Indian Health Service

Information Systems Coordinator (ISC) Breakout Session

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Agenda

➢ Enterprise End User Hardware

➢ Enterprise Desktop Baseline Standardization

➢ Customer Support Metrics

➢ Workshop: Define Enterprise SLAs

➢ Workshop: Identify Opportunities to Improve First-Call Resolution

Enterprise End User Hardware

- Goal: Provide fully configured equipment to new employees on their first day of work.
  - Consolidate equipment purchases to save costs.
  - Streamline the ordering process within ServiceNow.
  - Provide factory imaging and asset tagging to improve efficiency and shorten delivery time.

Enterprise End User Hardware

- Overview of Hardware Specifications

- Ordering Process

- Funding Process

- Equipment Provisioning Process

- Inventory

Enterprise Desktop Baseline

- Can we adopt a single image for all new computers?

- OS Version

- Cybersecurity Tools/Enterprise Management Agents

- Base Software Load

- Software Asset Management

- Area/Facility/User specific Software

- VPN/Remote Access Tools

- First Time Logon Customer Experience

- Local policies
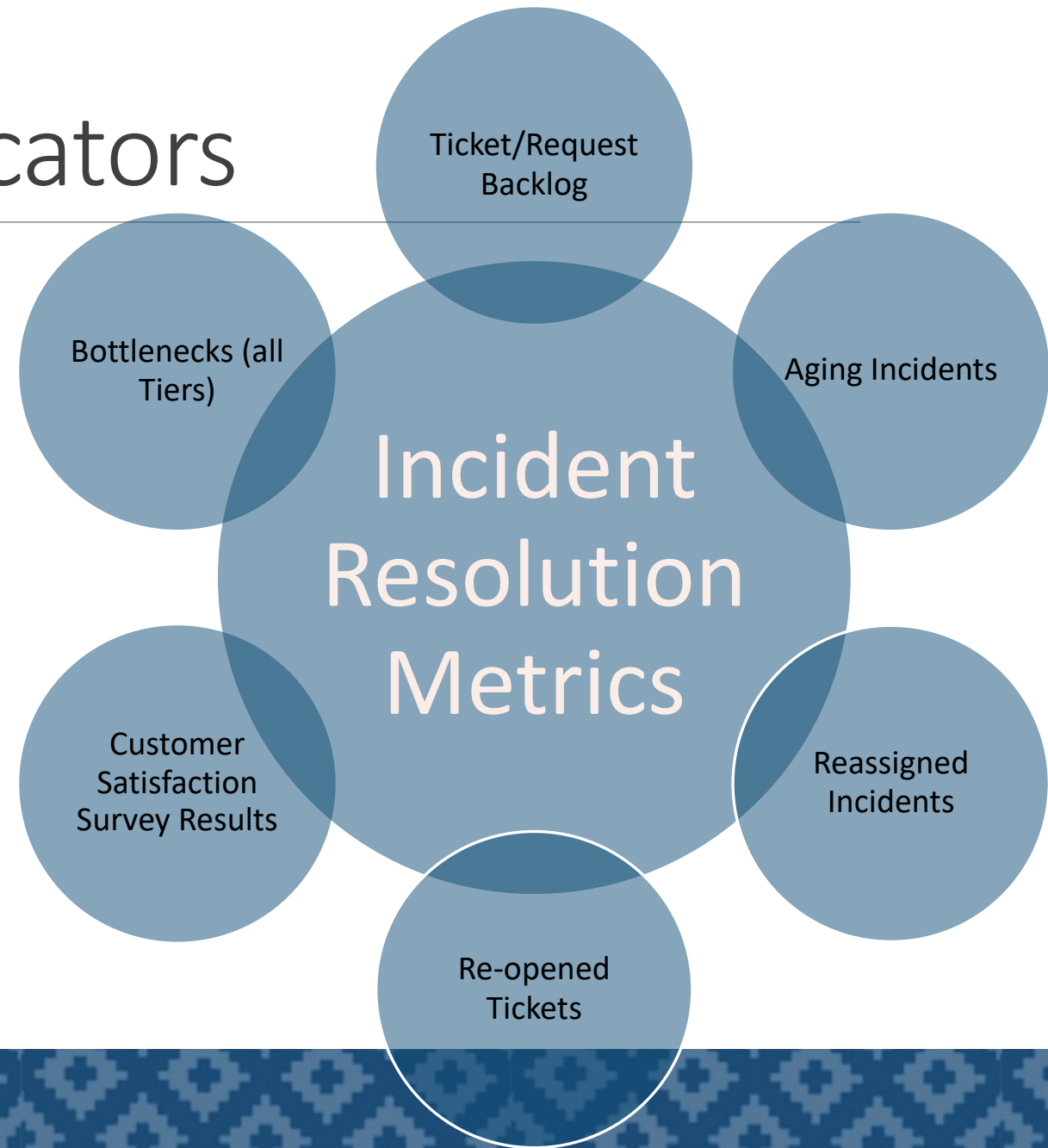
Enterprise Customer Support Metrics Overview

