

OLIS Service Desk Standardization Project

A reimagining of how the OLIS Service Desk provides, manages, and tracks technical support to the Legislative Branch

Introduction

The goal of this project is to bring the OLIS Service Desk in line with industry standards and best practices, ensure that priority tickets are addressed first, allow us to track case resolution rates, reduce time to resolution, and generally improve service levels by driving consistency in our approach to support.

To that end, OLIS conducted a Standardizing the Service Desk workshop offered by the Info-Tech Research Group, an industry leading IT research and advisory company. This four-day workshop provided actionable insight into the standards and best practices of successful service desks and has led the OLIS team to introduce several changes to their practices and service models.

Goals

- Create a consistent customer service experience for service desk patrons
- Increase efficiency, first-call resolution, and end-user satisfaction
- Decrease time and resource costs to resolve tickets
- Understand and address reporting needs to address root causes and measure success to build a solid foundation for future IT service improvements

Methodologies

- Document and follow Service Desk Standard Operating Procedures
- Improve ticket prioritization, management, escalation, and handling
- Establish Service Level Objective (SLO) targets and measure performance against them
- Reduce “high-cost” ticket entry modes (phone/chat/walk-up) to only necessary, high-priority use cases
- Increase adoption of low-maintenance ticket entry modes (email, self-service portal when implemented)
- Improve first-contact resolution rates by adopting shift-left strategies and resolving more cases at first point of contact
- Build and maintain a user-searchable knowledgebase to increase the chances that issues can be resolved without engaging service desk personnel
- Conduct end-user satisfaction surveys
- Document standard workflows for the most common service requests to improve efficiency and reduce time to fulfill
- Implement change management processes to minimize disruptions to IT services while making changes to critical systems and services
- Establish metrics, reporting, and dashboards designed to produce actionable outputs aligned with operational, tactical, and strategic goals

Immediate Impacts

- Service Desk availability and time-to-resolution expectations will be clearly communicated to everyone so that customers know what to expect when contacting the service desk.
- Customers will be asked to submit requests via email rather than by phone, unless the issue is causing a significant work stoppage. This will let us better prioritize work and reduce high-cost phone interactions that prevent technicians from fixing problems, following up on high-priority issues, tracking work completed, and working on strategic projects.
- Incoming tickets will be prioritized according to a matrix of impact and urgency and addressed according to that priority.
- Response and Resolution Service Level Objectives (SLOs) will be applied to tickets based on their Severity rating, providing assurance that the highest-severity issues are tackled first and letting customers know when they can expect their issue to be addressed.
- A customer portal will be stood up where Branch employees can submit tickets, requests, and search a knowledgebase for help (expected by Q2 of 2021).

Long-term, Strategic Impacts

- Establishing and measuring against Service Level Objectives (SLOs) will let OLIS understand its ticket handling capacity and velocity, eventually allowing OLIS to establish Service Level Agreements (SLAs) with its customers.
- Tracking metrics like Time to Resolution (TTR), Time to Fulfillment (TTF), and SLO/A Resolution and Response rates will let OLIS objectively measure its ability to meet customer expectations and communicate those expectations to its customers.