



Measure to Motivate



Key Areas of Focus

- Improve processes using ITIL best practices
- 1st Contact Resolution
- Mean Time to Resolve (MTTR)
- Customer Satisfaction



Service Desk

- Hours of Operations 7:00 a.m. – 6:00 p.m.
- Technical Support for TECO Energy companies....
Tampa Electric Company, Peoples Gas, and TECO Coal
- Trending
- Customer Survey
- Knowledge Base
- Password resets
- Blackberry Support
- Remote Support

Customer Focus Group Process

August 2007

- Developed questions
- Developed exit survey
- Scheduled focus groups - participants and logistics
- Conducted focus group sessions
- De-briefed with focus group team
- Notes review
- Final presentation and formal report
- Developed action plans to address feedback



What our Business Partners want?

- Ownership
 - Not enough accountability, it's about closing the ticket not solving the problem
 - Take ownership of the issue until it's resolved or cleanly handed off
- Seamless handoffs
 - Tickets are lost once transferred from Service Desk
 - Tickets are mis-assigned
 - It's the 2nd Level that's the issue
- Confirm Resolution
 - Customer wants final say when a ticket has been resolved
 - Sometimes tickets are closed, when the problem hasn't been fixed

What our Business Partners said about Service Desk Technical and Customer Service Skills

- If certain analysts answer the phone, the customer hangs up
- Listen to the problem before transferring the call
- Too much script reading



Call Review

Highlights and Strengths

Dave Montgomery @ Big Bend
3/7/2008 2:47:41.2 PM

3rd Call

- I thought you were very helpful. Reset both passwords and then transferred the customer. You demonstrated excellent patience, and you took something you were uncertain about and resolved the issue on 1st Contact!

Opportunities

3rd Call

- You were a bit uncertain when the call was about something you didn't understand. This is perfectly normal. Try to keep the uncertainty from the customer. They view you as the expert.
- Be sure to ask for permission when you put a customer on hold.
- I could not find a ticket for this call.



Analyst Performance

Analyst	Logged In	Good Phone	Not Ready	Inc. Opened	Inc. Closed, Opened by Analyst	Closed 1st Contact	1st Contact Resolution	Req. Opened	Ratio of Tickets to Calls	Calls Pre	Calls Ans	% Answered	NP Hours
Analyst 1	118:43:07	83.82%	9.63%	223	220	129	58.64%	151	102.20%	381	363	95.28%	48:00:00
Analyst 2	62:56:56	32.67%	17.22%	86	85	56	65.88%	42	115.45%	113	110	97.35%	16:30:00
Analyst 3	115:56:06	69.61%	8.74%	241	245	218	88.98%	57	88.30%	350	342	97.71%	24:00:00
Analyst 4	28:24:06	15.51%	5.50%	113	119	64	53.78%	38	167.02%	97	94	96.91%	3:00:00
Analyst 5	134:37:57	83.78%	15.37%	355	360	217	60.28%	70	195.45%	226	220	97.35%	40:00:00
Analyst 6	0:00:00	0.00%			13	1			3.76%	355	346	97.46%	0:00:00
Analyst 7	143:25:54	69.69%	14.49%	405	408	268	65.69%	90	127.37%	399	391	97.99%	0:00:00
Analyst 8	116:39:44	76.21%	19.65%	166	168	123	73.21%	14	75.52%	256	241	94.14%	53:00:00
Analyst 9	140:33:11	79.72%	9.25%	177	179	123	68.72%	53	70.30%	340	330	97.06%	16:00:00
Analyst 10	71:16:55	40.12%	14.44%	100	104	70	67.31%	61	85.94%	208	192	92.31%	24:00:00
	176:00:00			1866	1901	1269	66.75%	576		2725	2629	96.48%	

% Calls to Ticket 89.61%



Agenda for Friday Operations Mtg.

- Review Action Items from Previous Week
- Dashboard Metrics
 - Abandoned calls (Awareness)
 - MTTR
 - 1st Contact Resolution
 - Customer Satisfaction
- Review Customer Survey comments
- Review & Analyze incidents on deadline alert
- Incidents reassigned more than 3 times
- Review & Analyze reopened tickets
- Review & Analyze tickets that have been reprioritize
- Review of Candidates for Problem Management
- Security Update
- Asset Management Update
- IS Update
- Infra Update
- BCS Update



What our Business Partners said about business knowledge of Service Desk

- Service Desk not knowledgeable of critical business units
- Field visits to the business units would help understand the business
- Need to ask the right questions for better resolution of application
- Training with Service Desk when new application is being pushed out
- Order taker, not a problem solver

