Client Services Support Efficiences:

Capstone Presentation

Code – I
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Overview:

- Duties and Accomplishments
- Efficiency Opportunities

  - Trouble Ticket Detail

  - MTBF

  - Asset Inventory

Duties

- Service Desk Manager - Appropriately create, document/update progress, update status, convert and close Incidents and Change Orders.
- Customer Service - Interface with end users being supported in day-to-day support role providing resolutions to end users reported problems.
- Lifecycle - Imaging computers, install applications, install printers, backup and restore end user profiles.
- Printers - Identify source of printer failure and complete minor repairs including removing paper jams.

Accomplishments

- Imaged over 140 laptops
- Updated Imaging Instructions
- Prepared 34 PCs and 66 Laptops for recycle
- Closed over 50 Incident Tickets and Change Orders

Trouble Ticket Efficiency

- Detail and Information!

- Requiring data such as problem/assets location would improve efficiency.

Examples:

CH682260 Change Order Detail

⌃ Summary Information

Order Summary

need waster toner for color printer

Order Description

need waster toner for color printer

Schedule Start Date

Where are you?

IN1907008 Incident Detail

Reported By	Assignee	Group
~~[redacted]~~		**Client Services Support Group**
POC Phone	End User Phone	End User Location
+1-757-631-3911	+1-757-631-3911	NEXCOM HQ Virginia Beach Admin Bldg Main
Reporting Method	PCI	On Call
SDM	No	No
Urgency	Impact	Major Incident
	None	No
Problem	Symptom	Resolution Code
Call Back Date/Time	Change	Caused by Change Order
External Work Order Number	External Work Order Open Date	Customer ORPOS Reboot

︿ Summary Information

Summary	Tota
HI I just moved desks in the office. Can you please attach ...	00:

Description

HI I just moved desks in the office. Can you please attach my docking station to my new spot so I'm not working off the WIFI?

Where at? What is it on?

IN1916192 Incident Detail

⌄ Detail

Reported By	Assignee	Group
▬▬▬▬▬▬	Mcfarland, Kevin M	Client Services Support Group
POC Phone	End User Phone	End User Location
7578197339	+1-757-819-7339	Norfolk Admin Bldg CD-1
Reporting Method	PCI	On Call
Phone Call	No	No
Urgency	Impact	Major Incident
	None	No
Problem	Symptom	Resolution Code
Call Back Date/Time	Change	Caused by Change Order
External Work Order Number	External Work Order Open Date	Customer ORPOS Reboot

⌄ Summary Information

Summary

CAC reader not functioning

Description

Users CAC reader is unresponsive, CAC is in reader but card is not being read.

MTBF/R

Mean Time Between Failures (MTBF) is a measure of reliability for IT assets. It calculates the average period between two breakdowns.

To calculate MTBF:

Take the total uptime the equipment operates.

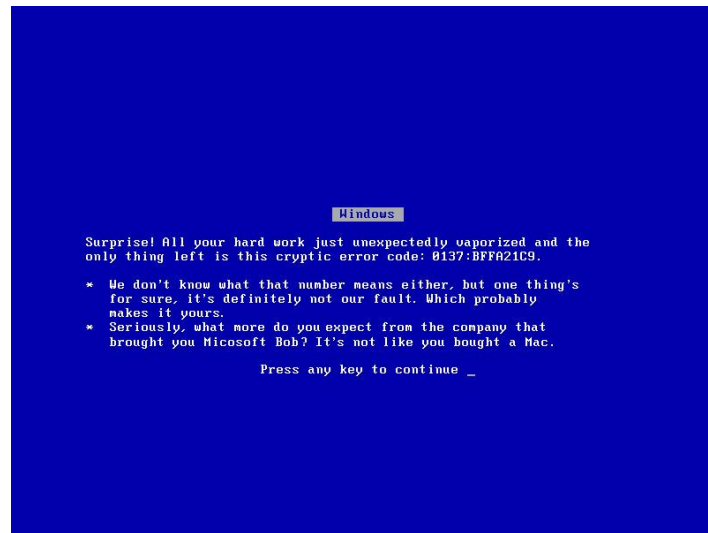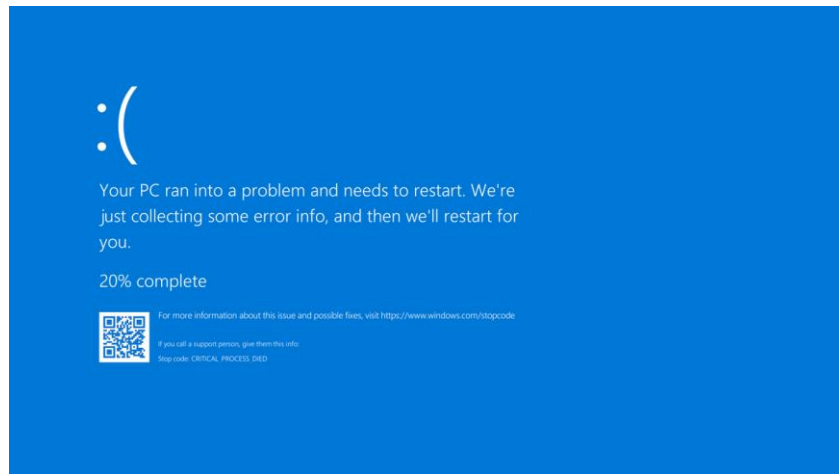Divide this by the number of times the asset fails during the same period.

MTBF = Total uptime / Number of breakdowns.

MTBF/R - Efficiency Opportunities

- Gauging asset reliability
- Optimizing maintenance programs
- Providing a baseline for preventive maintenance schedules
- Identifying low-reliability systems for proactive planning
- Minimizing downtime

Asset Inventory

Benefits:

- Properly inventoried allows for a high level view.
- Understand the condition of each asset
- Track entire lifecycle of IT assets
- Eliminate ghost and zombie assets
- Know when to upgrade obsolete assets
- Prevents shadow IT practices
- Establish clear governance policies
- Helps Manage the end user experience
- Account for and minimize lost hardware

THANK YOU