



COLORADO

**Governor's Office of
Information Technology**

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**Office of Information Technology Deskside Support
Team & the Colorado Department of Human
Services (CDHS)**

Nomination Category	Cross-Boundary Collaboration & Partnerships
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I. Executive Summary

The Governor's Office of Information Technology (OIT) is the enterprise provider of IT support and services to Colorado's executive branch agencies. With more than 5,500 diverse users and 4,500 computers, one of our larger customers is the Colorado Department of Human Services (CDHS). Employees within this agency work in a wide variety of buildings including stand alone and campus office buildings, hospitals, nursing homes, group homes, youth corrections facilities across the state to provide services to Colorado's children and families including: food and energy assistance program, child protection and support, refugee services, disability determination, youth services, early childcare and learning, mental health institutions, veterans support, aging and adult services, regional centers, and domestic violence program. Supporting such disparate work groups and locations with work hours ranging from traditional office hours to 24x7 needs is challenging.

The Deskside Support team assigned to CDHS recognized that a one size fit all support model was not meeting our customers' needs. In collaboration with the customer, they implemented a proactive, three-phased solution that focuses on responding to technology requests at our customers' convenience rather than our own. This win-win support model enables OIT's Deskside Support Team to more quickly respond to the customer and not let technology issues hinder CDHS employees from providing critical services to Coloradans.

II. Project Narrative

Concept

The Colorado Department of Human Services (CDSH) is a large state agency that provides critical services to Coloradans, especially those in need. Like so many public agencies and private sector companies, CDHS has a highly mobile workforce. This makes it challenging for OIT's Deskside Support @CDHS Team (hereinafter referred to as the Deskside Team) to make contact with the customer when they request technical services and support. For example, in one particular location, more than 50 percent of the tickets requesting support required multiple attempts before a member of the Deskside Side Team could connect with the users to resolve their technology issues. Depending on the issue at hand, this delay could hinder the customer's ability to provide important services to Coloradans and consume many hours of the deskside technician's time.

To alleviate this problem, the Deskside Team began an initiative to offer service options based on the customers' time schedule instead of their own. In January 2017, the team launched a pilot called Walk In Service (WIS), which closely resembles the concept of the Apple Genius Bar. CDHS provided a workspace and purchased the tracking software to make this vision a reality. The business loved this option and within months it became a permanent offering for CDHS customers!

While WIS proved to work well for large and densely populated office buildings (such as the CDHS headquarters in downtown Denver), it was not as successful for large campuses and remote sites/offices. Another option was needed.

In September 2017, the Warm Hand Off, or WHO, was implemented in conjunction with OIT's Service Desk Team, the team that takes the initial support call. Previously, when a customer would call the Service Desk, a ticket was immediately opened and the ticket was assigned to Tier II/III support if the problem could not be solved at by the Service Desk technician. A Tier II/III support professional would then need to call the customer to resolve the issue. Depending on the workload and the other issues being addressed at the moment, tickets might not be read immediately and the customer may no longer be available when the callback is made. With WHO, the Service Desk can transfer a CDHS customer directly to a member of the deskside team during the initial request for services, thus eliminating the need for callbacks and playing phone tag. To help the Service Desk know which technicians were available, a virtual whiteboard was implemented and used along with Google Hangouts to transfer calls. Once again, this has been endorsed by the business as great customer service since it allows many of the issues to be resolved right away. WHO is in continuous process improvement; however, it has already proved to be a great customer service tool.

Even so, the Deskside Team still had a gap and experienced difficulties connecting with some customers. To solve this problem, Call User Now - or CUN - was initiated. With CUN, the hard-to-reach user's computing device is added to System Center Configuration Manager (SCCM). Now, if there is an open ticket a member of the Deskside Team is alerted when a user logs in to a specified machine so the technician can contact the customer immediately to resolve the current issue. Though "Call User Now" is in the early stages, it is working well and seems to be the perfect solution for this new CDHS deskside model of servicing users on their schedule rather than ours.

Significance

All of the Deskside Team service innovations were introduced in collaboration with the Colorado Department of Human Services (CDHS). The initial challenges to be tackled consisted of configuring appropriate space for the Walk In Service and developing a tool to allow CDHS users to view the queue from their desk before going to the Walk In Service (WIS) - our version of the Apple Genius Bar. Due to a history of shared success, these obstacles were overcome by CDHS and the Deskside Team working closely together and sharing a commitment to providing efficient and effective customer service - both to internal employees and Colorado residents. Because of this partnership, CDHS invested in physical space for the WIS, allowed staff time to collaborate, put in the effort to advertise, and took on the nominal cost to operate the reservation system. A solution was established much like the Apple Genius Bar to allow users to schedule appointments and view the number of customers ahead of them.

It was important to CDHS to be able to measure results of the program in terms of mean time to resolution (MTTR) and customer satisfaction so they played an important role in promoting the WIS and its benefits to end users. The following metrics were used to identify and implement the improvements, and are being employed to measure ongoing success: Ticket backlogs, service level agreements met, mean time to resolution, customer satisfaction surveys, and the CDHS performance management system. We continue to use these tools to monitor whether our three-legged approach to serving CDHS customers at their convenience is sustained. This effort could not have been accomplished without a very strong OIT and CDHS relationship!

We are saving our customers precious time by servicing them on their time, which means that their customers - the residents of Colorado - are being served with less interruption as well. CDHS users are able to get back to work quickly after utilizing the services provided by the Walk In Service, Warm Hand Off, or Call User Now. The Deskside Team is saving time by not having to make multiple contact attempts to resolve a single ticket. This allows our staff to take on the new electronic health

records (EHR) project with minimal staffing increases as well as to focus on security, emerging technologies, projects, and other process improvements.

Finally, the Walk In Service model has been so successful, it is being explored for use with our other state agency customers.

Impact

Traditionally, customers submit a ticket through one of three methods (via a phone call, email to the Service Desk, or through the self-service portal) and wait to hear back from a deskside support technician. Often times, the customer would not be available when the technician called back, and the ticket would be put in a holding pattern awaiting end-user response. Many times, this resulted in playing phone tag until the problem was resolved, or worse, the ticket being auto-closed after a predetermined time period by the ticketing system, causing an understandable drop in customer satisfaction.

We have always served all of our customers in as timely a manner as possible. However, after these process improvements, we can now serve our customers more quickly and more often on their schedule. Though CDHS continues to grow, our Deskside Support staff has not had to grow at the same rate due to technology innovations.

The following quote from CDHS sums it up best: “These three specific service modifications are driven by a joint commitment between CDHS and OIT to improve performance and process by using staff resources more efficiently. Because of these innovations, Deskside Support has been able to support many more devices being added to the environment through electronic health record projects while maintaining a high level of responsive customer service and not adding significantly more staff. CDHS finds the Deskside Support team to be a valuable partner who is responsive to the changing work environment. Serving CDHS employees on their time is great customer service.”