Customer of the Month Schedule

	Jan	Feb	Mar	Apr	May	June
Customer/Subject		Company Update	Regulatory	Corporate Services	Energy Delivery	Energy Supply
Applications				Learning Mgmt SAP Changelt	GIS	Comm Central
Service Desk training requests w/IS			Point Sec VPN/Citrix		OCE Control Apps VMWare	Sharepoint
IS @ Huddle Meetings				4/16 - Eviewer		
Coordination Meeting with IS Mgr				4/14/08 - 2:00 p.m. w/JT & LH	5/5/08 - 2:00 p.m. w/KM & LH	
Breakfast-N-Learn		John Ramil	Denise Jordan/Rate Case	Human Resource & Wellness	GIS	SCR Update
Date		02/28/2008	03/18/2008	04/10/2008	05/08/2008	06/12/2008
Confirmed		y	y	y		
Schedule room		y	y	y	y	y
GW note		y	y	y		
Intro		Karen M	Brad K.	Brad K.	Jeff T.	Kevin M.
Ordered food		y	y	y		



- **What our Business Partners said concerning ticket handling**

- Assignment groups/categories are not clear in Service Center which cause numerous mis-assigned tickets
- Phone tree is lengthy
- Need proper documentation in tickets to help with resolution
- 4help is very helpful for simple requests
- Need alternate phone number (cell phone)
- Prioritization process is poor and lacks an understanding of the business
- “It’s not on the ticket” is something I hear that drives me crazy – I’ve called the Service Desk and the support person comes to fix it and they can’t
- Service Desk gives me their understanding of the problem and it’s accurate
- Service Desk does not read the 4help email and use it to document accurately

Ticket Review

2008 Incident Audit Criteria and Scoring

Cay Robertson's Group: Service Desk	IM117085	IM116967	IM119089	IM117293	IM118157	IM118995	IM117985	IM117379	IM117444	IM117945
Criteria										
Problem Statement	1	1	1	1	1	1	1	1	1	1
Correct Categorization	1	1	1	1	1	0	1	1	1	1
Correct Priority	1	1	1	1	1	1	1	1	1	1
Correct Assignment Group	1	1	1	1	1	1	1	1	1	1
Correct Analyst Assignment	1	1	1	1	1	1	0	1	1	1
Affected Asset	0	1	0	1	1	0	1	1	1	1
Correct Cause Code	0	0	0	0	0	0	0	0	0	0
Candidate for Knowledge Base Properly Selectd	1	1	0	1	1	0	1	1	1	0
Clear, Concise, Action-Oriented Resolution	1	1	1	1	1	1	1	1	1	1
Less than Three Reassignments	1	1	1	1	1	1	1	1	1	1
Complete Customer Contact Information	1	1	1	1	1	1	1	1	1	1
Score	9	10	8	10	10	7	9	10	10	9

