Agenda

• Birth of Project
• Project Inputs
• Phase I Scope
• Next Steps in Project
• Need From You
Birth of Project

• OCIO IT Fast Track Project
  - #1 project of several defined with Sandy Merola early 2012

• Guidance:
  - Create IT Help Call Center
  - Limit desk-side visits
  - Consistent, reliable service
  - Provide gateway to IT support
Project Input Sources

• ITSC appointed Help Desk Task Force
• Help Desk Consultant for Industry Standard Expertise
• 75 SLAC Staff and Users Surveyed/Interviewed
• IT Departmental Support Mgr and Team Leads
• OCIO Leadership
• OCIO Technical Design Review Board
Phase I Scope

- Call x4357 or open ticket via email/web or walk in for passwords
- They will fix or transfer ticket to someone who can
- Help Desk Hours: 7AM to 6PM – Monday to Friday
- After Hours: x4357, choose ‘critical’, leave message.
  - ITDS will call back.
- Supported Hardware and Software Lists created
- If not on lists, then best effort support only
- If no software license or vendor support agreement then no support – to be phased – will work to identify items w/o support
## Priority Levels for Supported Hardware/Software

<table>
<thead>
<tr>
<th>Priority</th>
<th>Definition</th>
<th>Response Time</th>
<th>Completion Time Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very High</td>
<td>An IT problem that affects the Mission, the Lab community or a large group of users.</td>
<td>Within 30 minutes</td>
<td>Within 4 hours</td>
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<tr>
<td>High</td>
<td>An IT problem that severely impacts the day to day work of several users.</td>
<td>Within 2 hours</td>
<td>Within 1 working day Note: the “fix” may be a work-around.</td>
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<tr>
<td>Medium</td>
<td>A general IT service request or a problem with a workaround solution.</td>
<td>Within 8 hours</td>
<td>Within 2 working days</td>
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<tr>
<td>Low</td>
<td>An IT service request that does not require immediate attention or involves long range planning</td>
<td>Within 3 working days</td>
<td>Within 5 working days or as scheduled</td>
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</tbody>
</table>
Next Steps in Project

• Communicate Changes to Lab – September, 2012
• Help Desk Pilot Test with Operations – October 1, 2012?
• Help Desk Opens – November 1, 2012?
• Service Desk Roadmap Kick-Off - November, 2012
What We Need

• Agreement that IT Help Desk is right for Lab

• Support the changes in process in your Directorates
  - Losing the person up the hall but getting entire team at Desk
  - Call x4357 or open ticket via email/web for computing help