

Lead Agency: County Assets

Program Contact: Dan Gorton

Program Offer Type: Internal Service

Related Programs:

Program Characteristics:

Executive Summary

The Help Desk program offer provides a single point of contact for computer system troubleshooting, information, and technical assistance. It supports County staff in furthering their goals to serve the citizens of Multnomah County. Friendly and professional staff provide support, track service requests, answer questions, offer informal instruction, and resolve problems or escalate them to other IT teams.

Program Description

Help Desk Services provides support and proactive diagnosis of computer equipment and software issues for over 4,500 employees and business partners. By focusing on first call resolution of problems, such as inability to access documents, working with Word documents, spreadsheets, and other desktop applications, the Help Desk is able to minimize escalations to other IT teams and resolve customer problems as quickly as possible. Services are provided 24x7, 365 days a year to ensure that customer needs are addressed in a timely manner. County employees can focus on their mission to serve the public. In addition to resolving specific issues with desktop applications and vendor provided applications, the Help Desk also provides ad hoc training for software and hardware use, in order to minimize future problems that hinder employees' ability to work effectively. Help Desk staff provides support and help for internal IT functions such as the Applications, Desktop, Data Center, and Administration groups. The Help Desk averages 2500 customer tickets per month. Of those tickets, an average of 1700 (69%) are resolved at the Help Desk. The other 21%, that are not able to be resolved at the Help Desk, are escalated to Level 3 for resolution.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY11-12)	Current Year Purchased (FY12-13)	Current Year Estimate (FY12-13)	Next Year Offer (FY13-14)
Output	Number of customer tickets	36,000	38,000	38,183	38,500
Outcome	Abandonment rate	5.0%	5.0%	5.0%	5.0%
Outcome	Calls resolved at the Help Desk	69.0%	70.0%	69.0%	69.0%

Performance Measure - Description

These measures are industry standards for Help Desk organizations. An analysis is done on data used to track the measures to determine ways to improve service and reduce downtime.

Output Measure - Number of help desk tickets created based on calls from customers.

Outcome Measure - Abandonment rate - An abandoned call is when a customer calls the Help Desk but then hangs up, typically due to extended hold times while waiting to talk to an agent. Caller abandonment rate will be less than or equal to 5%.

Outcome Measure - Calls Resolved at the Help Desk - 69% or more of the tickets entered by Help Desk staff into the call tracking database will be resolved by a Help Desk agent without requiring escalation to other IT staff. This metric is impacted by the complexity of our software and hardware environment and the training time to learn new products.

Legal/Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2013	2013	2014	2014
Personnel	\$0	\$937,625	\$0	\$983,623
Contracts	\$0	\$90,000	\$0	\$60,000
Materials & Supplies	\$0	\$155,085	\$0	\$183,945
Internal Services	\$0	\$0	\$0	\$0
Capital Outlay	\$0	\$0	\$0	\$0
Cash Transfer	\$0	\$0	\$0	\$0
Unappropriated & Contingency	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$1,182,710	\$0	\$1,227,568
Program Total:	\$1,182,710		\$1,227,568	
Program FTE	0.00	7.90	0.00	7.90
Program Revenues				
Fees, Permits & Charges	\$0	\$1,182,710	\$0	\$1,227,568
Other / Miscellaneous	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$1,182,710	\$0	\$1,227,568

Explanation of Revenues

County IT service costs are allocated to departments based on usage, services received, and other metrics.

Significant Program Changes

Last year this program was: #78027, IT Help Desk Services