

Service Desk Report

May 2010 Performance at a Glance

Breakdown of Service Request

	March	April	May
Service Requests Opened	3,755	3,549	3,277
Service Requests Closed	2,473	2,312	2,264
Percentage of Service Requests Resolved on First Contact	85.22%	86.26%	85.63%
Percentage of Service Requests Resolved at Service Desk with No Escalations	76.94%	77.10%	77.55%

Avaya Telephone Statistics

	March	April	May
Average Time to Answer Telephone (in seconds)	16	17	12
Number of Telephone Calls that Customers Opt to Voice Mail	7	7	3
Number of Abandoned Calls	134	140	94
Average Talk Time (in minutes)	7:53	7:41	7:08

Customer Survey Results

	March	April	May
USGS Customer Satisfaction Survey (1-5 scale)	4.92	4.91	4.91

How Customers Contact Us

Source of Contact Source Description

Source of Contact	Source Description	March	April	May
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	2,162	2,055	1,953
Email	A customer sends an email to GS Service Desk	1,403	1,311	1,150
Web	A service request is submitted through https://support.usgs.gov	143	129	131
Chat	A customer contacts a service desk analyst via Bomgar or Lotus Same-time that creates a service request	29	27	24
Direct Input	A customer enters a service request manually through ITSM (Information Technology Service Management)	2	8	3
Voice Mail	A voice mail message is left on the Service Desk telephone line that results in the creation of a service request	12	12	15
Walk In	Face-to-face contact with a customer that creates a service request	4	7	1
Total		3,755	3,549	3,277

Bomgar Remote Support

Service Desk Analysts handled 755 chat/remote sessions.

Top 5 Service Requests for May

1. Lotus Notes Email 458
2. Active Directory 428
3. Avaya Audio Bridge 402
4. Remote Access Service 194
5. Lotus Notes Internet 179

You can always open your own Service Request

7 days a week 24 hours a day at <https://itsupport.usgs.gov/>

or call Monday- Friday
7:00 a.m. - 8:00 p.m. ET
703-648-HELP (4357)

Toll Free: 1-866-447-4375

What Our Customers Are Saying

"One thing I've noticed and my request with the current individual was not exception is the way the IT group works with me when I have a problem--I'm listened to, explanations are clear, understandable, problems are fixed, the individual today was knowledgeable, able to resolve my problem quickly, etc., I may sound like a broken record at times but the service provided by the IT group and they people working in IT are excellent, great and quick service, etc., etc."

"Chris was very pleasant to deal with and solved my problem right away; he even answered an extra question I had for him about an unrelated problem. Every time I've had a problem and needed the help desk to intervene, the analysts I've dealt with have always been courteous, patient and extremely helpful. THANK YOU !!!!!"

Bomgar Chat Online Remote Sessions - May 2010

Support Partners and Science Centers	Total Remote Sessions	Percentage of Total Remote Sessions	Support Partners and Science Centers	Total Remote Sessions	Percentage of Total Remote Sessions
Active Directory	10	0.80%	Massachusetts-Rhode Island Water Science Center	1	0.08%
Arizona Water Science Center	3	0.24%	National Wildlife Health Center	5	0.40%
California Water Science Center	127	10.13%	Nebraska Water Science Center	2	0.16%
California Water Science Center NWIS	2	0.16%	Nevada Water Science Center	22	1.75%
Central Region Geospatial Information Office	2	0.16%	Northern Prairie Wildlife Research Center	25	1.99%
Charleston Water Science Center	2	0.16%	Northern Rocky Mountain Science Center	7	0.56%
Corvallis Research Group Biology	8	0.64%	Pacific Science Center	11	0.88%
Eastern Region Geospatial Information Office	5	0.40%	Senior Lotus Notes Email	45	3.59%
Florida Integrated Science Center	9	0.72%	Service Desk	755	60.21%
Fort Collins Science Center	19	1.52%	South Carolina Water Science Center	2	0.16%
Information Technology Security Team	2	0.16%	Tennessee Water Science Center	71	5.66%
Iowa Water Science Center	2	0.16%	Washington Water Science Center	19	1.52%
Leetown Biology	33	2.63%	Western Ecological Research Center	52	4.15%
Lotus Notes Email Administration	4	0.32%	Western Region Geospatial Information Office	9	0.72%
			Total	1,254	

Our Support Partners—Service Requests Closed

RGIO – Central Region Technical Support	63	Enterprise Active Directory	65
RGIO – Central Region Local Area Network	1	Enterprise Domain Name Service	5
RGIO – Central Region Systems Support	62	Enterprise File Transfer Protocol	10
RGIO – Central Region Telephony	41	Enterprise Remote Access	5
RGIO – Eastern Region Active Directory	45	EWeb Domain Name	1
RGIO – Eastern Region Technical Support	362	EWeb Inventory	2
RGIO – Eastern Region Systems Support	7	myUSGS	7
RGIO – Eastern Region Local Area Network	47	Bureau Windows Technical Support	5
RGIO – Western Region Technical Support	21	Bureau UNIX Technical Support	13
RGIO – Western Region Telecomm	30	Symantec Endpoint Protection	9
Senior Lotus Notes Email	139	Professional Pages	7
Remedy Application Support	15		