Information Technology Services

February 2006
Quality of Service Review
Overall Quality of Service: During the month of February, IT Services received an overall satisfaction rating of excellent in the quality of service surveys received. The overall satisfaction rate was 89% of the 209 surveys received there were 24 (11%) which indicated customer dissatisfaction with the level of services provided. Written survey feedback contained 54 positive comments about service received while eight (8) contained negative comments. The feedback was reviewed and analyzed to determine how services may be improved.

<table>
<thead>
<tr>
<th>Summary</th>
<th>Surveys Sent</th>
<th>Responses</th>
<th>Response Rate</th>
<th>Response Timeliness</th>
<th>Skillset</th>
<th>Resolution Timeliness</th>
<th>Communication</th>
<th>Overall Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/06</td>
<td>2767</td>
<td>357</td>
<td>13%</td>
<td>7.81</td>
<td>8.12</td>
<td>7.83</td>
<td>7.90</td>
<td>7.89</td>
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<td>8.22</td>
<td>7.99</td>
<td>8.00</td>
<td>7.86</td>
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<td>3/06</td>
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<tr>
<td>2006 Totals</td>
<td>4,326</td>
<td>567</td>
<td>13%</td>
<td>7.88</td>
<td>8.16</td>
<td>7.89</td>
<td>7.94</td>
<td>7.91</td>
</tr>
</tbody>
</table>

Response Legend:  
- Excellent: 7.00-9.00  
- Good: 5.00-6.99  
- Fair: 3.00-4.99  
- Poor: 1.00-2.99
Central Help Desk:

Fifty-seven (56) quality of service surveys were received on services provided by the central help desk for February 2006. The overall satisfaction rating for the help desk ranked within the excellent range (48 surveys @ 6 or >, 8 surveys @5 or <). There were fourteen (14) positive comments and three (3) negative comments in the written feedback.

<table>
<thead>
<tr>
<th>Case #</th>
<th>Customer</th>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>#10030392</td>
<td>Szymanski_Diana</td>
<td>He was very polite and incredibly helpful!! thanks again!</td>
</tr>
<tr>
<td>#10030347</td>
<td>Mylet_Sonya</td>
<td>thank you</td>
</tr>
<tr>
<td>#10029944</td>
<td>Aed_Ann_Marie</td>
<td>THANK YOU</td>
</tr>
<tr>
<td>#10029903</td>
<td>Saracino_Doris01</td>
<td>Great figured it out on the telephone.</td>
</tr>
<tr>
<td>#10029890</td>
<td>Karpinich_Walter</td>
<td>Thanks for the help</td>
</tr>
<tr>
<td>#10029720</td>
<td>Sosik_Judith_M</td>
<td>The individual with whom I spoke was curious, knowledgable, and helpful.</td>
</tr>
<tr>
<td>#10029705</td>
<td>Jennings_Michael</td>
<td>Quickly resolved problem</td>
</tr>
<tr>
<td>#10029564</td>
<td>Dellegrotto_John</td>
<td>very good service</td>
</tr>
<tr>
<td>#10029497</td>
<td>Cardoni_Agnes</td>
<td>boom, boom, boom! Kevin showed me how to solve the problem and taught me something for the future</td>
</tr>
<tr>
<td>#10029490</td>
<td>Lamparter_Mary</td>
<td>Thank you very much to all who helped me solve my problem. I really appreciate it.</td>
</tr>
<tr>
<td>#10029486</td>
<td>Hamill_Thomas</td>
<td>the technician was very helpful and professional; no real resolution was reached, as no direct cause for problem was identified; re-booted computer</td>
</tr>
<tr>
<td>#10029405</td>
<td>Kowalonek_Stacie</td>
<td>This is the second time I had to use this service. Both times my questions were resolved instantaneously. It is very comforting to know there is someone to rely on to help those not so computer oriented!</td>
</tr>
<tr>
<td>#10029225</td>
<td>Liva_Andrew</td>
<td>Very efficient, curious and helpful service. Keep it up!</td>
</tr>
<tr>
<td>#10029002</td>
<td>Space_Karen</td>
<td>Thanks</td>
</tr>
</tbody>
</table>
Cases receiving rationings of 5 or below:

<table>
<thead>
<tr>
<th>Case #</th>
<th>Response Timeliness</th>
<th>Skillset</th>
<th>Resolution Timeliness</th>
<th>Communication</th>
<th>Overall Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>#10030435</td>
<td>7.00</td>
<td>5.00</td>
<td>6.00</td>
<td>5.00</td>
<td>5.00</td>
</tr>
<tr>
<td>#10030395</td>
<td>3.00</td>
<td>1.00</td>
<td>1.00</td>
<td>N/A</td>
<td>1.00</td>
</tr>
<tr>
<td>#10030389</td>
<td>9.00</td>
<td>9.00</td>
<td>9.00</td>
<td>8.00</td>
<td>3.00</td>
</tr>
<tr>
<td>#10030344</td>
<td>7.00</td>
<td>8.00</td>
<td>8.00</td>
<td>7.00</td>
<td>5.00</td>
</tr>
<tr>
<td>#10029596</td>
<td>9.00</td>
<td>4.00</td>
<td>9.00</td>
<td>3.00</td>
<td>3.00</td>
</tr>
<tr>
<td>#10029107</td>
<td>3.00</td>
<td>2.00</td>
<td>N/A</td>
<td>2.00</td>
<td>1.00</td>
</tr>
<tr>
<td>#10029035</td>
<td>5.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
</tr>
<tr>
<td>#10029016</td>
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<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
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Issues Review:

<table>
<thead>
<tr>
<th>Case #</th>
<th>Response Timeliness</th>
<th>Skillset</th>
<th>Resolution Timeliness</th>
<th>Communication</th>
<th>Overall Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>#10030435</td>
<td>7.00</td>
<td>5.00</td>
<td>6.00</td>
<td>5.00</td>
<td>5.00</td>
</tr>
</tbody>
</table>

Case #: 10030435
Customer: Galliford_Lorna
Assigned Tech: CHD Tech
Case Status: Closed
Case Desc: Needs HDO password reset.

Case History: Tuesday February 28, 2006 1:12 PM EST Opened by [CHD Tech(Joseph Umrah)]
CASE ASSIGNED TO TECH: CHD Tech
CASE STATUS SET TO: Closed
CASE PRIORITY SET TO: Service request
Case History: Needs HDO password reset. Verifed user, reset password. User logged on successfully.

Case Resolution: Tuesday February 28, 2006 1:12 PM EST Updated by CHD Tech(Joseph Umrah)
Needs HDO password reset. Verifed user, reset password. User logged on successfully.

Issue Review: User had called the day before but the support tech mishandled the call.

Action Taken: Contacted user and obtained additional feedback (see below). Reviewed details of case and feedback with CHD manager who will review them with the support tech. I have also reported the issue with HDO passwords to our applications support team and they are investigating.

