

RUCS-Newark Help Desk Strategic Plan 2002-2004

Summary

Rutgers University Computing Services – Newark Helpdesk strives to identify and offer a high level of core services that meet the basic and common needs of Rutgers University – Newark faculty, staff and students.

Established in July 2000, the Help Desk officially opened on September 5, 2000.

The Mission

The mission of the Rutgers University Computing Services – Newark Help Desk is to provide a single point of contact for all supported products and services utilizing Information Technology.

The Help Desk provides quality resolutions to the challenges encountered using Information Technology while at the same time remaining consistent with the Mission, Vision and Values of Rutgers University Computing Services.

Current Status

Established in July 2000, the Help Desk officially opened on September 5, 2000.

As of March 1, 2003:

Accessibility

- Current hours of operation are Monday through Thursday, 8:00 a.m. to 7:00 p.m., and Friday, 8:00 a.m. to 5:00 p.m. During intersession and spring break, the hours of operation are Monday through Friday, 8:00 a.m. to 5:00 p.m.

Resources

- One Help Desk Manager.
- 1 Full-Time staff member [responsibilities shared with Lab Administration]
- Twelve Part-Time Help Desk Consultants with rotating shifts, with usually only two – three Consultants working at a time.
- Four consultant workstations, three PC and one Mac.
- Main telephone line (973-353-5083).
- Email address for inquiries (help@newark.rutgers.edu).
- Web site (www.ncs.rutgers.edu/helpdesk).
- All of Rutgers University Computing Services (RUCS).
- Several departments and individuals throughout the university (Registrar, etc.).
- Office location (308C Engelhard Hall).

Technical Solutions & Tools

- Established a Departmental IT Contact/Referral List for efficient issue resolution and for accurate redirection of customers that need assistance elsewhere.
- Help Desk call-tracking system to log all telephone, email and walk-in inquiries (Simple Helpdesk)

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- Developed a FAQ web searchable database, which provides users with a place to look for common answers to frequently asked questions.
(<http://faq.newark.rutgers.edu>)
- An internal distribution list (cs-help@andromeda.rutgers.edu) that contains the entire Help Desk staff for issue resolution, schedule changes, and important announcements.
- Internal web site with internal support documentation for Helpdesk Staff.
(<http://www.andromeda.rutgers.edu/~cifacct/helpdesk>)
- Paper and Online Help Desk Survey for customer feedback information.
(www.ncs.rutgers.edu/NewSurveys/HelpDeskSurvey.html)

Policies & Procedures

- Standards and workflows have been created regarding issue resolution.
- For the Consultants, an extensive “Policies & Procedures” document has been created.
- A “Shift Checklist” has been created, and is signed by each Consultant on every shift.
- Standard Operating Procedural books for Helpdesk processes was created
- Help Desk quick reference book was created

Responsibilities

- Telephone, walk-in, and email inquiries
- Campus Smart Classrooms
- Dorm Networking Support
- Campus Blackboard Support
- Training – Ed Series
- Account Access
- RUCS – Newark Statistics
- Represent RUCS – NEWARK in support-related meetings (RCI/ICI, PC/LAN, etc.).

Immediate Needs

- Upgraded telephone system to accommodate automated Call Distribution
- Additional Space to fit RUCS – Newark current needs.

Accomplishments

Academic Year 2000 – 2001, Inception of Help Desk

- Officially opened on September 5, 2000.
 - 1 FTE Staff Member
 - 5 P/T Help Desk Consultants
- Statistics through June 30, 2001
 - Total issues resolved - 6,992.
 - Telephone inquiries resolved – 3,530.
 - Walk-in inquiries resolved – 2,079.
 - Email inquiries resolved – 1,383.

Academic Year 2002 – 2003

- Current Year
 - 1 FTE Staff Member
 - 12 P/T Help Desk Consultants
 - Established Departmental IT Contact/Referral List

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- The Helpdesk has become the single point of contact on the Newark Campus for the following:
 - Dorm Networking and Support
 - Blackboard
 - Smart Classrooms
 - RIAS Technical Support
 - Various Account Support Issues
- Statistics through March 1, 2003
 - Total issues resolved – 5,537
 - Telephone inquiries resolved – 2,521
 - Walk-in inquiries resolved – 1,476
 - Email inquiries resolved – 1,140
 - Residence Hall inquiries resolved – 397

Strategic Planning

The Rutgers University Computing Services - Newark Help Desk Strategic Plan encompasses a wide range of plans, goals, and strategies to ensure steady growth and a continuous high level of service over time.

The distributed nature of computing, rapid growth of the World Wide Web and the increasing involvement of computing in all aspects of the University have resulted in the need for a new methods of support.

Currently, our help desk offers a variety of contact mechanisms: walk-in, email and telephony-based support. Expansion into the development of a frequently asked questions (FAQ) database and web-based support will allow issues to be resolved quicker and ease the ease the collection of statistics.

