



Delivering Quality When You Are Understaffed

Bv: Evelyn Milani – President, InfoSYS Inc. | July 2006

For at least the past twenty years, corporate America has been charged with “doing more with less”. Faster, better service in the most cost-effective manner. Companies look to increase shareholder value through running efficiently. How does a technical support center provide the highest level of service in this environment? An article in CIO Magazine cites feedback from the “Best Practice Exchange” with the following ideas:

User, help thyself. "Put together a sample group of affected users, help desk technicians and project team members to brainstorm a sizable list of FAQs, and post the results on the help desk website as part of the launch communication," suggests Robert Urwiler, CIO of Macromedia. "And strongly encourage the use of online knowledge bases and self-service ticket management capabilities."

Keep it simple. "Make sure your online knowledge base is simple and easy to use by focusing on the 10 percent of problems that account for 40 percent of the calls," says Hank Zupnick, CIO of GE Real Estate. "A too complex online knowledge base just brings users back to the telephone hotline."

Work those metrics. "Make sure you've got very clear metrics around average handle time and average speed-to-answer, and train your team to use these metrics effectively," advises Bill Wray, CIO of Citizens Financial Group. "You'll get more calls handled by the same number of people, even those you already assumed were productive."

Go into triage mode. Ensure ahead of

time that your help desk reps can recognize the difference between a low-priority and high-priority issue, and deal with the former quickly by opening a ticket and getting off the phone, says Urwiler. "Too many times, help desk techs do not discriminate the way they should during spikes, and the truly needy wind up waiting in queue excessively."

Bring on the superusers. Enlist some great business users early on in the project, and train them alongside the help desk, suggests James Emanuelson, VP and CIO of Land O'Lakes Farmland Feed. "They can help with the surge of calls for weeks after implementations at their respective sites," he says. "Not only will this help you deal with the call surge, but it can also build a team environment between IS and the business at another level in the organization."

Show your support. Good morale boosts help-desk productivity. "We never spend enough time with our teams, and this is the perfect opportunity for the CIO to spend some quality time in the area, showing his support for the help desk," suggests Roger Coville, CIO of Abercrombie & Fitch. "Or have the VP from the supported business area come by and talk about how important the help desk is to her success. Most people leave a little in the tank each day, but help desk crunch time is when the staff needs to go home on empty." Showing how much you value your team will go a long way.

July 2006 Issue

Feature Article

President's Message

Meeting Information

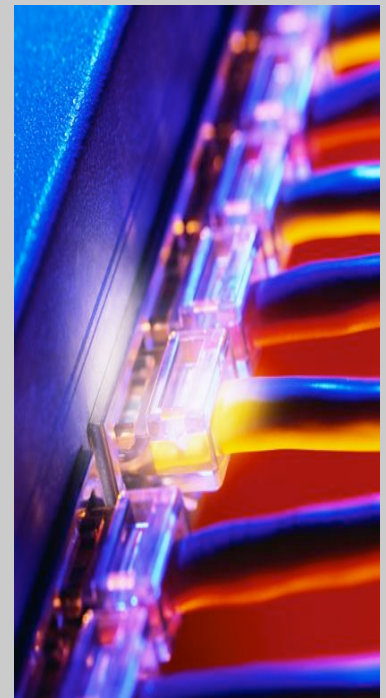
Guest Speaker –

**Mr. Ron Muns, Founder and CEO
of the National HDI**

This month's Sponsor:

Sponsor

**AVANTE Solutions
Inc.**





President's Message

A Message from the President

Oscar Gomez – Help Desk Manager-Raging Wire

No Excuses...

In March, the Sacramento Chapter of HDI welcomed nationally known author and speaker Jay Rifenbary to speak at our chapter meeting. We were inspired by Jay's book "No Excuses" and were riveted by his presentation.

It's funny how we get life lessons when they are so applicable. The plan was for me to pick Jay up at the Airport and have lunch with him. Other board members were to meet Jay and I before the meeting. Everything is fine so far as I pick up Jay and we head off to the restaurant where we agreed to meet for lunch.

As I pull in to the restaurant parking lot, I was in shock as I looked in disbelief at a boarded up restaurant, charred from a recent fire with chains on the door.

As we step out of my truck, Jay was laughing uncontrollably. He was not laughing because of the burned down restaurant, he was laughing because of my panicked state.

Jay then began to explain the difference between an excuse and a reason.

Jay pointed at the restaurant and said "This is a reason why we cannot eat here, this is not an excuse." As I feverishly worked to get a hold of someone to point us to another restaurant, Jay continued pounding me with fundamentals of his book. How cool was that?

Remember the next time when something or someone gives you an excuse or a reason. There is a big difference between the two.

One can make you a person who lives on excuses whenever something goes wrong, the other will look for a different type of solution so an excuse is not required.