From: Galliford, Lorna
Sent: Friday, March 03, 2006 10:53 AM
To: Salem, Michael
Subject: RE: Quality of Service Review
Hi Mike

I needed to get to the Help Desk Online, but for the second time running it refused me access. I call the Help Desk and the first person I spoke with seemed to have no knowledge regarding the Help Desk Online, or even that there was a Help Desk Online. When I commented on this his only suggestion was to hang up and call back and speak to someone who was better informed. This I did and spoke to the person who was able to help me.

This is unusual. Whenever I have called the Help Desk they are always very helpful, but the original person I spoke to regarding this matter (I did not catch his name) lacked knowledge and, it seemed, the inclination to resolve my problem.

Hope this is of assistance to you.

Lorna (4590)

<table>
<thead>
<tr>
<th>#10030395</th>
<th>Response</th>
<th>Skillset</th>
<th>Resolution</th>
<th>Communication</th>
<th>Overall Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3.00</td>
<td>1.00</td>
<td>1.00</td>
<td>N/A</td>
<td>1.00</td>
</tr>
</tbody>
</table>

**Case #**: 10030395  
**Customer**: Koch_John  
**Assigned Tech**: CHD Tech  
**Case Status**: Closed  
**Case Desc**: needs pw reset for hdo  
**Case History**: Monday February 27, 2006 10:13 PM EST Opened by [CHD Tech(Kahlil Hawkins)]

CASE ASSIGNED TO TECH: CHD Tech  
CASE STATUS SET TO: Closed  
CASE PRIORITY SET TO: Service request  
Case History: needs pw reset for hdo verified info reset pw successful login

**Case Resolution**: Monday February 27, 2006 10:13 PM EST Updated by CHD Tech(Kahlil Hawkins)  
needs pw reset for hdo verified info reset pw successful login

**Case #10030395** Customer: Koch_John  
It appears the HDO password list periodically gets corrupted. This is the third time in 6 months that I have not been able to login because the system changed the password. When I asked for it to be mailed to me, the message below is what I got. That listed "password" did not work. When I called in to have the password reset, it took a very long time for the responder to understand how to spell my last name. Then it took over 12 minutes total just to change the password. It was very frustrating to have to keep repeating things as well as waiting for long periods of time with no response. Subject: Lost Usernames/Password Date: Mon, 27 Feb 2006 22:02:42 -0500 Priority: normal Here is
your lost Username and password information to access eSupport in the future. Please
save this message. Your Username is: koch Your password is: hb.~Se

**Issue Review**: User frustrated with both a reoccurring password issue in HDO and the support
tech communications abilities.

**Action Taken**: I have reported the issue with HDO passwords to our applications support team
and they are investigating.

<table>
<thead>
<tr>
<th>#10030389</th>
<th>Response Timeliness</th>
<th>Skillset</th>
<th>Resolution Timeliness</th>
<th>Communication</th>
<th>Overall Satisfaction</th>
</tr>
</thead>
</table>

**Case #:** 10030389
**Customer:** Gehret_Monica
**Assigned Tech:** CHD Tech
**Case Status:** Closed
**Case Desc:** User wants to know about forwarding email from old username
**Case History:**
Monday February 27, 2006 7:33 PM EST Opened by [CHD Tech(Jeff Hunt)]

CASE ASSIGNED TO TECH: CHD Tech
CASE STATUS SET TO: Closed
CASE PRIORITY SET TO: Service request
Case History:
User wants to know about forwarding email from old username. User is able to forward email from her new username account to another email address, but not her old username. Informed user that the old username would forward to the new username by default, and unfortunately there is no way to change this. Informed user to have people send email to her new username as opposed to the old.

**Case Resolution:**
Monday February 27, 2006 7:33 PM EST Updated by CHD Tech(Jeff Hunt)

Informed user that the old username would forward to the new username by default, and unfortunately there is no way to change this. Informed user to have people send email to her new username as opposed to the old.

**Issue Review**: User is unhappy that they cannot forward their old username else where but pleased with support provided by the help desk.

**Action Taken**: Communicated to user that the campus community expects that email sent to old username will be forwarded to the newuser name and this needs to be the case for everyone to ensure continuity. They are able to forward their newuser name so their desired result is achieved.
Case #: 10030344
Customer: Morris_Tonisha
Assigned Tech: CHD Tech
Case Status: Closed
Case Desc: Getting popup that she has the blackworm virus.
Case History: Monday February 27, 2006 1:03 PM EST Opened by [CHD Tech(Joseph Umrah)]
CASE ASSIGNED TO TECH: CHD Tech
CASE STATUS SET TO: Closed
CASE PRIORITY SET TO: Service request
Case History:
Getting popup that she has the blackworm virus. Personl PC in her dorm room - advised to go to the student computer clinic at the Stark Learning center.

Case Resolution: Monday February 27, 2006 1:03 PM EST Updated by CHD Tech(Joseph Umrah)
Getting popup that she has the blackworm virus. Personl PC in her dorm room - advised to go to the student computer clinic at the Stark Learning center.

Issue Review: User would have like a solution that did not require then to take their computer to the clinic.

Action Taken: Discussed with CHD manager the possibility of level one helping user perform a virus scan and taking some steps to resolve the issue over the phone.
Case #: 10029596  
Customer: Scelba_John  
Assigned Tech: CHD Tech  
Case Status: Closed  
Case Desc: email pw reset  
Case History: Thursday February 9, 2006 8:37 AM EST Opened by [CHD Tech(Holly Nash)]

CASE ASSIGNED TO TECH: CHD Tech  
CASE STATUS SET TO: Closed  
CASE PRIORITY SET TO: Service request  
Case History: verified, reset, he is not at pc

Case #10029596 Customer: Scelba_John

Why am I asked before anything else my name and number? If it is a simple question that I am asking that can be resolved within several seconds, why do you need a contact number.

Issue Review: User was frustrated that they needed to provide contact information to perform a password reset.

Action Taken: Emailed user and explained why this information was needed.

From: Salem, Michael  
Sent: Friday, March 03, 2006 4:07 PM  
To: 'John.scelba@wilkes.edu'  
Subject: Quality of Service Review

John,

Thank you for taking the time to complete a quality of service survey. Each month I review all the surveys and follow-up to see how we can provide better service. As you can see we log every case for a number of reasons including ability to review trends, repeat issues, and quality control. You contact information is needed for this as well as incase your call drops or if we need to call you back.