Maximum Score 110

Score 92

Group Average 9.2

Percentage 83.64%

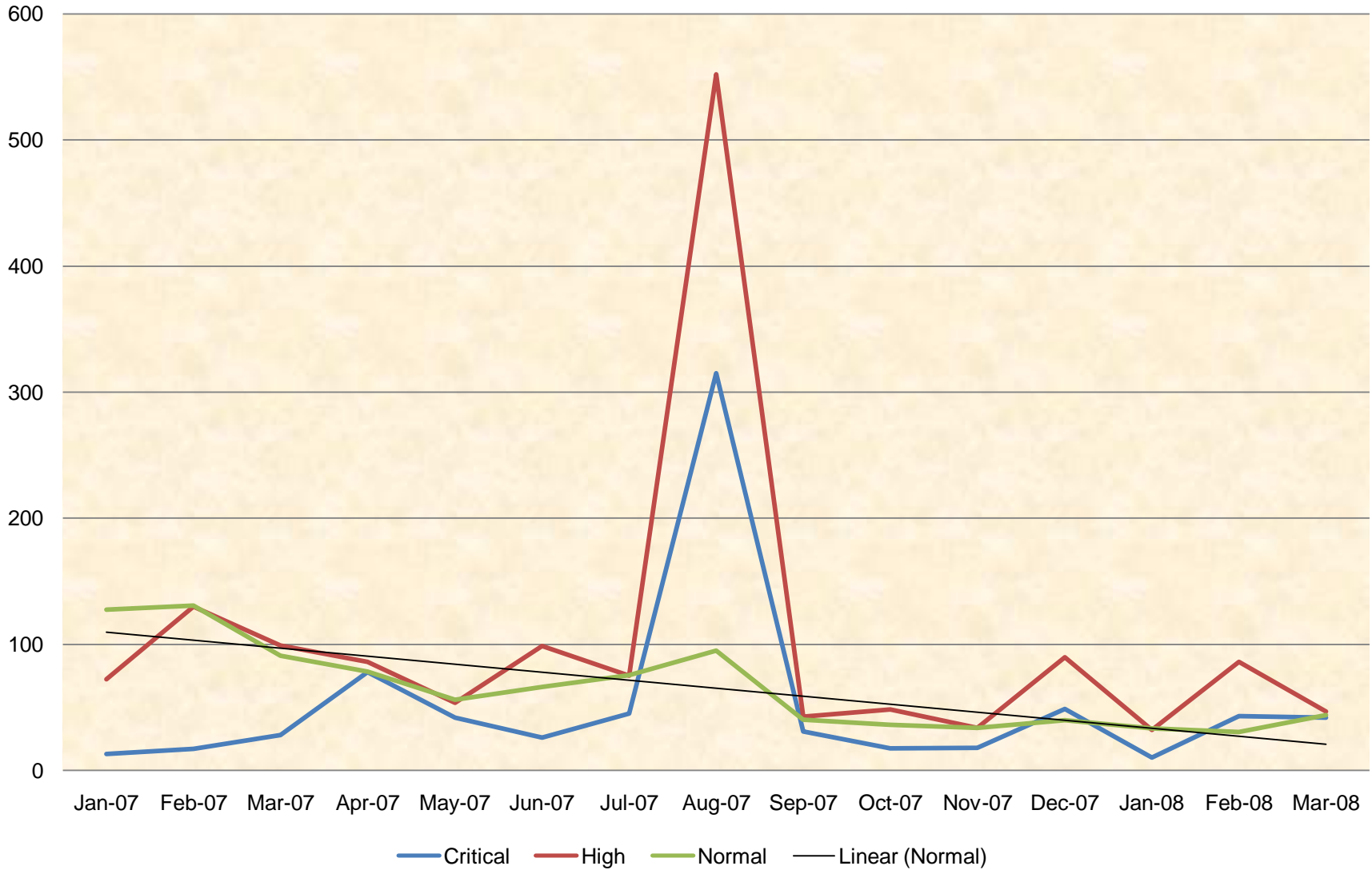


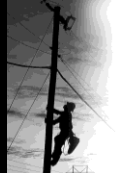
What our Business Partners said about accessibility and resolution

- Answer phone Promptly
- Would like Service Desk to stay on the phone until issue is resolved – 1st contact resolution
- Walk you through the problem instead of hanging up & having someone contact you back (frustrating)