- Use ServiceNow to record all incidents in Tickets

- Establish Enterprise standards IT Incident Response/Resolution times

- Establish Enterprise VIP support standards

- Measure performance and continually improve

- Identify barriers and bottlenecks in the incident resolution process

Key Performance Indicators

- Incident Response Rate

- Incident Resolution Rate

- First contact resolution Rate

- Contact Distribution by Type/channel (self-service, email requests, ServiceNow Portal, phone, etc.)

- Customer Satisfaction Survey Results

Ticket/Request Backlog

Bottlenecks (all Tiers)

Aging Incidents

Incident Resolution Metrics

Customer Satisfaction Survey Results

Reassigned Incidents

Re-opened Tickets

Metrics Identify and Help Solve Problems

Who is responsible for leading customer service improvements in your Area? Can they regularly run ServiceNow reports to view useful IT Service metrics and make decision based on the data?

Do customers feel like they get the service they need when they need it?

How long does it take to resolve issues on average, and what are the bottlenecks?

How many tickets need to be re-opened because the issue was not resolved the first time?

What common issues can we resolve in first contact or through self service?

Long-Term Goal: Resolve the majority of user requests on first contact.

HQ Incident Management SLA Example

SLA: **Resolve ≥98% of incident support requests within (16)** *business hours* **of being contacted by the end user. (standard user, low priority request)**

User Type + Ticket Priority Level = SLA Target

	HQ Tier 1 On-Site Service Hours	Response Time	Resolution Time: Planning	Resolution Time: Low Priority	Resolution Time: Medium Priority	Resolution Time: High Priority	Resolution Time: Critical Priority
Standard User		2 Hours	5 Days	2 Days	1.5 Days	8 Hours	
VIP User							

VIP Support

How do we define what mission critical positions or roles (VIPs) should receive a higher level of IT support?

- Who are your VIP users today? Are they tagged in ServiceNow as such?

- Do our customers know what level of support to expect?

- Can your Area/Office meet the demand for VIP support requests?

- OIT defines HQ VIPs as all Senior Executives (SES), many Office Directors, and people who perform time-sensitive tasks to support mission critical needs.

Next Steps

- Create standard enterprise SLAs to provide consistent and measurable IT Incident Management services across the Agency.

- Configure metrics in ServiceNow for Incident Management SLAs: Provide easy to read dashboards with actionable information

- Measure customer satisfaction and evaluate if the SLAs meet business needs.

- Evaluate staffing/resources and work schedules to successfully meet the SLAs

Workshops

ESTABLISH ENTERPRISE-WIDE SERVICE LEVEL AGREEMENTS

IMPROVE FIRST CALL RESOLUTION RATES

Workshop: Define the SLAs and Metrics for Response/Resolution Times

Resolve ≥XX% of X priority Standard/VIP support requests within (XX) business hours of being contacted by the end user.

	Response Time	Resolution Time: Planning	Resolution Time: Low Priority	Resolution Time: Medium Priority	Resolution Time: High Priority	Resolution Time: Critical Priority
Standard User						
VIP User						

Workshop: Improving First Call Resolution

What request types or requests or incidents can be resolved on the first call

- ◦ ServiceNow Knowledgebase Article Instructions
- ◦ Password Resets
- ◦ Standard Productivity App Training

Would these differ if those first-call resolution services are provided by a central call center staffed by HQ OIT?