

1. Personnel turnover rates in the help-desk - customer services function

The technology services help desk has 8 employees.

2011-2012 One promotion

2010-2011 One promotion, two resignations

2. Average response time for service-help calls

| Priority | Description | Examples Include | Response Time |
|----------|--|--|--|
| 1 | Urgent Request A location or site is down which affects a large group. Requires same day or next day service. Ticket will be setup, and service provider immediately notified. Call log will reflect highest priority. | WORKSTATION, SERVER, APPLICATION, PRINTER Server Down. Executive Staff. Active Testing Period. NC Wise/Lawson System-wide Program Problem. Cafeteria Manager Computer Down. | Within 4 business day hours Senior Engineer will respond within 4 hours - Contact via phone or email |
| 2 | Critical System Indicates an important and critical priority but not a down issue. | WORKSTATION, SERVER, APPLICATION, PRINTER Online Testing Software. Server Up - Cannot Execute One Specific Application. Principal, Sr. Administrative Secretary, Financial Secretary, or Data Manager Computer. Administrative Sites-Directors | Within 1 (24 hours) business day Systems Engineer will respond within 1 business day (24 hours) Contact via phone or email |
| 3 | Significant Priority Indicates an important focus on these specific groups. | NETWORK, WORKSTATION, SERVER, PRINTER Horizon Circulation Computer. Interactive Whiteboard Computer. Technology Contact Computer. Assistant Principal Computer. Testing Coordinator Computer. Academic Facilitators. Admin Secretaries. EC Computers. ESL Computers. | Within 2 (48 hours) business days Systems Engineer will respond within 1 business day (48 hours) Contact via phone or email |

3. A response to the Committee's concern regarding the current method of responding to service calls (as the Committee understands the situation) in which technicians frequently must travel to the site of routine service calls, rather than diagnosing and solving issues remotely.

School Side Systems Engineers do have remote support capabilities using such programs as Microsoft RDP, GenControl, PushVNC, and Altiris Deployment. All programs give the remote user the ability to take over the machines and troubleshoot any technical issues the end-user may have. These applications are also used to deploy software. The application which we are most dependent upon is Altiris Deployment Solution. We use remote protocols when dealing with 85% of our district servers being that they are virtual. School Side System Engineers use the remote feature in about 45% of their day. About 95% of the computers in the district have the ability to be remotely supported as long as the device is actively plugged into the CMS network. Laptops can only be serviced remotely when connected to the LAN.

4. The technical services group's plans to respond to the potentially higher volume of service and maintenance requests resulting from the recently-announced CMS plans to increase technology in classrooms

- An RFP has been completed and selection made for a new help desk application that will add a higher level of sophistication and ability to the help desk environment. This will enhance the level of service and support to all users.

- A professional development plan is being created in conjunction with our technology partners that will focus upon building the capacity of our end user.

- Extended warranties are purchased with all new hardware devices.

- Instructional Technology Facilitators will be added to all high schools during the 2012/2013 school year. Middle schools will receive this position in 2013/2014 and elementary schools in 2014/2015.

5. The number and deployment of different versions of Microsoft Office (and similar software) in use across the CMS system and plans to standardize software

2003 and 2007 versions of Microsoft Office are used within CMS. Versions are upgraded as computers are upgraded. Most applications that do not need additional training are upgraded district wide at the same time, and we do maintain district standards on software applications and versions.

6. Additional line-item budget detail (back-up for the compiled numbers found in the budget material the Committee has received)

See attachment

7. Any analysis the technical services support area has performed regarding efficiency in the use of existing technical equipment. Stated differently, an analysis of CMS's ability to maximize its current investment in technical equipment.

This type of analysis has not been done.

8. Help Desk call volumes and detail.

From December 2010 - November 2011, the total number of issues coming into the Help Desk was 53,776. The Help Desk resolved 31,806 of these for a percentage of 59% first call resolution. 41% were queued to other areas. We do not have a way to know if the 41% were a 'visit' or they were resolved remotely. The new help desk application will enable this level of tracking.

9. Client/Customer Satisfaction survey results

Results from the CMS 2010/2011 Principal Survey:

-How satisfied are you with technology related to: Responsiveness to your requests

Very Satisfied – 19.9%

Satisfied – 62.3%

Unsatisfied – 13.7%

Very Unsatisfied – 4.1%

-How satisfied are you with technology in relation to: Providing you accurate information

Very Satisfied – 25.3%

Satisfied – 62.3%

Unsatisfied – 10.3%

Very Unsatisfied – 2.1%

-How satisfied are you with technology in relation to: Providing you courteous service

Very Satisfied – 29.5%

Satisfied – 59.6%

Unsatisfied – 7.5%

Very Unsatisfied – 3.4%

-How satisfied are you with technology in relation to: Promptly providing answers to your questions

Very Satisfied – 24.7%

Satisfied – 61.6%

Unsatisfied – 9.6%

Very Unsatisfied – 4.1%

-How satisfied are you with technology in relation to: Assisting you with resolving problems

Very Satisfied – 25.3%

Satisfied – 58.9%

Unsatisfied – 11%

Very Unsatisfied – 4.8%

10. Describe remote support capabilities

In addition to the remote applications used by the engineers listed in question #3, the help desk and senior engineers have tools available to remotely connect to user desktops (SCCM, VNC, Connection Manager). The application GoToWebinar is also used for remote troubleshooting.