

NLIT 2016 SNL CCHD RAS Pods: Service Desk Optimization

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Our Agenda Today - Tom

- A little about us
- Challenges and goals for CCHD
- Concept and Application of Pods
- Implementation and Drivers
- Results
- Why did we succeed?
- Questions and Answers, Discussion

A Little About Us – Michael & Tom

- Michael Williams

- 20 years as a health care professional
- 19 years in IT support and enterprise development roles
- Just under 2 years at Sandia Labs with The Kentah Group
- Now Manager of Technology Services North desktop support teams

- Tom Seals

- 39 years in technical customer service
- 21 years in IT with The Kentah Group
- 18 years as a contractor at Sandia National Labs
- 15 years as Desktop Support Manager
- Now Senior Manager over the Corporate Computing Help Desk

Definition of Terms - Michael

CCHD – Corporate Computing Help Desk

- Tier 1 support
- First *Call* Resolution (FCR)
 - First Responder (FR)– “On the Phone”

RAS – Remote Access Support Escalation Team

- Tier 2 Support – Senior Techs
 - First *Line* Resolution (FLR)
- Takes tickets from FRs when they are unable to provide resolution
 - Calls the customer back
 - Phone Tag
 - Schedules

PODS

- A group of 4 First Responders and one RAS tech

Challenges - Goals – Drivers - Tom

- Challenges

- Farm Team for other departments and contractors at Sandia
 - Domino effect increases vacancies
 - External competition low
 - Lost 1 tech in 2015 to outside competition
- Turnover
 - 32% in 2015
 - 32% have less than 12 months of tenure
 - 8 months average tenure for all staff

- Goals

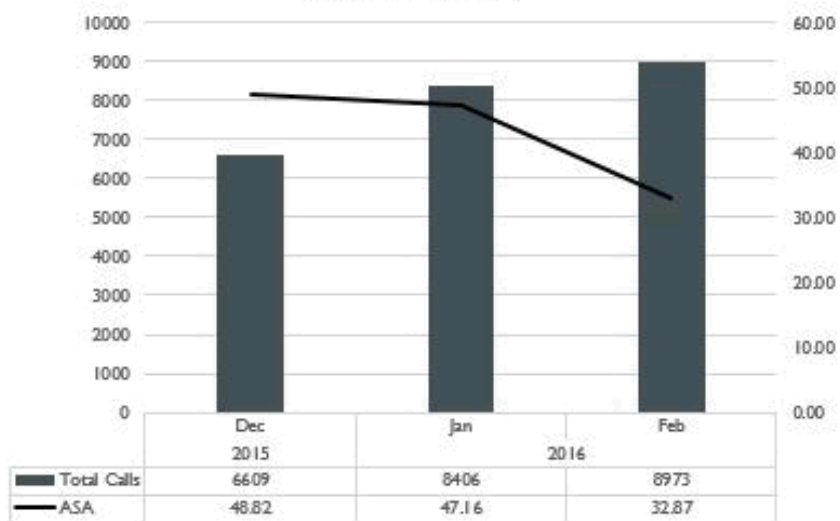
- Increase FCR
- Move Escalation Team (Tier 2) closer to FCR
- Improve ASA and maintain or improve Abandonment Rate
- Improve User Experience
- Improve Team Morale

Support Pods: Concept and Application - Michael

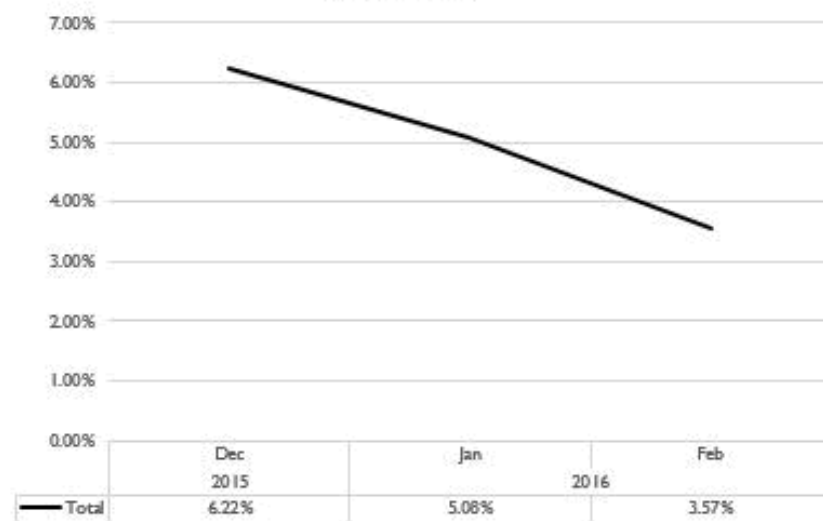
- Performance drivers
 - RAS tech to mentor, coach, live call assist, or accept warm call transfers
 - Y-in for live call assist
 - Warm Call or Chat Transfers
 - Identify training opportunities
 - Create or modify KBAs
 - Gain leadership experience
 - Decrease escalations
 - First Responder Benefits
 - Improved confidence and job satisfaction
 - Decreased learning time
 - Increased tenure? – Too soon to tell

Results - Tom

Call Volume & ASA



Abandonment



Why Does it Work - Michael

- The underlying principles
 - The customer is escalated, not the ticket
 - The principles are universal and have multi-industry application
 - Health care emergency medical services – patient centric
 - Military – direct application of forces to the target
 - Manufacturing – parts are brought to the assembly location
 - Easily maintained via common process management methods
 - Business and IT value streams provided for the customer
 - Customer directly engaged with less interruptions of flow
 - Decreased waste for customer and techs
 - Collaborative efforts to solutions
 - Improvement of services and staff skill sets

Q&A with Discussion