I would like any suggestions you may have as to how first level support may have provided better service in handling the case below.
Case #: 10029107
Customer: Berlatsky_Joel
Assigned Tech: CHD Tech
Case Status: Closed
Case Desc: cannot log into owa
Case History: Thursday February 2, 2006 11:25 AM EST Opened by [CHD Tech(Daniel McGee)]

CASE ASSIGNED TO TECH: CHD Tech
CASE STATUS SET TO: Closed
CASE PRIORITY SET TO: Service request
Case History:
cannot log into owa, using wilkesu domain, verified user, reset password

Case Resolution: Thursday February 2, 2006 11:25 AM EST Updated by CHD Tech(Daniel McGee)
verified user, reset password

Case #10029107 Customer: Berlatsky_Joel
You need to de-jargonize your e-mail reponse site so the uninitiated (Who just want it to work) can use the damn thing

Issue Review: This issue was due to the change is the Wilkes website – the user did not click on the correct Email link and was not able to access their email.

Action Taken: Contact user and pointed them at the correct link.

From: Gilmour, Joseph
Sent: Friday, February 03, 2006 2:19 PM
To: berlatsky1@comcast.net
Cc: Salem, Michael
Subject: RE: New e mail
Joel, I feel you pain and apologize for the inconvenience you experienced. I was glad, however, to know that there was a modest recovery when Mike Salem was able to get you into your webmail. In defense of Mike and his staff, I do have to say they are to some degree the victim of legacy problems here at Wilkes that make their job all the more difficult. Still, I would expect better for you—and apologize again. Tim

From: Salem, Michael
Sent: Thursday, February 02, 2006 4:56 PM
To: berlatsky1@comcast.net
Cc: Byers, Scott
Subject: Email Access
Joel
Sorry for the confusion, not all the links have been moved over to the new website as of yet. One of those was the web access to the old email system. The link has now been added (http://webmail.wilkes.edu) as you have not upgraded as of yet this is the link you need to use to get to your email off-campus. You may need to call the help desk to have your password reset if you are unable too login as I see that was changed today but I not sure in which system.

We are in the process of working with departments to schedule the transition with Faculty. I have one of my staff check on your status tomorrow and let you know.

Sorry for the confusion,

-----Original Message-----
From: berlatsky1@comcast.net [mailto:berlatsky1@comcast.net]
Sent: Thursday, February 02, 2006 11:35 AM
To: gilmour@wilkes.edu
Cc: byers@wilkes.edu
Subject: New e mail

Tim,
I have really tried hard to not get aggravated over a variety of issues as I ease my way toward the end. However, today my patience ran out. I am home and tried to get on to the web site (NEW). That was fine, but when I went to access my e-mail I could not do so. I called the help desk which gave me my new name and log in. Alas that did not work. After 20 or so minutes of screwing around I told the helper I had better things to do than spend the whole day listening to a silent phone while they fool around.
I admit I have paid little attention as to why the change in the e-mail is being made (which incidentally I have not even been contacted about getting my computer at work updated), but it seems to me that there was little wrong with the old system, which I never had any problem with.
What the change so far means to me is one more instance of incredible frustration and that for all intents and purposes I am cut off from the campus and those students who might have some weird desire to get in touch. While I am sure that in the long run it will get straightened out, as Keynes said: “in the long run we are all dead.”

Joel

<table>
<thead>
<tr>
<th>#10029035</th>
<th>Response Timeliness</th>
<th>Skillset</th>
<th>Resolution Timeliness</th>
<th>Communication</th>
<th>Overall Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>10029035</td>
<td>5.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
</tr>
</tbody>
</table>

Case #: 10029035
Customer: Velopolcak_Andrew
Assigned Tech: CHD Tech
Case Status: Closed
Case Desc: Unable to login to Wilkes send mail...
Case History: Wednesday February 1, 2006 5:45 PM EST Opened by [CHD Tech(James Colo)]

CASE ASSIGNED TO TECH: CHD Tech
CASE STATUS SET TO: Closed
CASE PRIORITY SET TO: Service request
Case History:
Unable to login to Wilkes send mail...verified acct...reset password...Andrew was able to login...

Case Resolution: Wednesday February 1, 2006 5:45 PM EST Updated by CHD Tech(James Colo)
verified acct...reset password...Andrew was able to login...

Issue Review:

Action Taken: Sent user a follow-up email asking for additional information about case.
<table>
<thead>
<tr>
<th>Case History:</th>
<th>CASE ASSIGNED TO TECH: CHD Tech</th>
</tr>
</thead>
<tbody>
<tr>
<td>User is not receiving mail at her Wilkes address</td>
<td>CASE STATUS SET TO: Closed</td>
</tr>
<tr>
<td>User has received several other messages today as well. I sent an email to the user's old email address to test the aliasing, user received the message immediately. Advised the user to contact the sender of the message and clarify their address.</td>
<td>CASE PRIORITY SET TO: Service request</td>
</tr>
<tr>
<td></td>
<td>Action Taken: Sent user a follow-up email asking for additional information about case.</td>
</tr>
</tbody>
</table>

**Issue Review:**

**Action Taken:** Sent user a follow-up email asking for additional information about case.
Case #: 10030127
Customer: Klemow_Kenneth
Assigned Tech: Joseph Wilk
Case Status: Closed
Case Desc: Scanner is jamming while user is trying to scan exams
Case History:
Tuesday February 21, 2006 2:32 PM EST Opened by [CHD Tech(Hezzie McCaleb)]
CASE ASSIGNED TO GROUP: User Services
CASE PRIORITY SET TO: Service request
Case History:
Scanner is jamming while user is trying to scan exams. User is located in Rm. 102 in the Starke learning system. User needs assistance as soon as possible.
Tuesday February 21, 2006 4:06 PM EST Updated by Karen Novicki
CASE ASSIGNED TO TECH: Joseph Wilk
CASE STATUS CHANGED TO: Closed
Case History:
The scanner is being calibrated on a regular basis to ensure proper functionality but this is the second time that the unit has received a jamming error - therefore the vendor has been contacted to assess the scanner. Joe did however get the unit working.
PS Level one was contacted that the help desk tech failed to notify us of this immediate scanner issue as she should have - sorry for any inconvenience. thanks, Karen

Case #10030127  Customer: Klemow_Kenneth
Going through the Help Desk again provide to be more of a hindrance than an assist. I had to knock on the door of the ITS office after 20 minutes of waiting to engage Joyce Kopack's and Joe Wilk's assistance. Once they knew about the problem, they worked hard to implement a fix.

Issue Review: Help desk did not escalate the issue to site staff in a timely manner.

Action Taken: Reviewed issue with CHD manager. Also will discuss the accusation of a second scanner with Wilkes management.
Network Services:

Thirty-one quality of service surveys were received for Network Services for February 2006. The overall satisfaction rating for the Network Services ranked within the good range (34 surveys @ 6 or >, 8 surveys @ 5 or <). There were seven (7) positive comments and three (3) negative comments in the written feedback.