The information collected will be shared with other organizations, which do on campus training to better hone courses to meet the functional needs of the community.

Goals & Objectives

Goal 1: Accessibility. Broaden the campus' awareness and access to the services provided by the RUCS – Newark Help Desk.

Objectives

1. Provide improved accessibility to university affiliates by expanding the hours of operation, improving telephone and voice mail accessibility, and increasing web-based support tools.
2. Increase advertising and community outreach to promote awareness.

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Goal 2: Creativity. Foster opportunities for the creation and implementation of additional services provided.

Objectives

1. Increase the number of products supported, along with broadening and diversifying the currently supported products and services.
2. Expand opportunities for the RUCS – NEWARK Help Desk to research, analyze, and implement additional services.

Goal 3: Adaptability. Continually investigate the changing needs of the university and adapt the services provided by the RUCS – Newark Help Desk accordingly.

Objectives

1. Expand support to organizations, departments, and individuals within the university in a changing environment.
2. Outreach to organizations, departments, and individuals within the university to offer assistance in IT projects and proactively involve the Help Desk in all potential support-related issues.

Goal 4: Partnerships. Strengthen the RUCS – Newark Help Desk's partnerships between the other campus support personnel and various RUCS helpdesks

Objectives

1. Strengthen the partnerships between the Newark, Camden, and New Brunswick Help Desks.
2. Strengthen the partnerships between the Help Desk and the Computer Labs.
3. Build excellent, permanent working relationships with all individuals and departments within RUCS that assist, effect, or are affected by the RUCS – Newark Help Desk in any way.
4. Build excellent, permanent working relationships with all individuals and departments within the Newark campus that assist, effect, or are affected by the RUCS – Newark Help Desk in any way.
5. Learn the system configurations of as many departments, computer labs, etc., as possible on the Newark campus that the RUCS – Newark Help Desk is responsible for supporting.

Goal 5: Organizational Strength. Strengthen the RUCS – Newark Help Desk as an innovative, efficient, proactive, and effective organization.

Objectives

1. Improve public understanding, recognition, and appreciation of the role and impact of the RUCS – Newark Help Desk.

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2. Improve the RUCS – Newark Help Desk’s interaction with RUCS, the campus, and its customers.
3. Improve the efficiency and delivery of service to the university.
4. Strengthen the RUCS – Newark Help Desk’s role as a leader in IT services to the campus community.

Goal 6: Organizational Stability. Strengthen the organizational capabilities of the RUCS – Newark Help Desk.

Objectives

1. Strengthen the RUCS – Newark Help Desk’s ability to realize its technical expertise and service goals by becoming a more effective, adaptable, and stable entity.

Goal 7: Infrastructure Development. Strengthen the infrastructure of the RUCS – Newark Help Desk to maximize the efficiency of service despite ever-increasing workflow.

Objectives

1. Recruit and retain Help Desk Consultants that are skilled, diverse, customer service oriented, and committed to the goals and mission of the RUCS – Newark Help Desk.
2. Maintain the highest possible levels of honesty and integrity in all actions by closely managing and monitoring all customer interaction, peer interaction, and issue resolution.
3. Maintain the highest possible levels of technical skills by aggressively pursuing all opportunities to learn and acquire new skills.

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Strategic Goals

Strategic Goal 1: Accessibility. Broaden the university's access to the services provided by the RUCS – Newark Help Desk.

Core Strategies to Achieve this Goal

- Objective 1: Provide improved accessibility to university affiliates by expanding the hours of operation, improving telephone and voice mail accessibility, and increasing web-based support tools.
 - **Expand telephone system to sufficiently handle call volume and track call statistics.**
 - **Expand the hours of operation.**
 - **Increase web-based support tools.**
- Objective 2: Increase advertising and community outreach to promote awareness.
 - **Increase the use of electronic communication with the university.**
 - **Improve communication between the RUCS – NEWARK Help Desk and departments throughout the university.**

Strategic Goal 2: Creativity. Foster opportunities for the creation and implementation of additional services provided.

Core Strategies to Achieve this Goal

- Objective 1: Increase the number of products supported, along with broadening and diversifying the currently supported products and services.
 - **Maintain a comprehensive list of products supported based on the needs of the university.**
 - **Ensure that the latest technologies are continually researched and new products and services are added as needed.**
- Objective 2: Expand opportunities for the RUCS – Newark Help Desk to research, analyze, and implement additional services.
 - **Allocate time for researching new technologies.**
 - **Maintain a close relationship with the New Brunswick and Camden Help Desks to ensure uniformity in supported products and services.**
 - **Aggressively experiment with new products and services.**

Strategic Goal 3: Adaptability. Continually investigate the changing needs of the university and adapt the services provided by the RUCS – Newark Help Desk accordingly.

