

Incident Tickets

The Incident Management Process used within NMCI ensures incidents are properly evaluated, handled, and/or routed to the appropriate group for final resolution. Incident management is a reactive process that begins with the reporting of an incident and ends when the incident is technically resolved and the incident marked as closed, or responsibility is transferred to Problem Management for further action. All incidents are entered and tracked in Remedy, from beginning through resolution.

All problem calls from customer end-users are initially received by the Level 1 Help Desk, regardless of the support request. Responsibilities include end-user verification, ticket origination, call routing, call escalation, and initial troubleshooting steps that focus on resolving end-user issues.

The Help Desk is responsible for monitoring the resolution process of all registered incidents, and becomes the owner of those incidents. When the Help Desk cannot immediately resolve an issue, it is transferred to a specialist group. The Level 2 support group typically uses resources such as application and network subject matter experts (SMEs) who possess specialized expertise to resolve the problem.

To restore service to the customer with minimal disruption to their work, a resolution or workaround is established as quickly as possible. After resolution of the incident and restoration of the agreed service, the incident is closed.

Change Tickets

Change tickets record a range of requests, including user administration, relocation or reallocation of assets, and software requests. Services include move, add, or change (MAC) requests for hardware and software products, and management of security and access authorization requests. These requests are currently received through one of the three existing entrances points to the Help Desk—telephone, e-mail, or fax. A fourth option will be rolled out to allow requests to be generated online.

A User Requested MAC is a request to move or change a Data seat, Voice seat, or Video seat belonging to an NMCI user account or NMCI asset.

Physical

A user -requested and approved physical movement of an NMCI-supported asset is called a physical MAC. It includes the de-installation, move, and reinstallation of hardware not associated with provisioning. Included in this MAC will be the assets associated with the seat (e.g., central processing unit, monitor, peripherals, local/non-network printer, etc.), as well as the administrative changes (e.g., printer mapping, application mapping, user profiles) associated with movement of the asset.

Logical

A logical MAC is a user-requested and approved addition, deletion, or change to an NMCI-supported asset that does not require the physical movement of the asset. It includes additions, deletions, (e.g., printer mapping, application mapping), or changes (e.g., administrative changes to user profiles) that are not associated with provisioning.

Community of Interest (COI)

A Community of Interest (COI) MAC is a user-requested and approved addition, deletion, or change to a user account not associated with provisioning. A single COI MAC may consist of multiple additions or deletions to the user account per event.

For Embarkable NMCI seats, the ISF will be notified of the initial movement of a seat, and one MAC will be charged per seat during the program year of that initial transition. Trained Department of Navy (DoN) Information Technology (IT) personnel will be granted system administrator rights to perform all functions required to operate and maintain that seat in an embarked environment.

Upon return to the NMCI environment, the ISF will automatically scan the returning seat to ensure full NMCI compatibility and provide required configuration updates. The ISF will provide an explanation to the user/unit IT representative if the scan is unable to restore the seat to full compatibility with NMCI.

Hardware-related requests are routed to the appropriate group, including hardware service providers and field support technicians, or Base Operations.

Queue Management

The ISF provides a toll-free Help Desk assistance for end-user problem reporting. The call-in number is 1-866-THE-NMCI, or a user can fax in a problem or question to 1-877-FAX-NMCI. If users prefer to report the problem via e-mail, they can send their request to the Norfolk Help Desk (helpdesk_nrfk@nmci-isf.com), if they are located east of the Mississippi River; or to the San Diego Help Desk (helpdesk_sdni@nmci-isf.com), if they are located east of the Mississippi River.

The toll-free number is unique for the NMCI customer. Each call is distributed by the Avaya Automated Call Distribution (ACD) System to a qualified Help Desk agent, who is responsible for the call from receipt through resolution.

The ACD system will treat phone, fax and e-mail media as incoming requests and will identify the most available agent, either at the Norfolk or San Diego Help Desk, to route the request to. The ACD system will support customer-specific greetings and menu options that allow for skill-based routing. This means that based on the user's selection of prompts, calls will be routed to the agent most skilled to resolve the problem.

Intelligent overflow between call centers means that calls will be moved from one site to another by comparing and assessing call waiting times and resource levels. While this allows for the quickest response to the customer, they may choose at any time to leave a voice mail message for

the Help Desk. Agents will access these messages as quickly as possible as part of their workflow and will provided assistance back to the customer.

The telephone system has also been configured to allow for conditional routing (i.e., moving all calls from one center to another), based on real-time working conditions, as in the case of emergencies, to ensure business continuity.

The ACD system will maintain statistics about the calls in queue, including items such as the number of calls in the queue, the longest call waiting time, average speed to answer, etc., and will post these figures on telecasters (wall displays) for Help Desk analysts and supervisors to view. This data will also be collected to assess the ISF ability to meet the Help Desk service level agreement on a monthly basis.

Ticket Documentation

A problem ticket is created in Remedy for each request for service. Ticket coding and documentation ensures that the event is coded correctly for activity and performance reporting and that it correctly records the problem as well as the steps taken to resolve the problem.

Training and the NMCI Knowledge Base are the Help Desk agent's primary resources to ensure each problem ticket conforms to the documented standards for each type of problem. Coding for the most frequent problems is readily available, and is accompanied by text that documents exceptions and when the exceptions should be used instead. Seven major categories of ticket coding procedures are displayed for quick reference:

- Legacy Application
- Connectivity
- Client hardware
- Password Reset
- Printer
- Client Software
- Administration and Information

Checklists ensure that problem-specific information is gathered and documented correctly in the problem ticket. Procedure checklists are associated with specific ticket coding, and are populated to the work log, when that coding is selected. Required fact-finding and troubleshooting steps are documented, and updated as the agent works the issue. The documentation and use of these required steps ensures a consistent solution and accurate documentation across the enterprise.