Actions

- UMA IT Support and SWS/University College Technical Support combined as test pilot to prove concept (July, 2013)

- Lauren DuBois, Director UMA/University College IT volunteered to lead initiative #5 and build the University Technology Support Center

- Project Management team was established:
  Project Manager - Robin Sherman
  Team Members - Michael Cyr, Lauren DuBois, Floyd Goodell, Laurin Gordon, Stan Moszczenski, and Larry Shewell-Woodbury

- Project Plan developed. Weekly team meetings to give status updates, assign new tasks and keep the project moving forward

- Floyd Goodell hired as Manager of the Technology Support Center:
  Floyd formerly worked in SWS/UC Tech Support and managed multiple teams in several distributed call centers at Fairpoint
Actions Cont’d

- Staff from all campuses collaborated to develop the Call Center software and install agent software and phones.

- Request Tracker (RT) chosen as interim Ticketing System
  - Four larger campuses already used RT giving familiarity
  - New RT instance implemented to integrate all campus and SWS ticket tracking
  - Sys Admins were chosen to develop and manage the new RT

- Staff were reassigned from the campuses to the UTSC center
- Go-Live dates were discussed with campus IT Leaders
- A UTSC logo was designed by combining ideas from the UTSC staff
- A Portal Page was launched
- A webpage is in the planning stages
## Campus Go-Live Dates

<table>
<thead>
<tr>
<th>Institution</th>
<th>Date</th>
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<tbody>
<tr>
<td>UMM</td>
<td>August 4</td>
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<tr>
<td>UMFK</td>
<td>August 6</td>
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<td>August 11</td>
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<td>UMF</td>
<td>August 14</td>
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<td>USM</td>
<td>August 15</td>
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UMA Portal Home with UTSC Logo
UMS Portal Home Page

Welcome

Primary Campus Selector

This portlet allows you to determine which campus portal home page you prefer as your default landing page. You may navigate between campuses (which you are affiliated with) through use of the communities icon or through the quicklinks drop-down menu.

University of Maine at Augusta (UMA)

Save

Logged in as: Lauren

Technology Support

Do you need help?
Please visit the University Technology Support Center.
Process

- Flowcharts developed to detail paths for incoming calls
- Charts developed detailing the ticketing process
- A meeting was held with campus IT Leaders to decide naming of ticket queues and how tickets would be handled
- An escalation chart was developed and approved
- Chose a phased roll-out
Phased Implementation

Phase 1 - Calls start with local Helpdesks then fail-over to central Augusta location (current) This allows us to discover necessary model resolutions for all campus services. Phase 1 allows us to mitigate customer risk - where the majority of customers will continue to speak to usual representative.

Phase 2 - Tiered Approach - single number. Students across all 7 campuses answer first line support calls. Staff members based at each campus serve as internal consultation for student workers.
Phase 1

1. **Incoming calls to existing Help Desk numbers**

   - UMS

   - Cisco Contact Center

   - University Technology Support Center (Central Location)

   - Call Action

   - Complete (Resolved, Transferred or Assigned in Ticket System)

   - End

   - Escalate call to Tier 2 ACD

   - Cisco Contact Center

   - Call Action

   - Complete (Resolved, Transferred or Assigned in Ticket System)

   - End

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1. Historical phone numbers retained. Calls routed to traditional physical location first. If no agents are available at that location, the call is routed to the central UTSC location.

1. Hosted on Unified Contact Center Express server (UCCE)

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Closed Message and Voicemail Option
Current Service level is 80% of calls answered within 30 seconds. Future performance goals will be working towards a goal of 90% of calls answered within 20 seconds.
This chart represents a single day's call totals for the new UTSC by agent and grouped by Campus.