To improve turn-around-time in this area the following steps are being taken:

- Cases in the unassigned case queue will be reviewed and assigned every three hours
- Open cases will be reviewed every day to monitor status
- Service levels will be established and posted for most common requests

<table>
<thead>
<tr>
<th></th>
<th>Response Timeliness</th>
<th>Skillset</th>
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<th>Communication</th>
<th>Overall Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Summary</td>
<td>6.94</td>
<td>7.72</td>
<td>6.55</td>
<td>6.77</td>
<td>6.84</td>
</tr>
</tbody>
</table>

**Case #10030004**  Customer: Space_Karen  
Thanks.

**Case #10030002**  Customer: Searfoss_Theodore  
thank you very much

**Case #10029992**  Customer: Bailey_Chris  
Great job as always - you have smart people working for you here at Wilkes.

**Case #10029926**  Customer: Sridhar_Kasthuri  
Wilkes provides good support to the students. Thanks

**Case #10030012**  Customer: Heintzelman_Brian  
This was taken care of in an efficient manor, Thank You.

**Case #10029923**  Customer: Elia_Kristen  
Very helpful!

**Case #10029668**  Customer: Miller_Andrew  
Actually sort of surprised how fast it was resolved, thanks
Issues Review:

<table>
<thead>
<tr>
<th>#10026533</th>
<th>Response Timeliness</th>
<th>Skillset</th>
<th>Resolution Timeliness</th>
<th>Communication</th>
<th>Overall Satisfaction</th>
</tr>
</thead>
</table>

Case #: 10026533
Customer: rockwell_juanita
Assigned Tech: Ikram Muhammad
Case Status: Closed
Case Desc: network access request
Case History: Tuesday January 10, 2006 3:48 PM EST Opened by [CHD Tech(Daniel McGee)]

CASE ASSIGNED TO GROUP: Network Services
CASE PRIORITY SET TO: Service request
Case History:
user states she is guest faculty at the school, and wants to log into the wireless network. she does not have a network account, she is requesting a general account for network access.

contact: 9174124809
Saturday January 28, 2006 3:25 PM EST Updated by Tom Weeks

CASE ASSIGNED TO TECH: Tom Weeks
Case History:
Monday January 30, 2006 4:12 PM EST Updated by Tom Weeks

CASE ASSIGNED TO TECH: Ikram Muhammad
Case History:
Ikram - contact her and set up a Wilkes account in the staff group for her. This will give her VPN access.
Tuesday January 31, 2006 9:06 AM EST Updated by Ikram Muhammad

CASE ASSIGNED TO TECH: Ikram Muhammad
CASE STATUS CHANGED TO: Open (Waiting)
Case History:
juanita.rockwell is created and she is in right VPN group.
Wednesday February 1, 2006 10:53 AM EST Updated by Ikram Muhammad

CASE ASSIGNED TO TECH: Ikram Muhammad
Case History:
I called and left a message for the user.
Monday February 6, 2006 9:54 AM EST Updated by Ikram Muhammad

CASE ASSIGNED TO TECH: Ikram Muhammad
Case History:
Sent an email to the user.
Tuesday February 7, 2006 8:58 AM EST Updated by Ikram Muhammad

CASE ASSIGNED TO TECH: Ikram Muhammad

CASE STATUS CHANGED TO: Closed

Case History:
I did not get a reply from the user.

Case #10026533  Customer: rockwell_juanita

hi - i requested a log-in number in early/mid january and only got the response a day or so ago (about a month later). i had long since solved the problem thru our tech support in the creative writing program, which is quite good. thanks. juanita

Issue Review: Poor response time

Action Taken: See actions items at start of section

<table>
<thead>
<tr>
<th>Case #</th>
<th>Response Timeliness</th>
<th>Skillset</th>
<th>Resolution Timeliness</th>
<th>Communication</th>
<th>Overall Satisfaction</th>
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</table>

Case #:
10029329

Customer:
Holt_Macey_Michelle

Assigned Tech:
Michael Fajardo

Case Status:
Closed

Case Desc:
away message

Case History:
Monday February 6, 2006 5:51 AM EST Opened by [Holt_Macey_Michelle]
I have tried multiple times and ways since Fri to get an away message on my email. It must be done now in my absence as I am leaving in an hour. It should read "I will be out of the office until Feb 13. If you need assistance prior to that date please contact Tracy Polumbo at 570-408-4267, or tracy.polumbo@wilkes.edu. Thanks. Shelli Holt-Macey"

You may also feel free to contact Tracy, or my department chair Ed Foote, if needed to complete this request. Thanks!

Shelli Holt-Macey
Monday February 6, 2006 5:54 AM EST Updated by [Holt_Macey_Michelle]
I forgot to add what happens when I try to get the away message on....I get a shell of a screen noever confirming or denying that I was successful in updating my message. Also, I tried sending dummy emails to test it, and found that the away message was not active. Please help as soon as possible so I don't have contacts wondering all week why I am not being responsive. Thanks!

Monday February 6, 2006 7:36 AM EST Updated by [CHD Config(Antonio Rodriguez)]

CASE ASSIGNED TO GROUP: Network Services

CASE PRIORITY CHANGED TO: Service request

Case History:
Escalating to network services.

Monday February 6, 2006 8:52 AM EST Updated by Michael Fajardo
CASE ASSIGNED TO TECH: Michael Fajardo

CASE STATUS CHANGED TO: Closed

Case History:
Her secretary confirmed that the user was able to set this up.

Case #10029329  Customer:Holt_Macey_Michelle
My away message was never turned on and working all week. I had student and preceptor contacts who were awaiting my replies all week because they had no idea I was not here to receive their email. This caused aggravation, frustration, and certainly made my return to work an extremely stressful time. I am highly dissatisfied with this.

Issue Review: Away message not working but case was closed. Mike spoke to the assistant (probably Tracy Palumbo) who indicated the away message was working – Shelley was already out on vacation when she put the ticket in.

Action Taken: Mike should have tested this by sending an email to the account – Tom has reviewed the handling of the case with him.

<table>
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</table>

Case #:
10029144

Customer: Tillman_Stephen

Assigned Tech: Michael Fajardo

Case Status: Closed

Case Desc: email not forwarding for this currenty week

Case History:
Thursday February 2, 2006 2:27 PM EST Opened by [CHD Tech(Michelle DeClue)]

CASE ASSIGNED TO GROUP: Network Services

CASE PRIORITY SET TO: Service request

Case History:
email not forwarding for this currenty week
from email address stephen.tillman to tillman@dogbert.mathcs.wilkes.edu

Friday February 3, 2006 8:14 AM EST Updated by Michael Fajardo

CASE ASSIGNED TO TECH: Michael Fajardo

Case History:

Friday February 3, 2006 8:41 AM EST Updated by Michael Fajardo

CASE ASSIGNED TO TECH: Michael Fajardo

Case History:
Sent a test message from my Outlook and Hotmail account to Stephen.Tillman@wilkes.edu after the changes I did. Waiting for user’s reply to confirm that the email in now forwarding.
Friday February 3, 2006 8:42 AM EST Updated by Michael Fajardo

CASE ASSIGNED TO TECH: Michael Fajardo

CASE STATUS CHANGED TO: Closed

Case History:
User confirmed that she is able to login to the proxy now. Closing case.

