

Service Desk Report

January 2010 Performance at a Glance



You can always open your own Service Request

7 days a week 24 hours a day at <https://itsupport.usgs.gov/>
 or call 7:00 a.m. - 8:00 p.m. ET
 703-648-HELP (4357)
 Toll Free: 1-866-447-4375

Top 5 Service Requests for January

1. Avaya Audio Bridge
2. Active Directory
3. Remote Access Service
4. Lotus Notes Internet
5. Lotus Notes Email



Breakdown of Service Request

	November	December	January
Service Requests Opened this Month	3,173	3,236	3,733
Service Requests Closed at Service Desk	2,232	2,339	2,537
Percentage of Service Requests Resolved on First Contact	85.82%	81.66%	86.14%
Percentage of Service Requests Resolved at Service Desk with No Escalations	78.24%	79.15%	76.75%

Avaya Telephone Statistics

	November	December	January
Average Time to Answer Telephone (in seconds)	11	16	16
Number of Telephone Calls that Customers Opt to Voice Mail	7	6	13
Number of Abandoned Calls	141	146	207
Average Talk Time (in minutes)	6:50	7:46	7:12

Customer Survey Results

	November	December	January
USGS Customer Satisfaction Survey (1-5 scale)	4.83	4.90	4.92

Bomgar Remote Support

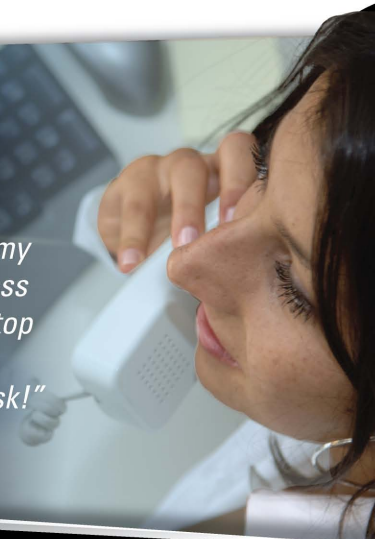
Service Desk Analysts handled 863 chat/remote sessions in January.

What Our Customers Are Saying

"You guys are always great! I've never experienced help desk service with as much expertise. Always spot on!"

"I have needed to use the Service Desk 3-4 times in the past few months and I have been very impressed each time with the individuals with whom I have worked. Christopher was no exception. Keep up the great work."

"Jonathan was persistent in making sure my two-factor authentication for remote access was working. Kudos to him for staying on top of it. Jacob assisted me in testing the final time so great teamwork to the Service Desk!"





In the Spotlight— Service Desk Analyst Brent Sherman

Brent Sherman has been with the Service Desk since May of 2007. He holds many certifications, including Information Technology Infrastructure Library Foundations, A+, Microsoft Certified Professional, and Help Desk Institute Support Center Analyst. Brent is USGS certified as a Lotus Notes Mail Administrator and Certified Organization Unit Administrator. He is in college pursuing the Computer Network Systems and Information Systems Security degrees.

Brent is a native of Colorado. His previous IT support experience includes working with companies such as Sun Microsystems, StorageTek, Cisco, and IBM. In 2009, Brent also supported USGS users directly as a member of the Denver Technical Support Team. Hobbies include building custom high-end personal computers using extreme over-clocking and cooling systems.

How Customers Contact Us

Source of Contact	Source Description	November	December	January
Telephone Calls Answered	A customer calls in for support that results in a service request creation or information to be updated to an existing service request	1,970	2,049	2,314
Email	A customer sends an email to GS Service Desk	1,007	997	1,190
Web	A service request is submitted through https://support.usgs.gov	159	139	161
Chat	A customer contacts a service desk analyst via Bomgar or Lotus Sametime that creates a service request	10	20	27
Direct Input	A customer enters a service request manually through ITSM (Information Technology Service Management)	11	15	19
Voice Mail	A voice mail message is left on the Service Desk telephone line that results in the creation of a service request	15	14	20
Walk In	Face-to-face contact with a customer that creates a service request	1	2	1
Total		3,173	3,236	3,733

Enterprise Service Requests

Professional Pages	42
myUSGS	15
Bureau Windows Technical Support Team	13
Active Directory	7
Bureau Unix Technical Support Team	4
Total	81