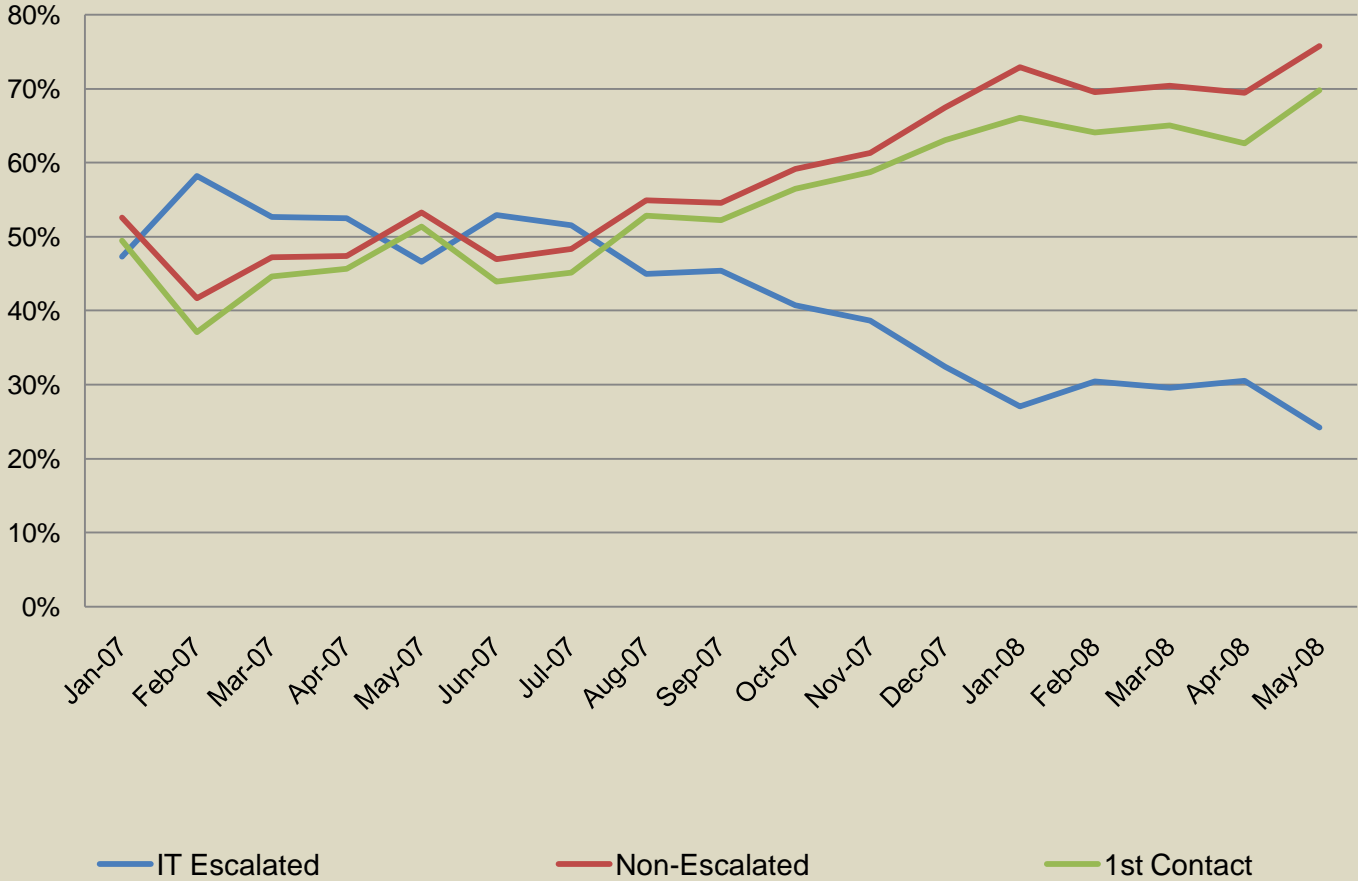


MTT Resolve

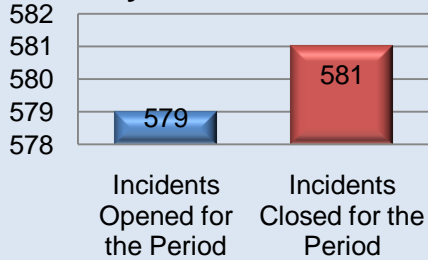




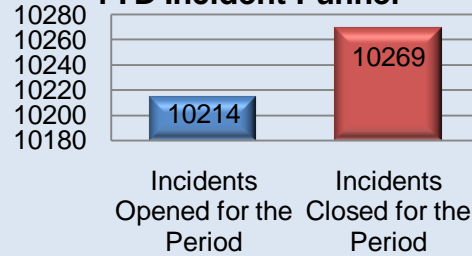
1st Contact Resolution



Weekly Incident Funnel



YTD Incident Funnel



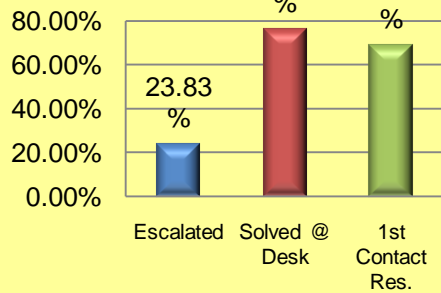
Weekly Abandon

- Positive: 6.23%
- Negative: 1.04 %

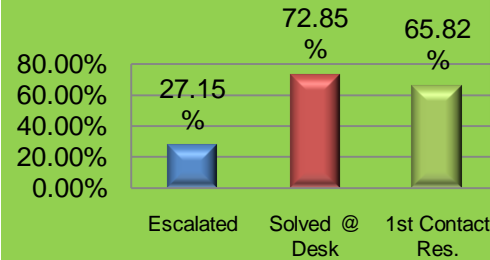
YTD Abandon

- Positive: 8.36%
- Negative: 2.06%

Weekly 1st Contact Resolution



YTD 1st Contact Resolution



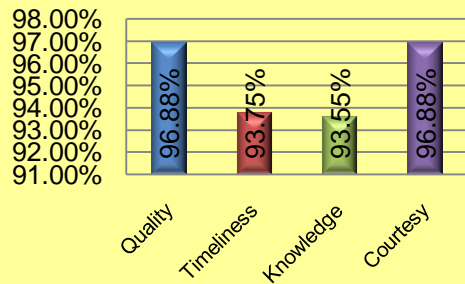
Weekly Speed of Answer

- 26 Seconds

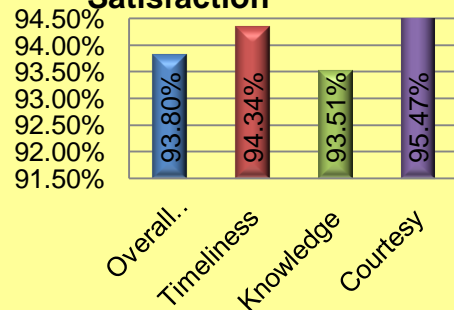
YTD Speed of Answer

- 30 seconds

Weekly Customer Sat



YTD Customer Satisfaction



1st Contact Trend

