

Help Desk Becomes IT Service Center

By Maichi Halley | DCMA ITSCO Communications



Analysts take calls from agency employees recently at the Information Technology Center located at the Defense Supply Center Columbus, Ohio. Referred to in the past as the Help Desk, the service's name was changed to IT Service Center to better reflect the analysts' ability to support customers' diverse inquiries.

The agency's Help Desk recently celebrated its 10th anniversary and is proudly beginning its second decade of service with a fresh identity.

The original name, "Help Desk," may infer that the customer would only call if help is needed, whereas the new name, "IT Service Center," better reflects its ability to support customers' diverse inquiries. Customers will notice the name change in the URL and link text located in the top right-hand corner of the Defense Contract Management Agency's intranet websites and, progressively, in every other existing reference as well, including all other written and online materials.

Jacob Haynes, DCMA Information Technology Customer Service Organization acting chief information officer, envisions the IT Service Center as a "one-stop shop" where customers can bring any and all technology-related inquiries.

Lorenzo Carter, DCMA ITSCO Field Services Center director, further

conceptualizes the IT Service Center as a virtual "global service desk," improving IT support's efficiency and speed. This concept entails leveraging global resources to operate around the clock, extending the use of remote control tools to reduce travel and merging service analyst and field technician functions.

The new concepts for the IT Service Center also involve the utilization of advanced Automated Call Distribution capabilities, both existing and new, to better service customers. The ACD system informs customers of known outages and offers automated prompts to change or unlock network passwords 24/7, 365 days a year, without speaking to an analyst.

During a call, the system notifies the customer of his or her position in the queue and provides an approximate wait time. Also, under high call volume situations, the customer can elect to hang up and receive a call back from an analyst without losing his or her place in the wait queue.

In the future, the implementation of skills-based routing will allow a call to be routed directly to a subject-matter expert, and a live Web chat feature could serve as a modern alternative to phone, e-mail and self-service.

"The Help Desk's transition to the new IT Service Center marks an exciting initiative to expand our services and streamline IT support in a way that directly improves the customer experience," said Carter.

IT, once considered a basic utility, is becoming an integral business partner. The Help Desk's new identity as the IT Service Center, focusing on the "one-stop shop" and "global service center" concepts, reflects this transition as it continues to play a significant role in the success of DCMA key business initiatives. 