



Planning and Evaluation Tracking

College Year: 2007-2008

Division of: Information Technology Systems
Department of: IT HelpDesk

Person Responsible: Laura Grandgenett
Person Responsible: Linda Hendrick

Purpose Statement: Provide Amarillo College staff and faculty with prompt, courteous IT support.

| Goal Statements | Objectives/Outcomes (including assessment tools and standards) | Results | Use of Results (including improvements and revisions) |
|--|--|---|---|
| Solve requests on initial contact with HelpDesk without generating a work order. | After developing and implementing a phone communication plan with other managers in the IT Division, HelpDesk staff will successfully solve at least 35% of problems associated with incoming calls without generating work orders using call logs and HelpDesk reports. | 1) Timeframe: 11/01/06 - 10/31/07 3607 = # of incoming calls solved without generating a work order 5462 = # incoming calls generating a work orders 9069 = total # of incoming calls (solved + work orders generated) 40% = 3607 / 9069 | 1) Timeframe: 11/01/06 -10/31/07 Analysis: More consistent communications between division managers and HelpDesk would prevent the generation of unnecessary work orders. Action Plan: Division managers devised a plan to notify HelpDesk via phone prior to taking actions that will likely generate phone calls to HelpDesk so operators can answer questions in a more-informed manner. The plan will be implemented over the next fiscal year. |

Revised 03/24/08