



# Customer Service Newsletter

IT Customer Services Branch

November/December 1999

## A Word from the Chief, IT Customer Services Branch



The near term initiatives that I laid out in the October newsletter have been completed. The customer service newsletter is in production; baseline performance measures are being captured and analyzed for customer service and the network; and response times

were published in last months newsletter. Some of the activities will continue to be ongoing in order to receive customer feedback and input especially as I continue to meet all the IT Coordinators. Work on expanding our intranet web (<http://irm12/IRM/csbweb/home.htm>) presence continues.

## Customer Support Center's Preparation for Y2K

by Laverne Ortiz

The Customer Support Center has taken the year 2000 seriously. As of October 30, 1999, the Customer Center's applications and equipment is year 2000 compliant. Over the last several months, the Customer and Desktop Support Team (CDST) have taken several steps to ensure operations will not be interrupted.

The CDST worked with the manufacturer of the Support Center's call and inventory management tracking system to verify that it is Y2K compliant. The tracking system's hardware was tested for Y2K and passed with no complications.

The CDST worked with the manufacturer of the Customer Support Center's Telephone System to upgrade non Y2K compliant equipment. The Customer Support Center's entire Telephone System is now completely Y2K compliant.

On January 1, 2000 CDST staff will report to work to check and test equipment and applications for functionality.

Additionally, a contingency plan has been developed to ensure that in the event of an unforeseen incident, the Customer Support Center will be able to continue to provide IT support services.

The Customer Support Center assures you that we are prepared for Y2K and that there are no reasons for concerns. So, just relax and enjoy the Holidays.

HAPPY HOLIDAYS!

## Points of Contact

### Levels of Escalation:

Customer Support Center (CSC)	(301) 415-1234
CSC Manager - Jennifer Fasick	(301) 415-5721
Customer & Desktop Support Manager Karen McElyea	(301) 415-5696
Network Operations Manager Karen Paradiso	(301) 415-5852
Chief, IT Customer Services Branch Gregory L. Kee	(301) 415-7200
Director, ITID - Jim Schaeffer	(301) 415-8720

## Planned System Outages

The following downtimes are planned for the month of December. If you have any questions on the details of the planned outages, please contact Karen Paradiso at (301) 415-5852 or email at [kxp@nrc.gov](mailto:kxp@nrc.gov).

<b>Date:</b>	<b>Planned outage:</b>
12/4, 6am-6pm	Email services unavailable; Network login (periodically) Remote access (periodically)
* Preventative maintenance of servers, email, cables and UPS	

12/18 Y2K procedure test of non-essential infrastructure components shutdown. HQ LAN access will be affected.

12/10-1/10 Lockdown of infrastructure for Y2K Changes to workstations, network, and telephones will be frozen, except for the OWFN restack effort, to permit OCIO to fully commit its resources to Y2K.

12/31-, 5pm-6am Y2K Transition, Network unavailable 1/1

## How Are We Doing?

Listed below is our performance measures for the month of October. If our performance falls below a ☺, an explanation of the steps being taken to improve

	Oct 99	Nov 99
CSC responsiveness	☺	☺
Groupwise availability	✓	✓
Internet availability	☺	☺
Remote access availability	✓	✓

**Groupwise availability** - several issues continue to be worked concerning groupwise to include performance of calendaring features. Preventative maintenance is being run on the servers and Novell support is in work.

**Remote access availability** - growing pains with remote access using Citrix was still being experienced by the users during the month of October. To improve performance and usability, a new front end is being developed and digital lines are being procured.

**Key:**

☺ = available when I need it and/or exceeded service level agreement for call resolution at the first tier

✓ = available most of the time and/or met service level agreement

☹ = not available when I need it and/or did not meet service level agreement

## Customer Service Representative of the Month



**O**ur Customer Service Representative of the Month for October was Laverne Ortiz.

Laverne has consistently demonstrated proactive response to potential problems in support of customers, works with the Professional Development Center assisting in refining their training needs based on problem calls received in the Customer Support Center, and worked with Lucent

Technologies to expand the Call Management System for the CSC and ADAMS help desk staff. Please join me in congratulating Laverne on a job well done.

## How Do I Change My Network Password?

Frequently we receive calls from customers who would like instructions on how to change their network password. As many of you have found, when you are prompted to change your password at the login screen, the change does not synchronize the NT workstation password with your network server password. This results in having to use both the old and the new password when logging in the next time. Following the steps below will help avoid password problems in the future.

When you are prompted to change your password:

1. **Click the Cancel button** and continue to log in to the network.
2. When all your applications have opened and you are at your desktop (where all your icons are), **press the <CTRL><ALT><DEL>** keys and you will get the Netware Security window.
3. **Click on the Change Password button.**
4. When the Change Password window opens, **type in your old password.**
5. **Press the <TAB> key, type your new password.**
6. **Press the <TAB> key again and retype your new password in the Confirm New Password box.**
7. **Click on the OK button** at the bottom of the window and you will get a message that all passwords for the resources listed have been successfully changed.

That's it! Your password will remain changed and will be synchronized for all your resources at the same time. If you continue to have problems or questions about the procedures, please contact the Customer Support Center at 415-1234, \*.

**NOTE FOR REMOTE ACCESS USERS:** After you change your password, you should use your remote access account prior to changing your password again. Please refer to your Citrix Users Guide for specific instructions.