eRA User Support
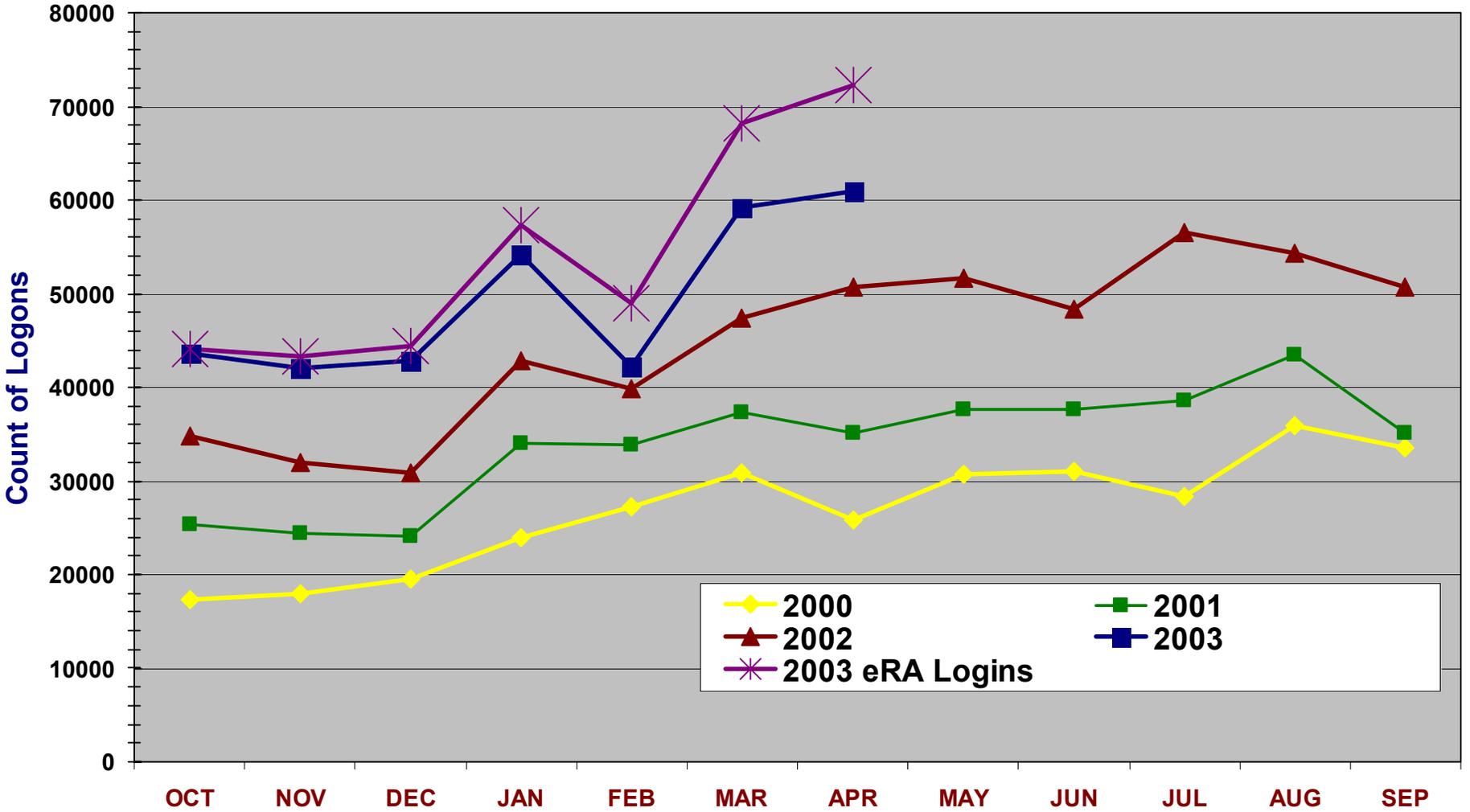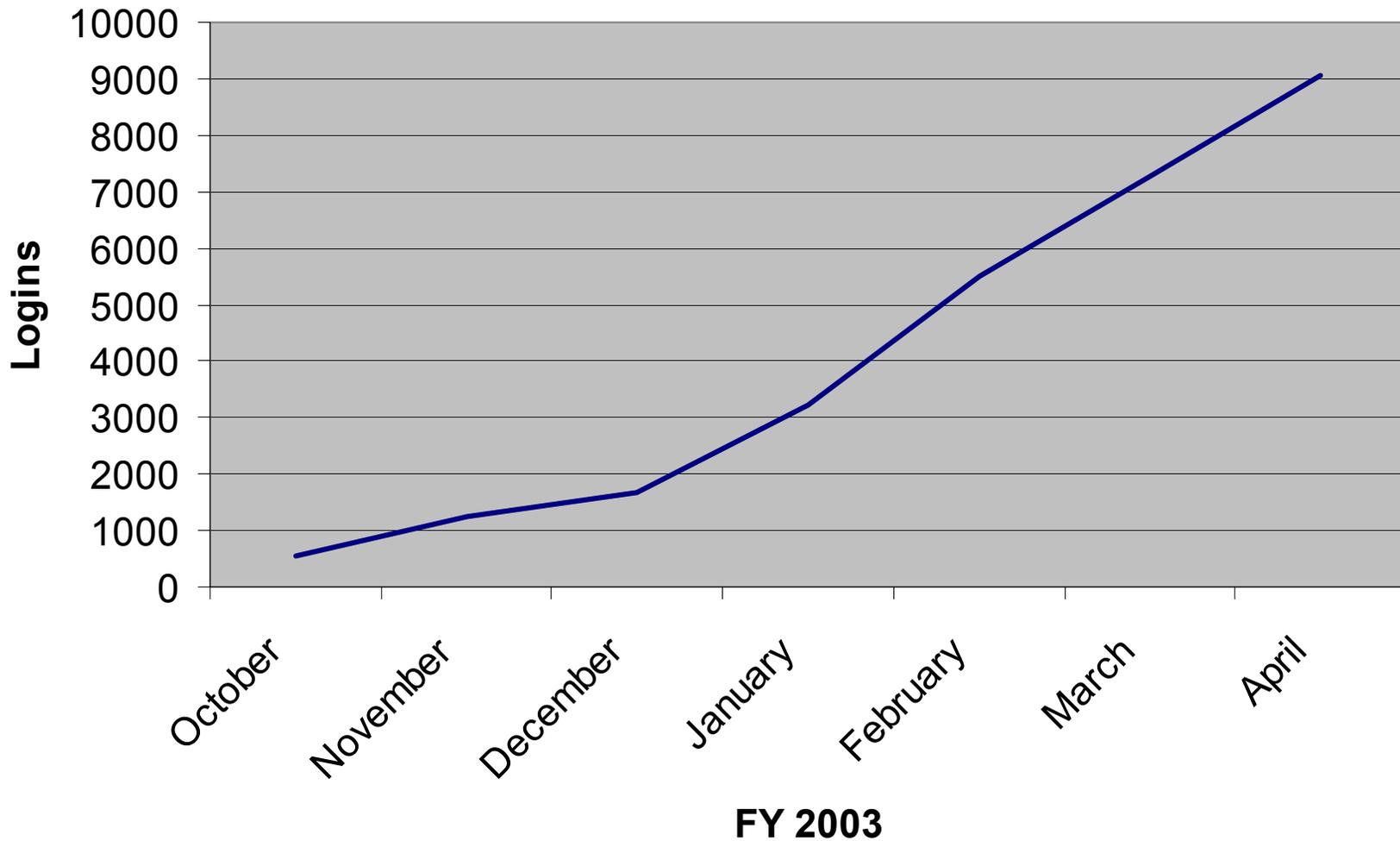
or
"How I Learned to Stop Worrying and Love the email."

