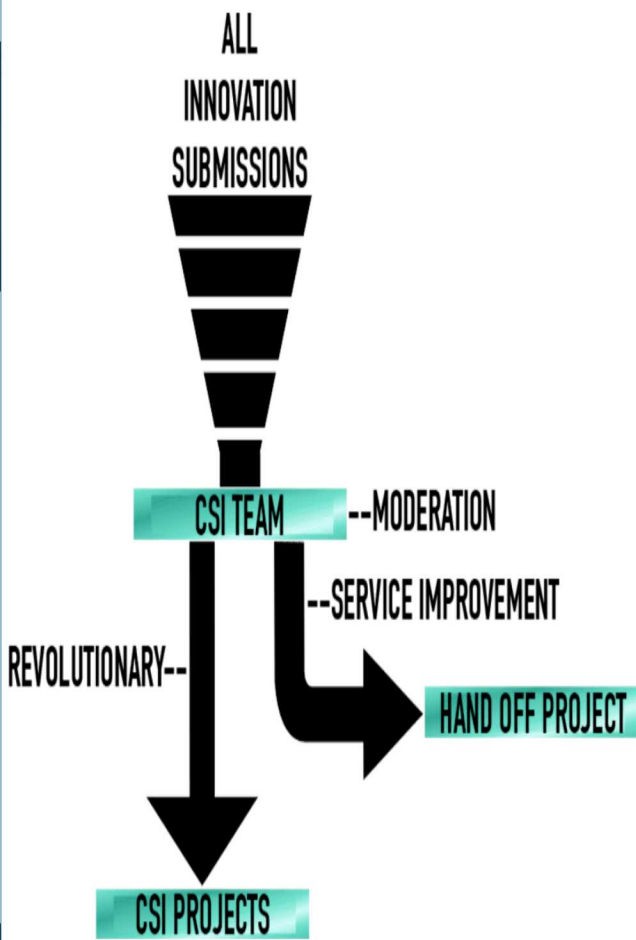


This paper describes objective technical results and analysis. Any subjective views or opinions that might be expressed in the paper do not necessarily represent the views of the U.S. Department of Energy or the United States Government.

# A Self Help Song for all to Sing SAND2018-5001C

- Melissa Finley 505-284-0942
- Zach Hipple 505-844-3809
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# Why a Self Help Portal?

As IT complexity becomes

- Exponentially challenging.
- Cost is increasing continually
- Provide solutions at the customers fingertips

