



# eSupport Implementation Overview

*IT Infrastructure Partnership Team*

Nov. 17, 2008



***NORTHROP GRUMMAN***

# eSupport Introduction

<b>Project Description</b>	<p>eSupport encompasses a wide range of online self-service tools intended to enable agency employees to research and resolve many common computing issues before contacting a VITA Service Desk representative.</p>
<b>Initial Functionality</b>	<p>eSupport will allow agency employees to:</p> <ul style="list-style-type: none"> <li>▶ Reset passwords on the COV domain</li> <li>▶ Submit a help desk ticket or check the status of an existing ticket online</li> <li>▶ View customer service alerts (CSAs)/status for up-to-the-minute information on system problems within their agency</li> <li>▶ Access the Knowledge Center, a document library for answers and solutions to common problems</li> </ul>
<b>Future Functionality</b>	<ul style="list-style-type: none"> <li>▶ Enhanced Service Desk support with the use of diagnostic tools for assistance</li> <li>▶ Ability to fix common IT problems and complete common IT functions (i.e. deleting temporary folders to improve your computer's performance, using defrag to increase space on your hard drive, connecting via wireless, mapping a network drive) with a single click</li> </ul>
<b>Project Objectives</b>	<ul style="list-style-type: none"> <li>▶ Reduce the number of VITA Service Desk calls by allowing for agency employee self-service</li> <li>▶ Provide agency employees with access to a self-help website 24/7</li> <li>▶ Improve the customer experience with IT support services</li> </ul>

# eSupport Transformation Process

## Transformation Project Objective

Provide online system to COV agencies to supplement Service Desk services, allowing users to access self-help, password reset, CSA alerts and web-ticketing functionality

### PRE-GO LIVE

#### Agency

- Confirm deployment date
- Distribute/review eSupport deployment communications

#### IT Partnership team

- Confirm deployment date to ensure it does not conflict with other agency activities
- Provide overview of eSupport deployment
- Distribute eSupport communications to prepare stakeholders for deployment
- Activate eSupport user accounts for agency employees
- Activate COV Domain access

### GO LIVE

#### Agency

- Agency point of contact signs off confirming ability to connect
- Establish eSupport user account and password (Respond to Email)

#### IT Partnership team

- Distribute Go Live communication

### POST-GO LIVE

#### Agency

- Agency employees have option to begin using eSupport
  - Create Web tickets
  - Check ticket status
  - Reset password as needed
  - View Customer Service Alerts (CSAs)
- Contact VITA Service Desk for any technical eSupport issues
- Send e-mail with functional/other questions about eSupport to [questions@vita.virginia.gov](mailto:questions@vita.virginia.gov)

#### IT Partnership team

- Answer questions sent to [questions@vita.virginia.gov](mailto:questions@vita.virginia.gov)

## Agency Benefits from eSupport Solution

### Agency Benefits

- 1. Self-Service -> Greater Speed:** Agency employees will be able to reset their passwords on their own, eliminating time previously required to work through Service Desk calls
- 2. Faster Ticket Submission:** Agency employees will be able to submit an online Service Desk ticket as soon as they identify an issue
- 3. Greater Awareness of Status:** Agency employees will be able to check the status of a ticket online 24/7
- 4. Better Service:** Service Desk personnel will be able to focus time on key issues because agency employees will be able to self-serve on several items
- 5. Increased Knowledge:** Access to the Knowledge Center, support articles and FAQs will keep customers up-to-date on current problems and resolutions
  - Knowledge Center will continually be updated with new material

# eSupport Deployment Detailed Activities

#	Activity	Timing
1	Confirm deployment date to ensure it does not conflict with other agency activities	- 90 days
2	Send eSupport introductory e-mail to all AITRs, Service Desk personnel and Service Delivery personnel announcing eSupport deployment	- 30-45 days
3	Present overview of eSupport deployment at Service Delivery Manager/Supervisor conference call	- 30 days
4	Present overview of eSupport deployment at PAC meeting	- 30-45 days
5	Present overview of eSupport deployment at Employee Dialogue meeting	- 30-45 days
6	Present overview of eSupport deployment at all-AITR meetings	- 30-45 days

# eSupport Deployment Detailed Activities (cont'd)

#	Activity	Timing
7	Distribute 10-day notice to agency end users communicating the eSupport implementations and dates	- 10 day
8	Send eSupport Go Live communication announcing eSupport is available	0 day
9	Send eSupport 10-day post Go Live reminder communication to use eSupport	10 days post Go Live Communication