grad	SoS	Pay Rate	Payroll	Total Hours	Monday 8-9am	9-10am	10-11am	11-12pm	12-1pm	1-2pm	2-3pm	3-4pm	4-5pm	5-6pm	6-7pm	7-8pm	8-9pm
[redacted]				0	$ 11.10	$ 111.00	10		1	1			1	1						
				0	$ 11.10	$ 144.30	13					1	1	1	1					
				0	$ 11.10	$ 155.40	14		1	1					0	0				
				0	$ 11.10	$ 133.20	12		0			0		0	1	1				
				0	**$ 11.10**	**$ 543.90**	20													
Average Hours	12.25					Filled	49		2	2	0	1	2	2	2	1	0	0	0	0
						Available	50	0	1	1	2	2	2	1	1	0	0	0	0	0
						Remaining	-1	0	1	1	-2	-1	0	1	1	1	0	0	0	0

Current Weekly Payroll **$ 2,494.85**

Fall 2018 Training Schedule

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	Sunday 8/19	Monday 8/20	Tuesday 8/21	Wednesday 8/22	Thursday 8/23	Friday 8/24	Saturday 8/25	Sunday 8/26	Monday 8/27
9-9:45am	Move-In	Recap/QA	Recap/QA	Recap/QA	New Student Arrival, Startup Schedule				Classes Start- Normal Semester Schedule Starts
15 minute		15 min Break	15 min Break	15 min Break					
10-11am		Training- IRC 120	Training- IRC 120	Training- IRC 120					
11-12pm									
12-1pm	Team Building- Waterfront	Wilsbach Lunch	Wilsbach Lunch						
1-2pm	Opening Lunch- Waterfront (Hunt)	Team Building	Team Building						
2-3pm		Training- IRC 120	Diversity Workshop-						
3-4pm	Training- IRC 120		Training- IRC 120						
4-5pm									

Fall 2019 Training Schedule (work in progress)

	Sunday 8/18				Monday 8/19				Tuesday 8/20				Wednesday 8/21			
	SD	RS	Labs	DS	SD	RS	Labs	DS	SD	RS	Labs	DS	SD	RS	Labs	DS
10:20am-10:30am					Teambuilding				User Accounts	Bomgar Connectio	Paper/Toner	MIFS				
10:30am-10:40am																
10:40am-10:50am									Common Calls		Office/Faculty					
10:50am-11am												Phone				
11am-11:10am					ITS Offices Tour				Mock Shift	Mock Shift	Mock Shift	Mock Shift				
11:10am-11:20am																
11:20am-11:30am					Work Space											
11:30am-11:40am					Log into SN											
11:40am-11:50am					Phone System		DS/Labs									
11:50am-12pm					Services Offered		Policies/Procedures									
12pm-12:10pm	Le Café Lunch				Wilsbach Lunch				Wilsbach Lunch							
12:10pm-12:20pm																
12:20pm-12:30pm																
12:30pm-12:40pm																
12:40pm-12:50pm																
12:50pm-1pm																
1pm-1:10pm	Contract, manual				Diversity				Ferpa							
1:10pm-1:20pm																
1:20pm-1:30pm																
1:30pm-1:40pm									OneDrive							
1:40pm-1:50pm																
1:50pm-2pm									Who does what? Jeopardy							
2pm-2:10pm	What Customer Service Does				Tasks, Requests, Inc											
2:10pm-2:20pm	Teambuilding															
2:20pm-2:30pm					Searches in SN											
2:30pm-2:40pm					KB In SN											
2:40pm-2:50pm																
2:50pm-3pm					Malware											
3pm-3:10pm																
3:10pm-3:20pm					Equipment Signout	Bomgar	Printer	Service Now- DS								
3:20pm-3:30pm							Kiwi									
3:30pm-3:40pm					MIFS	KB step by ~~remote~~		MIFS								
3:40pm-3:50pm						Software ~~Install~~										
3:50pm-4pm						~~Remote~~										
4pm-4:10pm						~~Remote~~										
4:10-pm-4:20pm						~~Troublesho~~										
4:20pm-4:30pm																