Case Resolution:
Friday February 3, 2006 8:41 AM EST Updated by Michael Fajardo
Removed Exchange mailbox for Stephen.Tillman and created contact to forward emails to Stephen.Tillman@wilkes.edu to his tillman@dogbert.mathcs.wilkes.edu inbox.

Issue Review:
Math/CS users their own Email server which makes their mail handling more complex.

Action Taken: None as issue was resolved within 24 hours.

<table>
<thead>
<tr>
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<th>Resolution Timeliness</th>
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</table>

Case #:
10028035

Customer:
Dulick_Kristen

Assigned Tech:
Michael Fajardo

Case Status:
Closed

Case Desc:
reply to email problem

Case History:
Monday January 23, 2006 5:37 PM EST Opened by [CHD Tech(Peter Honeycutt)]

CASE ASSIGNED TO TECH: CHD Tech

CASE PRIORITY SET TO: Service request

Case History:
Kristen,
In Outlook click "tools" then "email accounts". On the screen that opens click "next" then select your account (not the exchange account) then click "change" on the next screen click "more settings" then edit your reply address. Click "ok" then click "next" then click "finish".

If you continue to have trouble please call the helpdesk.

Tuesday January 24, 2006 8:53 AM EST Updated by [CHD Tech(Neal Dolphin)]

Case History:
When she sends an email out, and someone replys to that email, it changes from kristen.dulick@wilkes.edu to Dulick@ns1.wilkes.edu. tried to login as her and check for perferences or options that can change that, but could not find. This is not outlook, but the webmail.

Friday January 27, 2006 2:04 PM EST Updated by [CHD Tech(Arthur Wilbur)]

Case History:
User is calling to check on status of ticket. She states that the original information given to her was not valid because she is a student and logs
in at webmail.wilkes.edu. She states that someone has already logged into her account over the phone and confirmed that there is not any type of incorrect reply address there. Ticket is routed to Network Services, advised updating ticket to bring to their attention. User requests that she be emailed directly at kristen.dulick@wilkes.edu to notify her when issue is resolved.

**Wednesday February 1, 2006 11:00 AM EST Updated by [CHD Tech(Holly Nash)]**

CASE ASSIGNED TO TECH: Michael Fajardo

**CASE ASSIGNED TO TECH: Michael Fajardo**

**CASE STATUS CHANGED TO: Closed**

The problem was caused by an entry the user put in Squirrelmail’s settings for the Reply To: address. Took out the entry. Asked the user to send me a test message again and I was able to reply.

**Issue Review:** Issue resolution not timely – should have been resolved during the first phone call by first level support.

**Action Taken:** See actions items at start of section

<table>
<thead>
<tr>
<th>Case #</th>
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<th>Assigned Tech</th>
<th>Case Status</th>
<th>Case Desc</th>
<th>Case History</th>
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</thead>
<tbody>
<tr>
<td>#10027991</td>
<td>Tarselli_Regina</td>
<td>Michael Fajardo</td>
<td>Closed</td>
<td>unable to acces email using outlook express</td>
<td>Monday January 23, 2006 3:11 PM EST Opened by [CHD Tech(James Crevecoeur)]</td>
</tr>
</tbody>
</table>

CASE ASSIGNED TO GROUP: Network Services

CASE PRIORITY SET TO: Service request

**Case History:**

caller is able to access webmail fine. outlook express is not working.
I verified the caller is using the following:
PPO & IMAP Server Name: pop1.wilkes.edu

SMTP Server Name: smtp.wilkes.edu
re-created the acct and still not working...user has dial up connection to wilkes.
needs help.

Monday January 23, 2006 3:54 PM EST Updated by Maria Mattioli
CASE ASSIGNED TO TECH:
Case History:

Friday January 27, 2006 10:26 AM EST Updated by Michael Fajardo
CASE ASSIGNED TO TECH: Michael Fajardo
Case History:
User needs to verify that the account name and password is set to the new one, regina.tarselli.

Tuesday January 31, 2006 7:48 PM EST Updated by Michael Fajardo
CASE ASSIGNED TO TECH: Michael Fajardo
Case History:
Was able to get user's password and recreate her connection from my Outlook Express. I was able to connect to her account. Sent a screen capture and a test message from her account to herself just to show her that I can connect to her account through Outlook Express fine.

Wednesday February 1, 2006 7:27 AM EST Updated by Michael Fajardo
CASE ASSIGNED TO TECH: Michael Fajardo
Case History:
It might be that the dialup services that is causing the user this problem since she mentioned that she wasn't able to connect to her email using Outlook Express even with the old username. I will try to check with Tom on this problem.

Friday February 3, 2006 9:04 AM EST Updated by Michael Fajardo
CASE ASSIGNED TO TECH: Michael Fajardo
CASE STATUS CHANGED TO: Closed
Case History:
Closing ticket since the problem now seems to be on the client configuration for Outlook Express. Also advised user to visit the computer clinic to help her with the configuration.

**Issue Review:** Issue resolution not timely

**Action Taken:** See actions items at start of section
Response Timeliness | Skillset | Resolution Timeliness | Communication | Overall Satisfaction
--- | --- | --- | --- | ---
#10030391 | 1.00 | 3.00 | 1.00 | 1.00

Case #: 10030391  
Customer: Richter_Cody  
Assigned Tech: Tom Weeks  
Case Status: Closed  
Case Desc: User internet connect is running really slow  
Case History: Monday February 27, 2006 8:22 PM EST Opened by [CHD Tech(Jonelle Simmons)]  
CASE ASSIGNED TO GROUP: Network Services  
CASE PRIORITY SET TO: Service request  
Case History: User internet connect is running really slow. The user states that it's been running slow all day. The users roommate is also experience the same issues.  
339 south river street apt 2 second floor  
Tuesday February 28, 2006 8:04 AM EST Updated by Tom Weeks  
CASE ASSIGNED TO TECH: Tom Weeks  
Case History:  
Tuesday February 28, 2006 11:33 AM EST Updated by Temps Tech  
CASE ASSIGNED TO TECH: Tom Weeks  
CASE STATUS CHANGED TO: Closed  
Case History:  
Case Resolution: Tuesday February 28, 2006 11:33 AM EST Updated by Temps Tech  
Connection has been restored. Attempted to leave user message.  
Jim Toole  

Case #10030391  
Customer: Richter_Cody  
I have school work to submit online...service should be with in an hour or 2 not a day or 2. Wilkes should try building a more reliable network so this doesn't happen...This is the 3rd time this semester i have had problems  

