Innovations at the Service Desk

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Assumptions / requirements

• Users do or support cutting-edge research
• User needs vary
• User “tech savvy” varies
• User urgency varies

Goal: Maximize user time spent on cutting-edge research
“Service is a technology”
IQSS Research Technology Services

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“Good algorithms are important”
Concepts from computer science

- Algorithm selection
- Network routing
- Distributed / parallel systems
- Queuing theory
- Optimization
“Distributed resources can reduce latency”
Shortest path
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Shortest path
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Shortest path
“Efficient routing algorithms can reduce latency”
Request ticket triaging

• Triage new tickets immediately
  • “10 minute response time”
• Keys to getting tickets in the right queues the first time
  • Define functional boundaries
  • Educate staff on range of technologies
  • Identify individual skills sets for common platforms
• Identify urgent tickets, prioritize
• Consistent execution
“Tiered support model”
IQSS Research Technology Services Model

- Research Technology Services
  - Lab Services
  - User Services
  - Research Technology Consulting
    - Infrastructure Operations
      - Infrastructure Development
      - Product Development

Tier 1
Tier 2
Tier 3

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“Managing the user request life cycle”
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- "modern IT married with modern behavioral science" - Gary King, 2013
- Automated staff prompting
  - Tuned to the queue
- User feedback
  - 7000+ request tickets in past 18 months, 0 dissatisfied
“Service with a smile”
“Service with a smile”