



Volume 11

Greetings from The Enterprise Service Desk

Good Afternoon,

NASA's new Enterprise Service Desk (ESD) continues to mature and adapt its strategies to meet demand, while striving to provide Unparalleled Service. Now, after a few months of service and 42,000 help tickets under its belt, the new service desk is already showing improvement - much of which is due to a maturing workforce of call agents and proactive changes/management of operational approaches.

In preparation for the Wave 2 transition on 1/3/12, the ESD increased staffing to meet the anticipated call volumes and implemented strategies that would make more agents available during hours/days that have proven to be highest volume (e.g., Monday and Tuesday mornings). That, coupled with the experience gained since the Wave 1 transition on 11/1/11, has played a key role in shortening wait times for customers and providing accurate assistance.

In December, we implemented phone upgrades that have had a positive effect. The upgrade increased our capacity and has allowed us to better manage our call volume. We also added music to the wait time for the caller! It may seem like a small detail, but several users were hearing silence and mistaking being placed on hold for their call being dropped by the agent. Soon we will provide a "wait time" and "place in queue" feature that will inform callers on hold as to how long their expected wait time will be. Already our Interactive Voice Response (IVR) recording is ensuring callers that they can visit <https://esd.nasa.gov> to report a help ticket. These efforts appear to be paying off, as evidenced by an increase from 10% of tickets created at Tier 0 during Wave 1 to 15% of tickets created at Tier 0 during Wave 2.

Since "Go Live," the ESD has resolved 60% of help tickets without elevating to the I3P providers. NASA employees are gaining familiarity with the new Web site and over 100 help tickets are being submitted through that mechanism daily. The daily average speed to answer continues to show improvement week over week. When cases are elevated, they are sent to the appropriate organization for resolution. Customer Satisfaction surveys continue to average in the upper 90%. More services are becoming available in the online catalog every week and the library of knowledge articles continues to grow. Today, a multitude of NASA Integrated Communications Services (NICS) services for ARC were released into production, bringing the total services count for NICS to 42 and ACES to 28.

The ESD is working on new system enhancements (ESD 1.2) that will greatly assist end users and order approvers with the ordering process and statusing requests. We are building interfaces

with the I3P providers that will also improve the system's ability to provide a status on an order or help ticket. On Jan 31, 2012, a new interface was moved into production that allows exchange of information between ACES and ESD on service requests. This will allow the system to provide better updates of status and share work log notes with customers in a more expeditious and real-time manner.

We have implemented a *Voice of the Customer* mailbox on the ESD home page that allows users to report their experience to project management and to let us know if we are meeting expectations. These improvements are being developed at the same time that we prepare for the next major transition on 3/1/12 (ARC, JSC, and LaRC). To further ensure appropriate management of call volume, additional resources are being hired to help ensure a smooth transition as we bring on Wave 3 Centers.

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