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Student Assessment

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Service Desk				Mid Semester			End of Semester					
Lastname	Firstname	Username	Grad	Performance (0-3)	Reviewed (y/n)	Improvements	Performance (0-3)	Reviewed (y/n)	Improvements	Returning (y/n)	Reason if N	
[redacted]			may 2019	3	y		3	n	Exit interview	n	grad	
[redacted]			may 2020	2	y	guests, laptops out	3	y		y		
[redacted]			may 2019	3	y		3	n	Exit interview	n	grad	
[redacted]			may 2019	3	y	searching answers, long calls. 5 w's	3	n	Exit interview	n	grad	
[redacted]			may 2019	3	y	INC0031895	3	n	Exit interview	n	grad	
[redacted]			may 2019	3	y	INC0031756	3	n	Exit interview	n	grad	
[redacted]			dec 2019	1	y	paper runs, closing tickets, timelog	0	n	Terminated	n	no call, no show	
[redacted]			May 2020	3	y	search first before asking	3	y		y		
[redacted]			May 2019	2	y	paper runs, closing tickets, laptop out	2	n	Exit interview	n	grad	
[redacted]			May 2021	3	y		3	y		y		
[redacted]			May 2020	3	y		3	y		y		
[redacted]			May 2019	2	y	guests, laptops out, timesheet	3	n	Exit interview	n	grad	
[redacted]			May 2021	3	y		3	y	Exit interview	n	Transfer	
[redacted]			Dec 2020	2	y	INC0031844, increase general knowledge	3	y		y		
[redacted]			May 2020	3	y		3	y		y		
[redacted]			May 2020	2	y	procedure knowledge	3	y		y		
[redacted]			May 2020	3	y		3	y		y		
[redacted]			May 2021	1	y	late signing in-	2	y	better but still some concern	y		
[redacted]			May 2020	2	y	Laptop out multiple times,	3	y		y		
[redacted]			May 2021	3	y	confidence	3	y		y		
[redacted]			May 2019	3	y		3	n	Exit interview	n	grad	
[redacted]			May 2021	3	y	general knowledge, self-assessment of weaknesses	3	y		y		
[redacted]			May 2020	2	y	use timelog	3	y		y		
[redacted]			May 2020	3	y		3	y		y		