**Join us in the presentation where we will discuss how Sandia implemented a tier zero customer centric approach.**

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COST



INNOVATE



ONE-CLICK

# Self - Help Portal



VIDEOS



EFFICIENCY



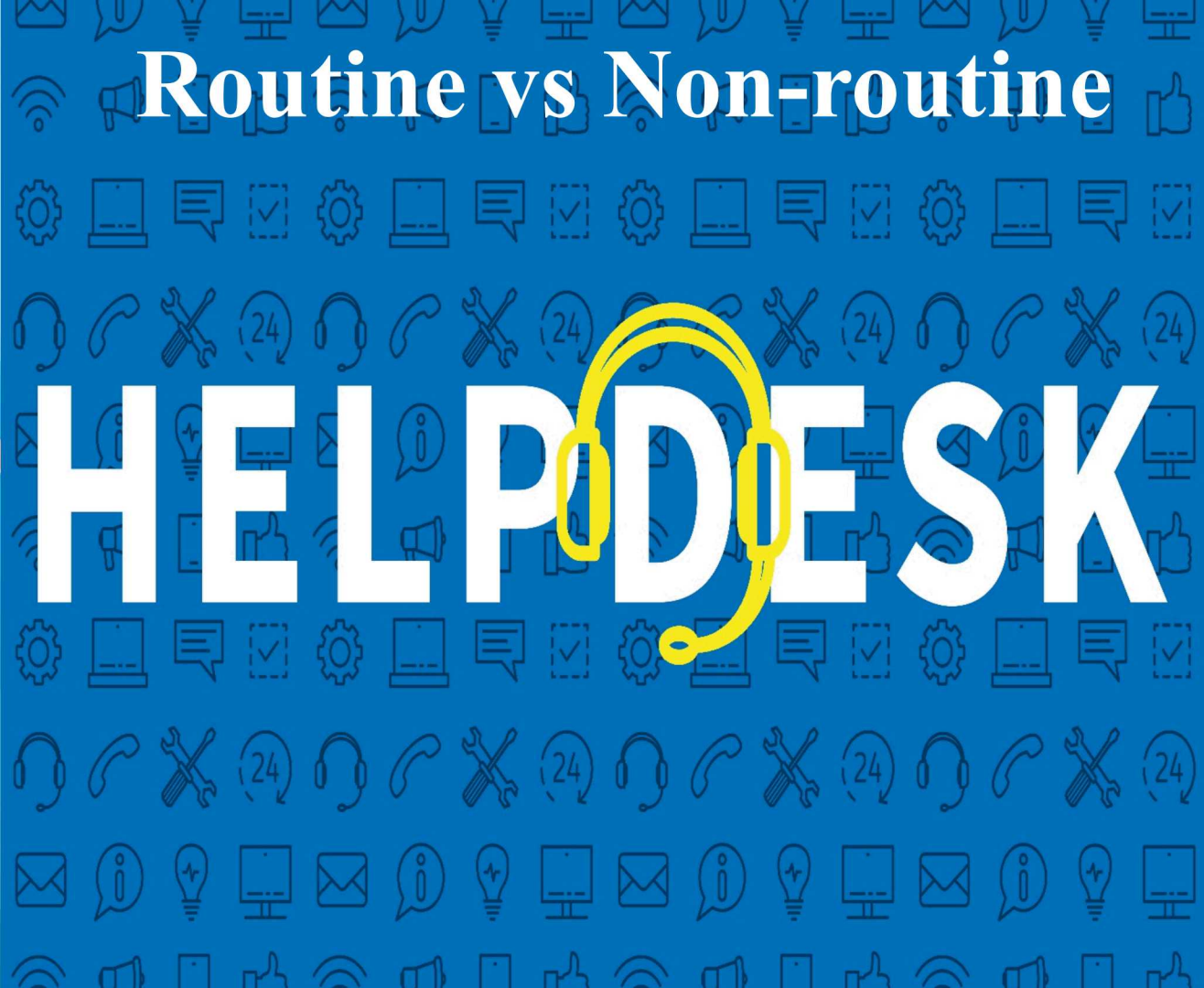
SUPPORT



**Identify areas for greatest impact**

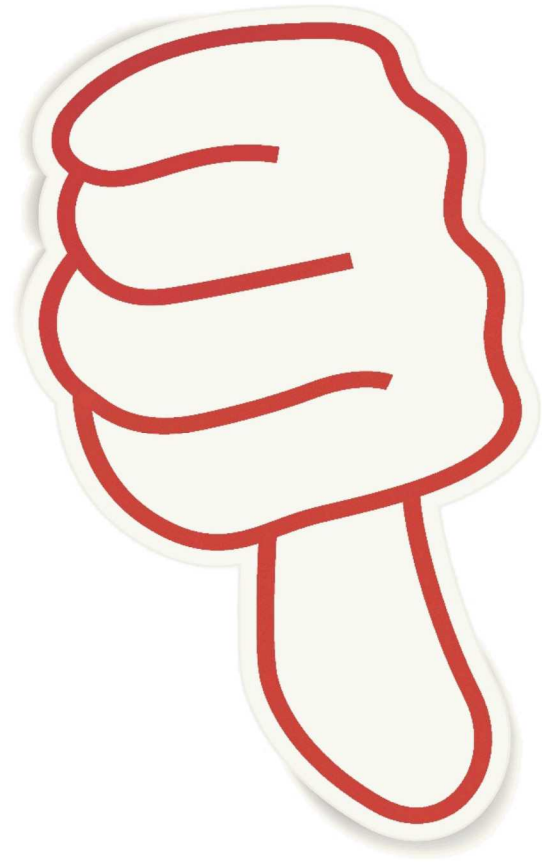
**Routine vs Non-routine**

**HELPDESK**





# Prioritize user experience





**LANDING  
PAGE**



# Enhance



**USABILITY**





# How Can we help?

The screenshot shows the Corporate Computing Help Desk website. At the top, there is a dark navigation bar with links for CCHD Alerts, Self-help (highlighted), FAQs, Tools & Resources, About CCHD, and Contacts. A search icon is on the right. Below the navigation bar is a large banner with the text "Corporate Computing Help Desk" and the phone number "505.845.2243".

On the left side, there is a sidebar menu with a close button (X) and the following items:

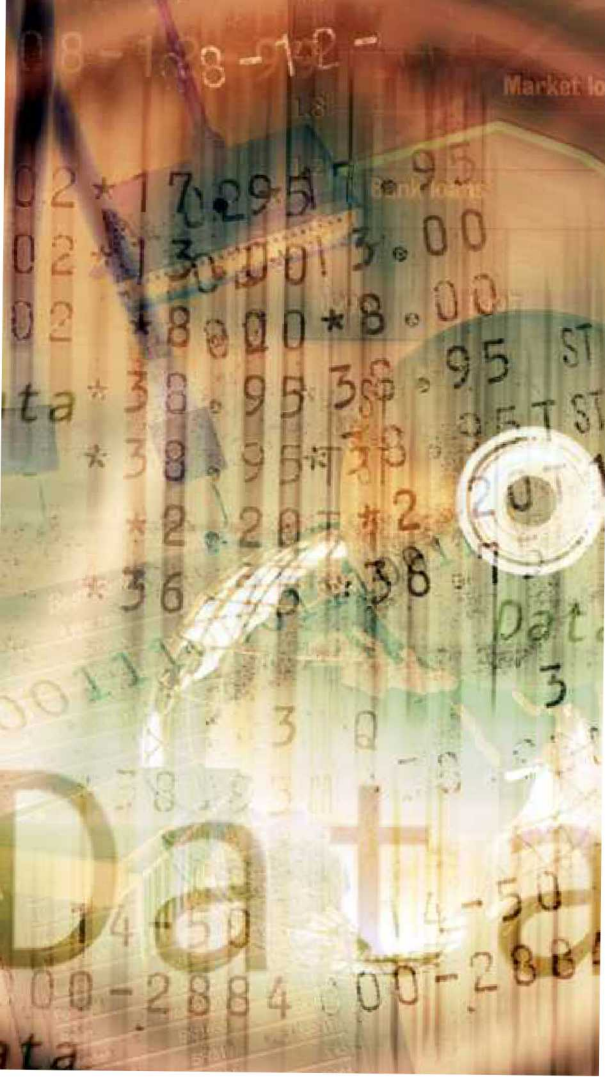
- Self-help
- Corporate Applications
- Home Use
- Networks
- Sharepoint
- Virtual Desktops
- Windows
  - Frozen Taskbar
  - Reset your print spooler
  - Slow Network
  - SysClean
- Mac
- Mobility

The main content area features a "Self-help" section with the text: "CCHD's self-help support pages are intended to provide how-to resources and self-guided troubleshooting tools." Below this is a section titled "I am looking for..." with three buttons: "Windows Support", "Mac Support", and "Mobility Support".

At the bottom of the main content area, there is a "Popular Topics" section with the following links:

- Activate an Office 365 License for Mac License
- Request a Sandia SCN Account

On the right side, there is a "FEEDBACK" button and an "IT SUPPORT" section. The "IT SUPPORT" section includes "CCHD Hours of Operation" (Monday - Friday 7:00 a.m. - 5:00 p.m. (MST) except official Sandia holidays) and "Request IT Support" with three options: "Chat with CCHD", "Submit eTicket", and "Visit MyIT Portal".



# QUESTIONS