Issue Review:  
Action Taken:
Case #: 10024838
Customer: Fendrock_Pamela
Assigned Tech: Tom Weeks
Case Status: Closed
Case Desc: Cannot access ftp: Joint Urban Studies center
Case History: Tuesday November 15, 2005 9:40 AM EST Opened by [CHD Tech(Peter Honeycutt)]

CASE ASSIGNED TO GROUP: Network Services
CASE PRIORITY SET TO: Service request
Case History:
Cannot access ftp: Joint Urban Studies Center | Needs IP and Username/PW | Had PC swapped out a week and a half ago | Would also like FTP settings from old PC "WS_FTP" copied to new PC | State Tom Weeks had a part in setting up the Joint Urban Studies Center site.
Thursday November 17, 2005 10:54 AM EST Updated by Tom Weeks
CASE ASSIGNED TO TECH: Tom Weeks
Case History:

Tuesday February 28, 2006 8:00 AM EST Updated by Tom Weeks
CASE ASSIGNED TO TECH: Tom Weeks
CASE STATUS CHANGED TO: Closed
Case History:

Case Resolution: Tuesday February 28, 2006 8:00 AM EST Updated by Tom Weeks
reser PW and tested. Emailed Pam

Case #10024838 Customer:Fendrock_Pamela
I worked around the situation in November and didn't push the workorder because I was busy with other things. I know this wasn't a big priority for any of us, but 3.5 months seems like a really long time.

Issue Review: Poor turn-around time
Action Taken: See actions items at start of section
Case #: 10023561
Customer: Sullivan_Frederick
Assigned Tech: Tom Weeks
Case Status: Closed
Case Desc: network jack install
Case History: Friday October 7, 2005 10:50 AM EST Opened by [CHD Tech(Daniel McGee)]
CASE ASSIGNED TO GROUP: Network Services
CASE PRIORITY SET TO: Medium
Case History: karen space calling for user who needs a network jack installed in room SLC 404
contact: 4830
Saturday October 8, 2005 9:17 PM EST Updated by Mike Salem
CASE ASSIGNED TO GROUP: IT Management
CASE ASSIGNED TO TECH: Mike Salem
CASE STATUS CHANGED TO: Open (On-Hold)
Case History: Requests for additional drops are on hold as per Scott Byers VP
Sunday October 30, 2005 8:33 PM EST Updated by Mike Salem
CASE ASSIGNED TO GROUP: Network Services
CASE ASSIGNED TO TECH: New Era Tech
Case History:
Tuesday December 13, 2005 11:32 AM EST Updated by [CHD Tech(Lucas Fisher)]
CASE ASSIGNED TO TECH:
Case History: Karen Space called for an update, states the network drop in the room is not finished, there are wires in the room but did not finish.
Contact Karen at ext4830.
Thursday December 22, 2005 6:32 AM EST Updated by [Sullivan_Frederick]
What is the status of this work order? It has now been open for 2.5 months. Wires were installed but not connected!
Monday January 9, 2006 11:00 AM EST Updated by [Sullivan_Frederick]
We're now over 3 months. Action is requested.
Monday January 16, 2006 2:18 PM EST Updated by Tom Weeks
CASE ASSIGNED TO TECH: Tom Weeks
Case History:

Wednesday February 1, 2006 2:37 PM EST Updated by [Sullivan_Frederick]
There is now a socket attached to the wires, but it is not live. We are almost at 4 months!

Tuesday February 21, 2006 7:48 AM EST Updated by [Sullivan_Frederick]
It's done. You can close this now.

Thursday February 23, 2006 9:23 AM EST Updated by Tom Weeks
CASE ASSIGNED TO TECH: Tom Weeks
CASE STATUS CHANGED TO: Closed
Case History:

Case #10023561  Customer:Sullivan_Frederick
It took over 4 months to get a jack installed which should have been installed during the network upgrades this summer. Need I say more?

Issue Review:  Poor turn-around time
Action Taken:  See actions items at start of section
User Services:

Eighty-one quality of service surveys were received for User Services for February 2006. The overall satisfaction rating for the User Services ranked within the excellent range (76 surveys @ 6 or >, 2 surveys @5 or <). There were twenty-eight (28) positive comments and three (1) negative comment in the written feedback.

| Total Summary | 8.37 | 8.69 | 8.53 | 8.62 | 8.58 |

**Case #10029707**  Customer: Kintz_Theresa  
Exceptional service, the technician, Jermaine, so helpful, professional, and nice. Love my new system, thanks!

**Case #10029214**  Customer: Karpinich_Walter  
Appreciate your timely and expert service. Thank you very much.

**Case #10030404**  Customer: Arora_Vijay  
All worked so well. Thank you to you and your efficient staff.

**Case #10030091**  Customer: Sullivan_Frederick  
Wow. Same day service for software installation! You can't beat that with a stick! Go Joseph!

**Case #10029798**  Customer: Gilmer_John  
Joseph noted that I was having problems with this, and at his initiative offered to help. He was energetic and imaginative in seeking solutions. Even when the problem seemed to be solved, he stuck with it and made sure. For example, when Abel5 was installed, it turned out not to work properly, so he looked for and found an alternative compiler for PAL designs. This one job is typical, in that Joseph has always been extremely helpful, and made sure to stay with a problem until it is resolved, is always professional and diligent, and is very much a pleasure to work with.

**Case #10029135**  Customer: Klemow_Kenneth  
Joe Nalbone was very helpful.

**Case #10029018**  Customer: Nanstiel_Barbara  
Very quick response. Thank you!

**Case #10029090**  Customer: Zellner_Alan  
Things went very well. Everything there, where and when I needed it.

**Case #10029950**  Customer: Marino_Philip  
Thanks for the help

**Case #10029878**  Customer: Raspen_Richard  
I left the office at 1:30 and returned at 4 pm and the replacement monitor was installed, up and running. Can't ask for any better service than that. Thank you--
Case #10029700  Customer:Arora_Vijay  
The response was courteous and timely. Thank you

Case #10029637  Customer:Espada_Margaret  
Joyce was fantastic. Not only did she fix the problem, but she noticed it while working on a completely different issue on my computer. When I told her that I had reported the issue before and was told that nothing could be done, she insisted that I call it back in so that she could have a go at it.

Case #10028989  Customer:Karpinich_Walter  
Many thanks for the update of computer. Appreciate your quick and timely service.

Case #10028355  Customer:Karpinich_Walter  
Great job, thanks!

Case #10029779  Customer:Mackesy_Blake  
Karen Novicki was quick as could be, professional and helpful.

Case #10028978  Customer:Heaman_Patricia  
Both Karen and Ron were extremely helpful and courteous.

Case #10028442  Customer:Hepp_John  
Well done!

Case #10029957  Customer:Space_Karen  
thanks

Case #10029775  Customer:Space_Karen  
Thanks.

