



# Customer Service Newsletter

IT Customer Services Branch

October 1999

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

Welcome to the Customer Service Newsletter. My name is Greg Kee and I am the new Chief of the IT Customer Services Branch. This newsletter will serve you, the customer, by keeping you informed of upcoming events, planned outages, user tips, and other items of interest.



I am excited to join the NRC family and look forward to enhancing our level of customer service. I come to the NRC from the Department of the Army. I have over 16 years of cross functional experience that I will bring to bear in my new job. I look forward to learning and growing here at the NRC.

Since my arrival, I have performed an initial assessment of the support that we provide to the agency and have identified some near, mid and long term initiatives that I am implementing to enhance our customer service to you. I have outlined my action plan below.

### Near term initiatives (30 days):

- **Enhance Communication and Feedback with our customers**
  - o Create a monthly Customer Service Newsletter
  - o Establish initial intranet website presence
  - o Meet with IT Coordinators, users, and managers
  - o Review survey results
- **Measure our levels of effectiveness and efficiency and share with our customer**
  - o Collect and analyze baseline performance measures
  - o Publish customer service response times in accordance with Service Level Agreements

### Mid term initiatives (31-90 days):

- **Enhance Communication and Feedback with our customers**
  - o Expand intranet website presence
  - o Establish monthly IT Coordinator meetings
  - o Inform customers of planned outages to the network

- **Measure our levels of effectiveness and efficiency and share with our customers**
  - o Analyze performance measures against service level agreement
  - o Refine service level agreements with offices
  - o Trend analysis
  - o Determine Return on Investment (ROI) - how effective we are vs. industry
  - o Determine Total Cost of Ownership (TCO) to manage total costs
- **Raise our level of effectiveness and efficiency**
  - o Standardize our business processes
  - o Incorporate TCO into purchasing and acquisition decisions
  - o Publish baseline supported architecture to users
  - o Work with customers to develop process for expanding architecture

### Long term initiatives (91 days - 120 days):

- **Proactive customer service**
  - o Institute planned preventative maintenance of critical components
  - o Enable network monitoring features to anticipate failures and perform preventative maintenance
- **Enhance Communication and Feedback with our customers**
  - o Continuous process improvement
- **Measure our levels of effectiveness and efficiency and share with our customers**
  - o Enhanced measures of effectiveness and performance

If you have any feedback, please feel free to contact me at (301) 415-7200 or on email at [glk@nrc.gov](mailto:glk@nrc.gov).

## 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

## Service Level Agreements

This article summarizes the current Service Level Agreement. We are in the process of updating the service level agreement which we will coordinate through the IT coordinators with each office. For a complete copy of the Service Level Agreement, please go to our Customer Service Web page at: <http://irm12/IRM/csbweb/home.htm>.

The Customer Service Center (CSC) hours of operation are **Monday through Friday 7:00 a.m. to 5:00 p.m.**, except for Federal Holidays and building closures.

### When you place a call, you will be asked to provide:

1. Your LAN ID, and verification of your tag number, room number, and telephone number.
2. A description of the problem or service you are requesting.
3. A time that is convenient to provide the service, if a site visit is necessary. We will make every attempt to resolve your service request over the phone.

### Obtain Information Technology (IT) Support Services by:

Call the CSC at (301) 415-1234. When you call 415-1234, your call will be answered by an automated services menu. Your options are:

- "1" ADAMS record-keeping requirements or how to use ADAMS.
- "2" ADAMS development team if the application does not work as expected.
- "\*\*" CSC staff, who will log your call for all other IT service requests.

Voice Mail is available outside the standard hours of operation. The voice mail will be reviewed, logged and service will be provided on the next business day following your request.

### OTHER SERVICES

ACTIVITY	METHOD	SUBMIT TO:	LEAD TIME
Procure new hardware /software or upgrades to existing hardware/ software	NRC Form 768	IT Coordinator	Average 10 days after approval by IT Coordinator
Moves	Move Form	IT Coordinator	10 days

Status of Tickets	Query CSC Database	IT Coordinator	
Request new computer (OCIO refreshes small percentage of oldest computers annually)	Submit request to IT Coordinator	IT Coordinator	Periodically

The CSC will give each ticket a severity level as follows:

Severity ID	Description	Response Time*	Target Repair Time
2	Customer Emergency**	2 hours	4 hours
3	Routine	4 hours	8 hours
4	Scheduled Event	As Scheduled and Agreed Upon	
5	Special Services	As Scheduled	As Scheduled

\*Response time is the amount of time for a call back or visit after making the initial call

\*\* A customer emergency is defined as customer unable to perform work

## How Are We Doing?

In future Customer Service Newsletters, we will present the results of our customer satisfaction survey's and performance measures. The measures that we will present are: CSC responsiveness, Groupwise availability, Internet availability, and Remote access availability. We will use the following to rate ourselves:

☺ = 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

The IT Customer Services Branch has introduced a new award that recognizes the individual that most exemplifies the attributes of excellence in Customer Service. The winner's of this award have been recognized by the customer community and their peers for excelling in customer service. The first winner of this award was presented to Shariar Tayebi on October 4, 1999 for his outstanding support to the U.S. Nuclear Regulatory Commission on remote access (Citrix). Please stop by and congratulate Shariar for his outstanding customer service.



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