Core Strategies to Achieve this Goal

- Objective 1: Expand support to organizations, departments, and individuals within the university in a changing environment.
 - **Work closely with department unit computing specialist and deans to learn the IT services individual departments seek.**

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- **Maintain regular contact with department heads to keep current with all ongoing and new IT issues.**
- Objective 2: Outreach to organizations, departments, and individuals within the university to offer assistance in IT projects and proactively involve the Help Desk in all potential support-related issues.
 - **Maintain a close relationship and understanding of all new IT projects on the Newark campus.**
 - **Forecast and prepare for potential new IT problems and issues.**

Strategic Goal 4: Partnerships. Strengthen the RUCS – Newark Help Desk’s partnerships between other campus support personnel and various RUCS helpdesks.

Core Strategies to Achieve this Goal

- Objective 1: Strengthen the partnerships between the Newark, Camden, and New Brunswick Help Desks.
 - **Keep in close, regular contact with the Camden and New Brunswick Help Desks regarding current issues, practices, policies, and procedures.**
 - **Share information with the Camden and New Brunswick Help Desks regarding day-to-day operations.**
- Objective 2: Strengthen the partnerships between the Help Desk and the Computer Labs.
 - **Keep in close, regular contact with the Computer Lab Administration regarding current issues, practices, policies, and procedures.**
 - **Share information with the Computer Lab Administration regarding day-to-day operations.**
- Objective 3: Build excellent, permanent working relationships with all individuals and departments within RUCS that assist, effect, or are affected by the RUCS – NEWARK Help Desk in any way.
 - **Meet with and develop a procedure for future contact and assistance that is both efficient and accepted by all.**
- Objective 4: Build excellent, permanent working relationships with all individuals and departments within the Newark campus that assist, effect, or are affected by the RUCS – NEWARK Help Desk in any way.
 - **Meet with and develop a procedure for future contact and assistance that is both efficient and accepted by all.**
- Objective 5: Learn the system configurations of as many departments, computer labs, etc., as possible on the Newark campus that the RUCS – Newark Help Desk is responsible for supporting.
 - **Work closely with department heads to learn the IT solutions individual departments are currently using.**
 - **Maintain regular contact with department heads to keep current with all changes with their IT solutions.**

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Strategic Goal 5: Organizational Strength. Strengthen the RUCS – Newark Help Desk as an innovative, efficient, proactive, and effective organization.

Core Strategies to Achieve this Goal

- Objective 1: Improve public understanding, recognition, and appreciation of the role and impact of the RUCS – Newark Help Desk.
 - **Improve communication between the Help Desk and the campus.**
- Objective 2: Improve the RUCS – Newark Help Desk's interaction with RUCS, the campus, and its customers.
 - **Improve and maintain community outreach.**
- Objective 3: Improve the efficiency and delivery of service to the university.
 - **Maintain strict self-evaluation within the Help Desk.**
- Objective 4: Strengthen the RUCS – Newark Help Desk's role as a leader in IT services to the campus community.
 - **Develop the Help Desk as the main point of contact for all IT issues for the entire Newark campus.**

Strategic Goal 6: Organizational Stability. Strengthen the organizational capabilities of the RUCS – Newark Help Desk.

Core Strategies to Achieve this Goal

- Objective 1: Strengthen the RUCS – Newark Help Desk's ability to realize its technical expertise and service goals by becoming a more effective, adaptable, and stable entity.
 - **Relentlessly pursue improvements in efficiency.**
 - **Address the changing needs of the university through regular contact and the retrieval of university-wide feedback.**

Strategic Goal 7: Infrastructure Development. Strengthen the infrastructure of the RUCS – NEWARK Help Desk to maximize the efficiency of service despite ever-increasing workflow.

Core Strategies to Achieve this Goal

- Objective 1: Recruit and retain Help Desk Consultants that are skilled, diverse, customer service oriented, and committed to the goals and mission of the RUCS – Newark Help Desk.
 - **Ensure that all new Help Desk Consultants meet strict guidelines set by The Help Desk Manager and RUCS – Newark.**
 - **Strictly enforce a long-term training program for all Help Desk Consultants.**
 - **Maintain and enforce all policies and procedures.**
- Objective 2: Maintain the highest possible levels of honesty and integrity in all actions by closely managing and monitoring all customer interaction, peer interaction, and issue resolution.
 - **Treat each customer as the most important one.**
 - **Value all customer feedback, and aggressively pursue all customer feedback.**

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- **Expand upon the existing, detailed knowledge base of customers and contacts throughout the university.**
- **Develop, maintain, and update a comprehensive, detailed knowledge base of technical solutions.**
- Objective 3: Maintain the highest possible levels of technical skills by aggressively pursuing all opportunities to learn and acquire new skills.
 - **Add all new technical solutions to the RUCS – NEWARK Help Desk database.**
 - **Aggressively seek any training opportunities that will enhance job performance within the RUCS – Newark Help Desk.**