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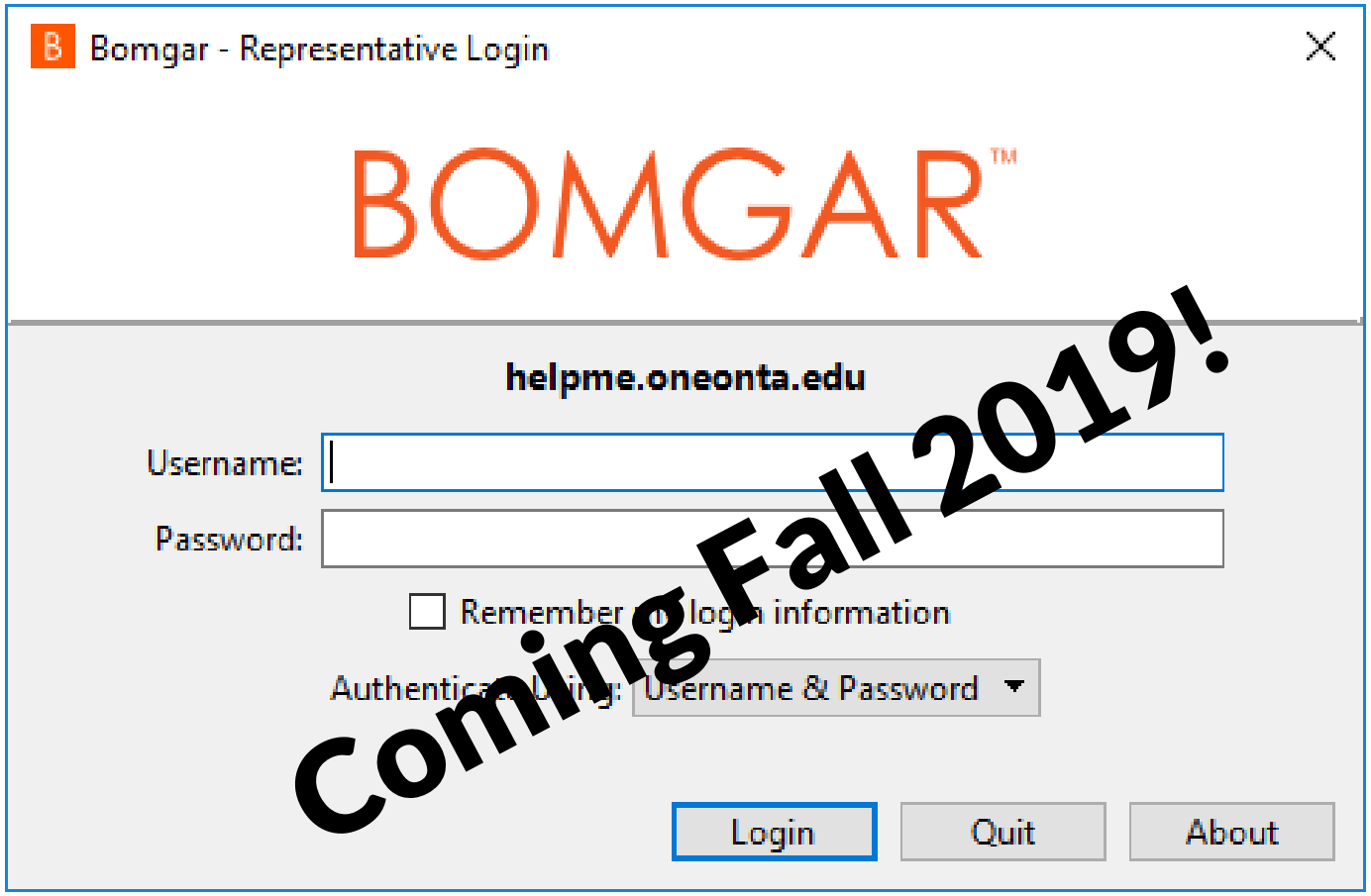
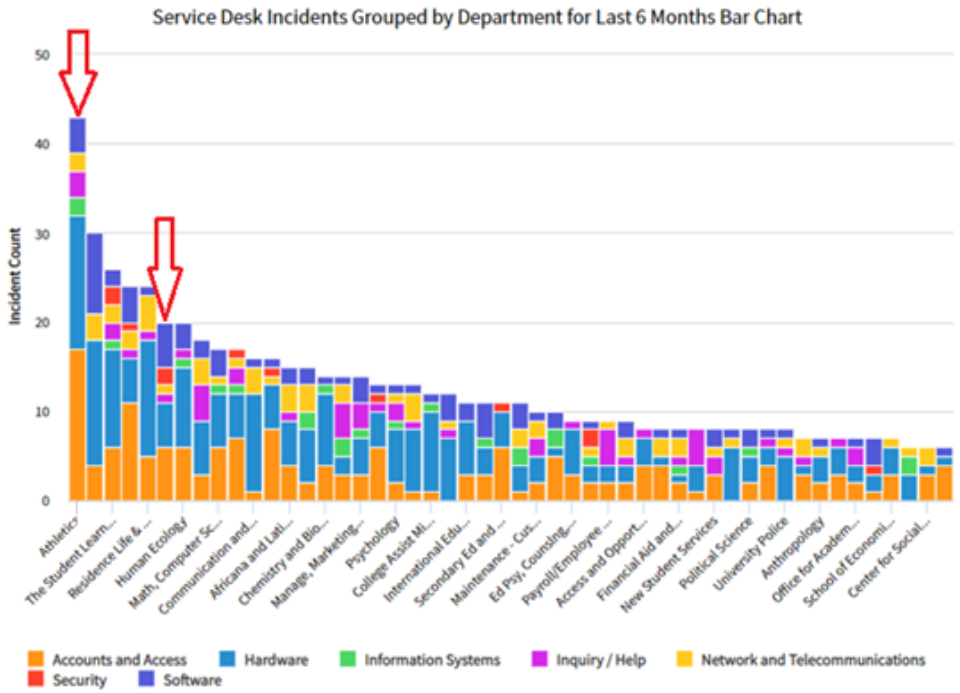
Remote Support Desk

