ANNUAL ASSESSMENT REPORT
AND
STRATEGIC PLANNING UPDATE
Year: 2004

Area or Unit Name: INFORMATION TECHNOLOGY HELP CENTRAL
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Section 1. Goals and Accomplishments

Goal 1: Customer Service: Become an efficient and effective, single point of contact (“on-ramp”) for IT services and support for students, faculty, and staff.
- IT Help Central makes CD’s available with updated patches, OS service packs, and hot fixes.
- Computing recommendations provided to the TTU Community significantly increased.
- IT Help Central’s first call resolution increased more than 20% since the previous year.

Goal 2: Executive Support: Provide premier executive computing support.
- A comprehensive list of Texas Tech University executives and their support staff has been created and is being maintained.
- Weekly reporting system for executive requests has been established.

Goal 3: Provide support solutions and transfer of knowledge to the University computing community
- Web usage system in place and gathering data.
- Completed Macintosh OS 9 training for all Desktop Services staff.
- IT Help Central preformed a thorough review and modification of knowledge base entries.

Goal 4: Quality Assurance: Provide quality assurance for IT Help Central services provided to the TTU community
- Quality Assurance system and staff in place and operational.
- IT Help Central established procedures to monitor computing purchase bundles and recommend modifications.

Goal 5: Personnel: Recruit and retain high-caliber IT personnel.
- Strategies outlined in strategic plan were utilized to recruit and retain high-caliber IT personnel.
- Student turnover was significantly reduced.
Section 2. Universal Quantitative Data

There are no Universal Quantitative Data for this area/unit.
INFORMATION TECHNOLOGY HELP CENTRAL

Area/Unit Specific Information

Section 3a. Quantitative Information

There is No Area Specific Data in Calendar Year Section.
There is No Area Specific Data in Fall Section.
## Customer Service Call Statistics

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<tbody>
<tr>
<td>Frontline Call Volume</td>
<td></td>
<td></td>
<td></td>
<td>27835</td>
<td>43725</td>
<td>56638</td>
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<tr>
<td>Total Call Volume</td>
<td></td>
<td></td>
<td></td>
<td>137631</td>
<td>222248</td>
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<tr>
<td>Calls Abandoned</td>
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<td></td>
<td></td>
<td>891</td>
<td>2525</td>
<td>3555</td>
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<tr>
<td>Avg. Abandoned Time (in seconds)</td>
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<td></td>
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<td>40</td>
<td>41</td>
<td>59</td>
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<tr>
<td>Avg. Answer Time (in seconds)</td>
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<td></td>
<td></td>
<td>20</td>
<td>26</td>
<td>29</td>
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<tr>
<td>Percent Abandoned</td>
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<td></td>
<td>3.2 %</td>
<td>5.8 %</td>
<td>6.3 %</td>
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## Customer Requests

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<tr>
<td>Computing Recommendations</td>
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<td>12</td>
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<tr>
<td>Total Request Volume</td>
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<td>24126</td>
<td>34511</td>
<td>42833</td>
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<tr>
<td>Total 1st Call Resolutions</td>
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<td></td>
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<td>9813</td>
<td>15968</td>
<td>28652</td>
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<tr>
<td>1st Call Resolution (percentage)</td>
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<td></td>
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<td>40.7 %</td>
<td>46.3 %</td>
<td>66.9 %</td>
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<tr>
<td>Desktop Requests</td>
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<td></td>
<td></td>
<td>2169</td>
<td>3201</td>
<td>3234</td>
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## Personnel

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<tbody>
<tr>
<td>Student Turnover (Other than leaving school)</td>
<td></td>
<td></td>
<td></td>
<td>51 %</td>
<td>50 %</td>
<td>44 %</td>
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<tr>
<td>Staff Turnover</td>
<td></td>
<td></td>
<td></td>
<td>17 %</td>
<td>6 %</td>
<td>18 %</td>
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Section 3b. Qualitative Information.

- IT Help Central continues to dedicate itself to informing the university community of current computer viruses and vulnerabilities. Our website is continually updated with virus, worm, email hoax, security patch information, as well as virus removal tools. Announcements raise awareness regarding safe computing practices. We provided support of multiple major worm attacks during FY04.
- Customer satisfaction survey allows prompt response to customer feedback.
- IT Help Central created instructions, notifications, and supports new email spam filtering capabilities of TechMail system.
- With the TechMail Exchange upgrade, IT Help Central now promotes and supports SIP Instant Messaging services.
- IT Help Central's patch and hot fix CD promotes the TTU IT Division's Safe Computing Campaign and allows customers to secure systems offline.
- To increase security, IT Help Central now slipstreams new patches and service packs into software available for download through the Microsoft Campus Agreement.
- IT Help Central participates in the TTU Information Technology Division's Safe Computing Practices Committee and Campaign.
- IT Help Central continues to migrate supported departments to the TTU domain to provide a consistent support environment.
- Our Knowledge Base Clean Up project increased accuracy, efficiency, and reduced redundancy to improve our customer service and first call resolution rate.
Section 4. Strategic Planning Update.

**There is no strategic plan update for the current year.**

Commentary:

**There is no commentary for the current year.**

Implementation Plan:

**There is no implementation plan for the current year.**