Make "No Excuses" to visit our next meeting, as Sac HDI welcomes HDI Founder and CEO Ron Muns to Sacramento.

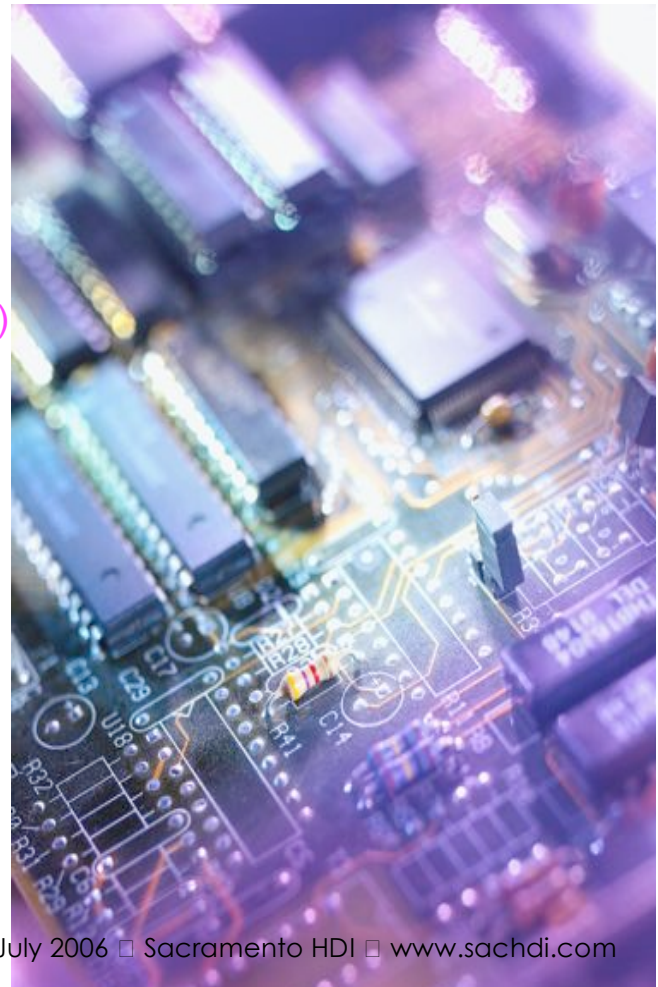
Oscar Gomez
Help Desk Manager

July Meeting Information RON MUNS PRESENTS: CSI – Customer Service Index "Poor Customer Service Can Be Murder" We hope to see you there!

Date: July 20, 2006
Time: 2:15pm - 5:00pm (program begins at 3:00pm)
Cost: none!

Location:
Blue Shield of California
4203 Town Center Blvd
El Dorado Hills, CA 95763
(Just off Hwy 50 @ Latrobe Road)

Directions: From Hwy 50 (from Sacramento),
take the Latrobe Road exit.
Turn right on Latrobe Road.
Turn right on Town Center Blvd.



Agenda for July's Meeting

2:15-3:00pm Meet and Greet (Join the chapter officers, members, and guests for this informal networking opportunity)

3:00pm-3:15pm Guest Speaker: Feedback from the staff-Technical Analyst discussing "What it takes to keep good people on the Help Desk".

3:00-4:45pm Guest Speaker: Ron Muns
Ron is a wealth of knowledge on the subject of managing a high-impact technical support center. His experience and thoughts will give insight to maximizing your customer's satisfaction.

4:45pm Door Prize drawing

Guest Speaker-**RON MUNS**

CEO/FOUNDER

NATIONAL HELP DESK INSTITUTE

Ron Muns is an international leader in help desks/customer support industry and is frequently quoted on key issues and concerns.

He is credited with having a significant global impact on the professionalism of the help desk/customer services industry.

Ron has more than 25 years of experience as the founder of HDI, as a software engineer, as creator of several successful commercial software products, as a "Big Six" consultant, and as an IT strategist.

Ron is a Certified Public Accountant, Certified Information Systems Auditor, and holds a Certificate in Data Processing. He has a Bachelors Degree in Business Statistics from the University of Texas at Austin.

WELCOME RON!

JULY SPONSOR-



Avante Solutions, Inc.

Avante is a recognized leader in delivering Help Desk solutions; our customers' are some of North America's most well known organizations. Avante has won awards from the manufacturer of HEAT and IT Service Management (Frontrange Solutions) in 2000 through 2005 and is one of only six companies in the Americas to sit on the Frontrange Channel Partner Advisory Council. Services include Issue Classification, ITIL Best Practices, and all application deployment- Project Management, consulting, training, and technical.

Contact: Kimberly Cromwell, Regional Manager Toll Free: 877-48-AVANTE (482-8268)
kcromwell@avantesolutions.com