Case #10029994  Customer:Prinster_Steven  
Terrific, went well, and resolved quickly.

Case #10029557  Customer:Truscott_James  
The response to my issue could not have been handled better--Great Job!!

Case #10029543  Customer:Noon_Ann  
Very quick response... most helpful in explaining why as well as resolving the question. Thanks...

Case #10029127  Customer:Witcoskie_Michael  
Job well done

Case #10028467  Customer:Arora_Vijay  
Made an extraordinary effort to find the code. Excellent trouble-shooting capabilities.

Case #10025246  Customer:Arora_Vijay  
Todd was persistent in finding the code and he did after a lot of hard work. My heartfelt appreciation for him.

Case #10030100  Customer:Holt_Macey_Michelle  
Walter was a great help!

Case #10030099  Customer:Holt_Macey_Michelle  
Walter was a great help!
Case #10029862  Customer:Fumanti_Sandra
I am IT challenged; my battle cry is "I touched it". I typically do not respond to the follow-up survey because there are so many. I have never had an unpleasant experience. Each problem has been addressed timely, efficiently and very professionally. I am thankful for the patience exercised in dealing with me and my problems. Sandy Fumanti

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<th>Skillset</th>
<th>Resolution Timeliness</th>
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Case #: 10030101
Customer: Marsh_Greg
Assigned Tech: Maria Mattioli
Case Status: Closed
Case Desc: Change needs to be made to wilkes page
Case History: Tuesday February 21, 2006 9:30 AM EST Opened by [CHD Tech(Justin Sciacca)]
CASE ASSIGNED TO GROUP: Network Services
CASE PRIORITY SET TO: Service request
Case History:
On page http://www.wilkes.edu/pages/319.asp under the main header, it says
"Air Force ROTC Debbie Chapman 570-408-4860" Debbie Chapman needs to be removed, and replaced with "Lt Col Jane Vesperman"
Debbie is not part of the ROTC.
Contact # 570-408-4872
Tuesday February 21, 2006 10:21 AM EST Updated by Maria Mattioli
CASE ASSIGNED TO GROUP: User Services
CASE ASSIGNED TO TECH: Maria Mattioli
CASE STATUS CHANGED TO: Closed
Case History:
Thanks for taking my survey!
Sent to Web content manager via wilkes website link.
Case Summary: Tuesday February 21, 2006 9:30 AM EST Updated by CHD Tech(Justin Sciacca)
Forwarding to Network , the webmaster link to email webmaster, is not readily available. Could not locate it on the site.

Case #10030101  Customer:Marsh_Greg
Thanks for the fast response, but the request for the website changes still haven't been made! I've hit refresh several times and it hasn't updated.
**Issue Review:** Users dissatisfied with response time of request.

**Action Taken:** Communicated to user that IT Services does maintain the Wilkes Website and that his request had been passed on the proper unit.

From: Marsh Greg Capt AFROTC Det 752 [mailto:greg.marsh@wilkes.edu]
Sent: Tuesday, March 07, 2006 7:59 AM
To: Salem, Michael
Cc: Fendrock, Pamela
Subject: RE: Webpage update

Mike, thanks for the follow up. It’s been an odd process, but I noticed the site was updated yesterday morning to mine and everyone else’s satisfaction.

Pam updated me on the status yesterday too. Thank you both for your help.

Regards,

Greg Marsh, Capt, USAF
Detachment 752, Unit Admissions
http://www.det752.com/
Phone: 570-408-4872
Fax: 570-408-7886
Toll Free: 800 WILKESU, ext 4872

-----Original Message-----
From: Salem, Michael [mailto:Michael.Salem@wilkes.edu]
Sent: Monday, March 06, 2006 8:58 PM
To: Marsh, Greg
Cc: Fendrock, Pamela
Subject: Webpage update

Greg,

I coping Pam as IT Services does not control the information displayed on the Wilkes website, we did pass your request on.

<table>
<thead>
<tr>
<th>#10029216</th>
<th>Response Timeliness</th>
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</tbody>
</table>

**Case #:** 10029216
**Customer:** Plesko_Regina
**Assigned Tech:** Steve Lenko
**Case Status:** Closed
**Case Desc:** Printer error

**Case History:**
Friday February 3, 2006 10:49 AM EST Opened by [Christina Bawuah]
CASE ASSIGNED TO GROUP: User Services
CASE PRIORITY SET TO: Urgent
Case History:
Friday February 3, 2006 11:46 AM EST Updated by Maria Mattioli
CASE ASSIGNED TO TECH: Steve Lenko
Case History:
Friday February 3, 2006 11:46 AM EST Updated by Maria Mattioli
Case History:
Friday February 3, 2006 2:12 PM EST Updated by Steve Lenko

CASE STATUS CHANGED TO: Closed

Case Summary: Friday February 3, 2006 10:49 AM EST Updated by Christina Bawuah
Printer lp9, in the cashier's office is producing an error: load mp feeder, other envelope. High priority.

Case Resolution: Friday February 3, 2006 2:12 PM EST Updated by Steve Lenko
Set printer to tray #1

Issue Review:

Action Taken: Sent user a follow-up email asking for additional information about case.

<table>
<thead>
<tr>
<th>#10029231</th>
<th>Response Timeliness</th>
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</tbody>
</table>

Case #: 10029231
Customer: Carey_Dave
Assigned Tech: Temps Tech
Case Status: Closed
Case Desc: New Domain - Exchange - H Drive
Case History: Friday February 3, 2006 11:45 AM EST Opened by [Karen Novicki]

CASE ASSIGNED TO GROUP: User Services
CASE ASSIGNED TO TECH: Temps Tech
CASE PRIORITY SET TO: Projects
Case History:
Appt scheduled for Friday, Feb 10th at 10am......his office is slc 214 (next to Dr Kalim’s)
Friday February 10, 2006 11:41 AM EST Updated by Temps Tech

CASE STATUS CHANGED TO: Closed
Case History:

Case Resolution: Friday February 10, 2006 11:41 AM EST Updated by Temps Tech
Updated tp office XP. added to new domain and exchange server. Lab PC WS11147 also updated Office XP and added to new domain.
Jim Toole

Case #10029231 Customer: Carey_Dave
I can no longer access my email through the web on my machine in my office. It will not access your help online web page. I am also getting some virus warnings that I never had before. The service was great but my machine is not.
**Issue Review:** User had some system issues that were unrelated to the work that was performed. User did not open another case.

**Action Taken:** Sent user a follow-up email asking for additional information about case.

From: Carey, David  
Sent: Monday, March 06, 2006 7:05 PM  
To: Salem, Michael  
Subject: RE: Quality of Service Review

Mike:
I figured out how to get it going. There was a setting on my machine that was causing certain web pages not to load. Once I figured this out and cleaned out some registry tables I began to have success.