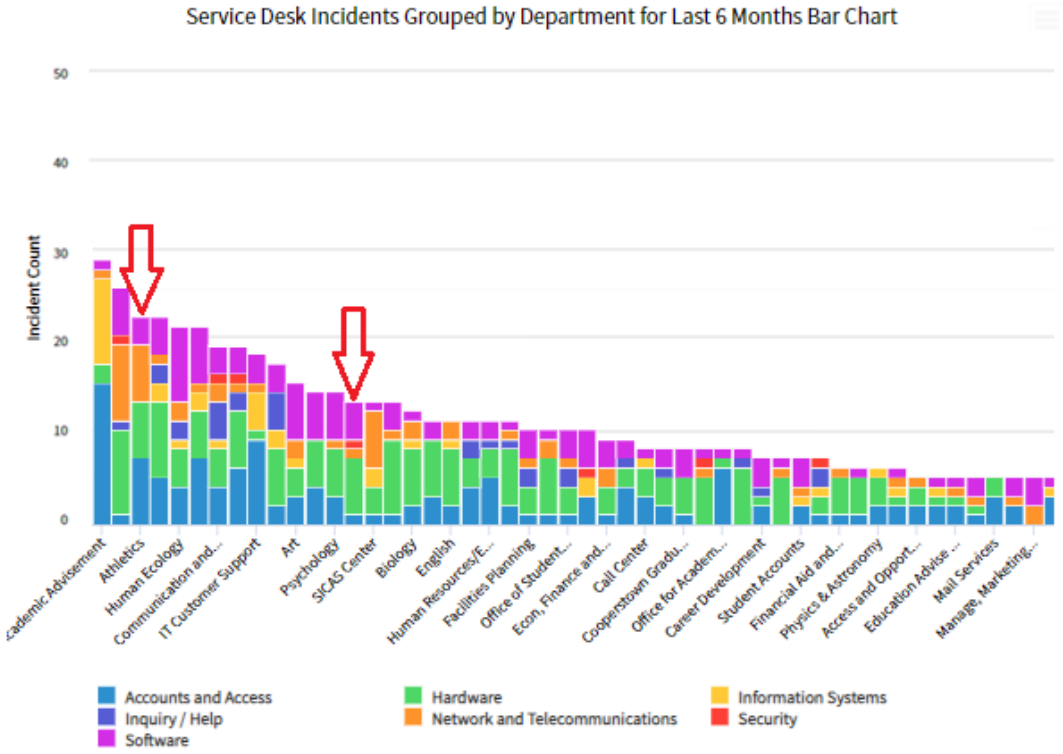


2018 Incidents:



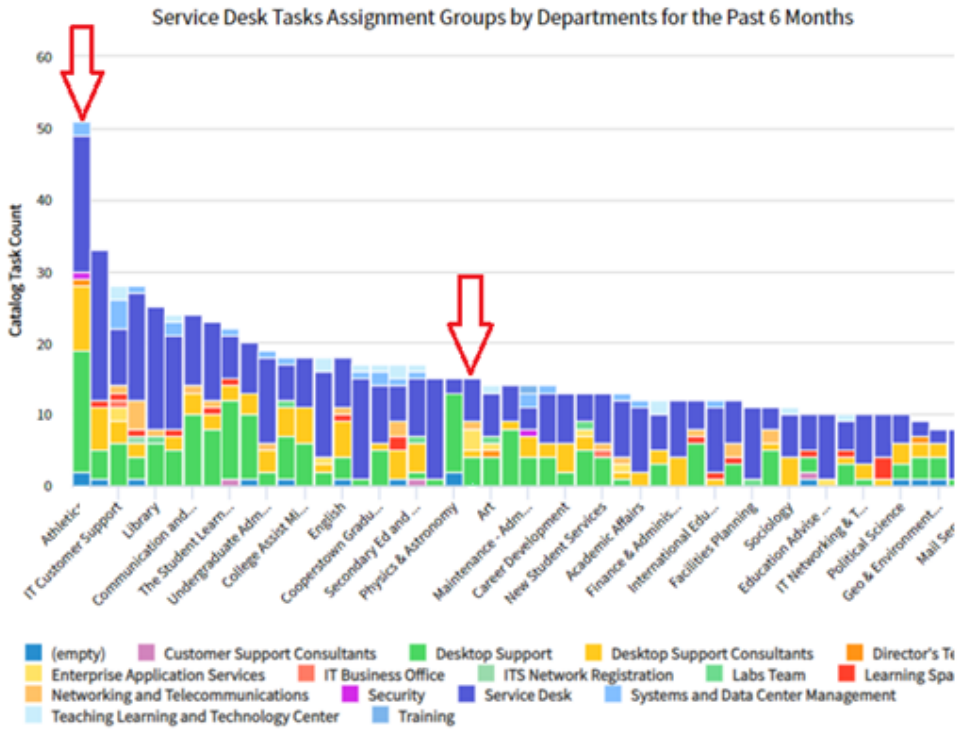
Caller Department Totals	Incident Count Totals	Percentage of Count
Athletics Total	43	6.74%
Library Total	30	4.7%
The Student Learning Center Total	26	4.08%
Elementary Education & Reading Total	24	3.76%
Residence Life & Housing Total	24	3.76%
College Advancement Total	20	3.13%
Human Ecology Total	20	3.13%

