

Transition and Modernization of Workforce and Business Orientation for the Service Desk and Field Services

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In other words



- [How Everything I Know about IT I Learned from Star Trek](#)

Star Trek vs. TNG

- "Helpless Desk"
- Long hold times, high abandon rate
- "Good employees" put on projects, taken off of phones
- Answering phones was only for the lowest form of life
- No monitoring
- No customer collaboration
- People in wrong positions
- Reboot and call back



The Captain changes the culture

Original Star Trek vs. The Next Generation

- Measuring what we do
- Focusing on Customer Service
- Introducing Change
- Focusing on Learning the business
- Hiring and Developing and Rewarding

Important

- Customer Service skills are more important than technical skills
- The customer is always right even when they're not



Get ready to seek out new worlds

- Measured where we were
- Set goals
- Set standards
- Focused on specific areas, one thing at a time
- Made it fun



What we measure

- Customer Satisfaction
- Abandon Rate
- Number of Calls Team – Individual
- Queue Time (HOLD time)
- Tickets Logged
- Balanced Score Card
- And many more

Tools

- CSI Customer Service Index
- Electronic Boards
- Sharepoint – wikis
- Wireless headsets
- Instant Messaging
- After hours phone service
- Smart Phones
- HDI Salary and Support



Set your phasers on stun

- Introduced ideas gradually to the staff
- Rewarded not punished
- Involved HR
- Got buy-in from above
- Set the bar and then made it higher
- Gave feedback
- Learned from other data centers
- Had the team give tours of us



Learning the Business

- Developed a sense of pride in the business
- Sent staff to customer's training
- Learned and still learning the applications
- Developed relationships with key users
- Meet regularly with customers



Infinite Diversity in Infinite Combinations (IDIC)

- Hire skill sets and personality, not robots
- Hire your future boss
- Try people in new roles
- Cross train (everyone should be able to wear a red shirt)
- Develop people, care about your people
- Join projects, volunteer resources



Learning from different worlds

- Local interest groups
- Certifications
- College
- Creating knowledgebase articles
- LinkedIn
- Webinars



Reward Program

- Loaned to another area of interest
- HDI analyst or Field Services award
- Made up awards to fit needs
- Thank you notes
- Recognition at a meeting
- Promotions
- Celebrate Customer Service Week
- (donuts at a meeting don't count)

What about the Away Team? (Field Services)

- Cross Training, Ebb and Flow
- Now responsible for mobile support
- Becoming certified
- Enhanced customer service skills
- Learning the enterprise (get it?)
- Becoming more analytical support
- Developing the students for permanent positions



Boldly go where no one has gone before

- Measure
- Reward
- Develop and Educate
- Hire the right people
- Cross train
- Learn the business
- Everyone is on phones
- Ebb and Flow model



Thank you. Questions?