**Administrative Systems:**

Sixteen quality of service surveys were received for Admin Services for February 2006. The overall satisfaction rating for the Admin Services ranked within the excellent range (15 surveys @ 6 or >, 1 surveys @5 or <). There four (4) positive comments and zero (0) negative comment in the written feedback.

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**Case #10030082**  Customer: Wienckoski_Judith  
Great job

**Case #10029750**  Customer: Mackesy_Blake  
Wow! That was fast! Deb is wonderful! Many thanks. Blake

**Case #10029347**  Customer: Space_Karen  
Thanks!

**Case #10028999**  Customer: Zabriski_Michele  
As always, Ms Yedinak is professional and efficient. Michele

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<th>Resolution Timeliness</th>
<th>Communication</th>
<th>Overall Satisfaction</th>
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**Case #:** 10029254  
**Customer:** O`Borski_Jane  
**Assigned Tech:** Deb Yedinak  
**Case Status:** Closed  
**Case Desc:** cannot load web banner  
**Case History:** Friday February 3, 2006 1:54 PM EST Opened by [CHD Tech(Daniel McGee)]
CASE ASSIGNED TO GROUP: Network Services
CASE ASSIGNED TO TECH: Michael Fajardo
CASE PRIORITY SET TO: Urgent
Case History:
cannot log into banner production or test database, no response, no error message. the web page does not load for banner. i tried it, no problem loading. user trying to access banner in briseth hall room 108. user tried from another pc in the room, no difference. user was typing in web addresses to banner, not using an icon on the desktop. the page will not load at all. no error message. training class in session.

location: briseth hall room 108
contact: 4857

i contacted tom weeks and advised of the issue. he stated to assign to michael F.
Friday February 3, 2006 2:10 PM EST Updated by Michael Fajardo

CASE ASSIGNED TO GROUP: Banner - Admin Comp
CASE ASSIGNED TO TECH:
Case History:
Monday February 6, 2006 8:58 AM EST Updated by Deb Yedinak
CASE ASSIGNED TO TECH: Deb Yedinak
Case History:
Monday February 6, 2006 9:02 AM EST Updated by Deb Yedinak
CASE ASSIGNED TO TECH: Deb Yedinak
CASE STATUS CHANGED TO: Closed
Case History:

Case Resolution: Monday February 6, 2006 8:58 AM EST Updated by Deb Yedinak
Banner is not available on all lab pc's. Christina tried to reach Jane but nobody was in lab. Closing ticket for now.

Issue Review: Banner access not available in Briseth hall room 108.

Action Taken: Communicated that Banner access can be provided in labs if the need is communicated with IT Services in advance.

-----Original Message-----
From: Bawuah, Christina
Sent: Tuesday, February 07, 2006 12:06 PM
To: O'Borski, Jane
Cc: Salem, Michael
Subject: HDO Ticket #10029254

Jane,

On Friday, February 3, 2006 you submitted an HDO ticket stating that you could not access the Banner TEST or production system from a lab in Breiseth Hall, Room 108. Ordinarily, Banner INB is not available on desktop PC's in computer labs to ensure proper access security is maintained to the Banner system. However, if there is a need to access the system for a particular training class, we can configure the desktop PCs prior to that time to make sure access is available. The problem that you encountered was that the Oracle JInitiator was not installed on these PCs and since computer labs on campus do not have administrator access to protect
the computers from viruses, etc, the INB forms would not prompt for the automatic installation of this needed software.

If you are planning to conduct further training classes in this room, or any other computer lab, please let me know and we’ll make sure that you can access the system prior to the start of your class. Or, if this solution isn’t satisfactory, please feel free to let me know what solution is better suited.

Christina

**Telephone:**

Six quality of service surveys were received for CTSI Services for February 2006. The overall satisfaction rating for the CTSI ranked within the good range (3 surveys @ 6 or >, 2 surveys @5 or <). There one (1) positive comments and three (1) negative comment in the written feedback.

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**Case #10029009**  Customer:Space_Karen

Thanks.

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**Case #:**  10030021
**Customer:** Kaschak_Camille
**Assigned Tech:** Telecomm Tech
**Case Status:** Closed
**Case Desc:** phone isn’t working
**Case History:**
Friday February 17, 2006 1:03 PM EST Opened by [CHD Tech(Holly Nash)]

CASE ASSIGNED TO GROUP: Telecommunications

CASE PRIORITY SET TO: High
Case History:
no lights, has unplugged and plugged back in, her phone is the one with all the lines for the office, needs assistance
Friday February 17, 2006 5:53 PM EST Updated by Mike Salem

CASE ASSIGNED TO TECH: Telecomm Tech
Case History:
Monday February 20, 2006 8:48 AM EST Updated by [CHD Tech(Justin Sciacca)]

Case History:
User calling back in for status, no change, phone still not working. No lights or dial tone. Does not ring. User needs phone replaced.

Contact # 4063 or 4064
**Monday February 20, 2006 12:00 PM EST Updated by Telecomm Tech**

CASE ASSIGNED TO TECH: Telecomm Tech
CASE STATUS CHANGED TO: Closed
Case History:
2-20-06 checked phone good at mdf and leaving chase hall. Tested at jack good to jack. Bad line cord replaced with new 7ft. cord. needs 15 footer, will replace with 15 ft line cord tomorrow phone up and running now.

**Issue Review:** User dissatisfied with response time.

**Action Taken:** Emailed user to get additional feedback as case was handled within response guidelines.

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**Case #:** 10029597
**Customer:** Darby_Susan
**Assigned Tech:** Telecomm Tech
**Case Status:** Closed
**Case Desc:** Phone not working
**Case History:** Thursday February 9, 2006 8:44 AM EST Opened by [Joyce Kopack]

CASE ASSIGNED TO GROUP: Telecommunications
CASE ASSIGNED TO TECH: Telecomm Tech
CASE PRIORITY SET TO: Service request
Case History:
see duplicate case 10029395
Thursday February 9, 2006 11:54 AM EST Updated by Telecomm Tech

CASE STATUS CHANGED TO: Closed
Case History:
2-9-06
user moved and then called phone in as dead. relocated phone from room 308 to 316 tested at room 316 ok complete.

**Case #10029597** Customer: Darby_Susan
It took four days to get the problem resolved.

**Issue Review:** Slow response time – help desk tech did not open a separate case for the PC and Phone issues on 2/6/06 (10029395)

**Action Taken:** Reviewed handling of case with CHD manager.

From: Antonio Rodriguez
Sent: Monday, March 06, 2006 8:55 AM
To: Michael Salem
Cc: Ben Pinsky
Subject: RE: Quality of Service Review

Mike,
I apologize for the delay that was caused by this ticket and will work with the technician to ensure that this does not reoccur. I will remind him that separate issues require separate tickets when routing to different groups.

Thank you,