

HDI Capital Area Local Chapter Meeting Minutes
April 18, 2007

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Topic

Birds of Feather Roundtable

Attendees: 20

Banks	Yolanda
Black	Troy
Bowers	Frank
Cox	Donald
Edwards	Patricia
Farrell	Brian
Frost	Jack
Gray	Tara
Gregory	Wanda
Heard	Robert
Holzwart	Joan

Jackson	Linda
Millikin	John
Mishler	Linwood
Parker	Greer
Poirier	Diane
Scuderi	Virginia
Seroskie	Sandra
Shedid	Bill
Stanley	Robert
Timms	Joseph

Lunch and Networking

12 - 12:30

Meeting Called to Order

Sandra Seroskie called the meeting to order @ 12:30

Announcements

- Sandra welcomed everyone
- HDI Local News
 - Sandy asked for volunteers for the 6th Annual Government Customers Support Conference and Expo which will be held on May 7-9, 2007 in Alexandria, VA. Register before April 15th and save \$200 www.governmentconference.com . We will have a booth – stop by and see us if you attend.
 - Sandy polled the audience to see how many were attending the World Conference on Customer & IT Technical Support which will be held on April 30th – May 7th, 2007 in Las Vegas, NV.

Sandy kicked the roundtable discussion off by having us to break into groups of three to discuss one of the following topics: SLA/OLA Agreements, Metrics, or Customer Satisfaction Surveys.

Roundtable Topics

Service Level Agreement (SLA)/Operating Level Agreement (OLA)

What is a Service Level Agreement (SLA)?

It is a formal agreement between the customer(s) and the IT service provider specifying service levels and the terms under which a service or a package of services is provided to the customer.

What is an Operating Level Agreement (OLA)?

It is a formal agreement between the internal IT departments.

What is Underpinning Contract (UC)?

A legal contract with a third party who will provide support to the organization.

Goal of Each Agreement

The goal of each agreement is to assist with defining and maintaining Service Level Management (SLM)/ITIL, Service Catalogs, etc.

Metrics

What is the goal? According to the group, the goal is to justify headcount, identify trends, determine strengths/weaknesses and help with performance evaluations.

Some of most useful Metrics include # of cases/calls, Time to Resolve (TTR), First Call Resolution (FCR), Average Speed to Answer (ASA), Time to Respond and Performance (Talk time, Login Time)

Why are Metrics useful? Metrics are useful for customer satisfaction, compensation and as a management tool to determine/measure performance.

Challenges in using Metrics

Metrics can pose challenges such as accountability, rolling up #'s for KPI's and measuring subjectively.

Top 3 -5 Performance Metrics

According to the group, FCR's, Abandon Rate, Call Wait Time, and Customer Satisfaction were among the top 5 Metrics.

Customer Satisfaction Surveys

What is the goal? According to the group, Surveys help to measure customer satisfaction by know customer's needs, give feedback, identify problems, benchmark with other shops, engage the client, market the Support Center and identify adjustments in client's need(s).

According to the group, they run surveys when tickets are closed using no more than 5 to 6 questions. The types of questions range from asking about analyst politeness/competence to overall satisfaction.

Who reviews responses? Many participants stated that the manager is generated an email for any negative responses and he/she replies back to the negative responses. Some managers send back personal responses thanking the customer for a "good response" and taking the time to respond while others respond back to bad and escalate this to higher management.

How to use the feedback? Share good responses with the team and use the negative responses for coaching to improve processes/services.

Many participants are reporting the # of calls to both management and clients.

Survey Resources

www.thinkhdi.com

www.surveymonkey.com

Fred Van Bennekom an Information Systems Consultant founded, Great Book discussing support service organizations. For more information, go to

www.greatbook.com

In conclusion, we determined that each of the topics tie back to SLA's.

Drawing Winners

Brian Freeland

Brian Farrell

Joseph Timms

Meeting Adjourned

Sandra Seroskie adjourned the meeting @ 2:00 pm