2019 Incidents:



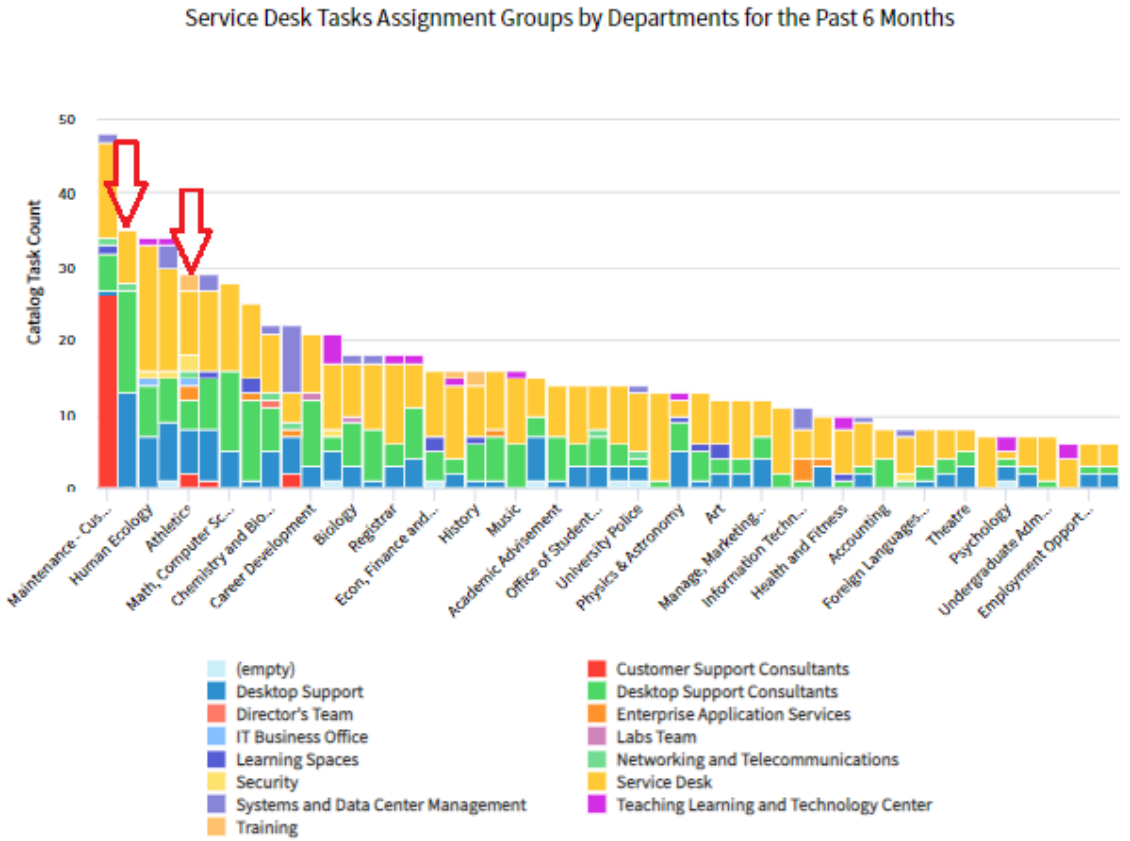
Department Totals	Incident Count Totals	Percentage of Count
Academic Advisement Total	28	5.01%
Residence Life & Housing Total	25	4.47%
Athletics Total	22	3.94%
Library Total	22	3.94%
Human Ecology Total	21	3.76%
Math, Computer Sci, Statistics Total	21	3.76%
Communication and Media Total	19	3.4%
Elementary Education & Reading Total	19	3.4%
IT Customer Support Total	18	3.22%
The Student Learning Center Total	17	3.04%
Art Total	15	2.68%
O.A.S.-Oneonta Auxiliary Services Total	14	2.5%
Psychology Total	14	2.5%
College Advancement Total	13	2.33%

2018 Tasks:



Request Requested for Department Totals	Catalog Task Count Totals	Percentage of Count
Athletics Total	51	6.41%
Human Ecology Total	33	4.15%
IT Customer Support Total	28	3.52%
Residence Life & Housing Total	28	3.52%
Library Total	25	3.14%
Access and Opportunity Programs Total	24	3.02%
Communication and Media Total	24	3.02%
College Advancement Total	15	1.89%

2019 Tasks:



Department Totals	Catalog Task Count Totals	Percentage of Count
Maintenance - Custodial Total	48	6.02%
College Advancement Total	35	4.39%
Human Ecology Total	34	4.26%
Library Total	34	4.26%
Athletics Total	29	3.63%
Residence Life & Housing Total	29	3.63%

Incoming Students

- How do we inform our student population about ITServices?
- How do we warn students about Phishing and Malware?
- What vector reaches them the best?

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INFORMATION TECHNOLOGY SERVICES
HOW TO GET INVOLVED
CAMPUS TRADITIONS
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Where do we go from here?