IMPAC II And Commons COUNT OF LOGONS BY FY

Commons Logins by Month

FY 2003

Workload

	Feb	Mar	Apr
IMPACII Calls	471	656	699
Commons Calls	184	233	293
Total Helpdesk Calls	**655**	**889**	**992**

Total number of IMPAC II Users = 5,950
Total number of Commons users = 2,945

Staffing

Currently at Full staffing levels

    8 Contract Staff

    2 Second Tier Gov. Support

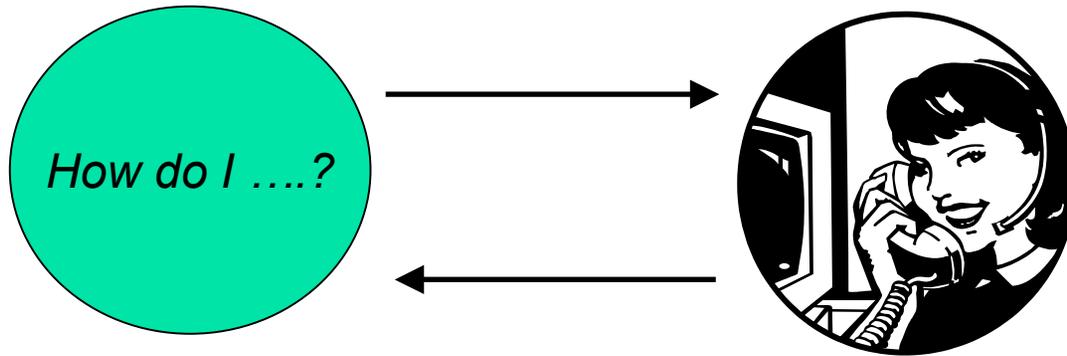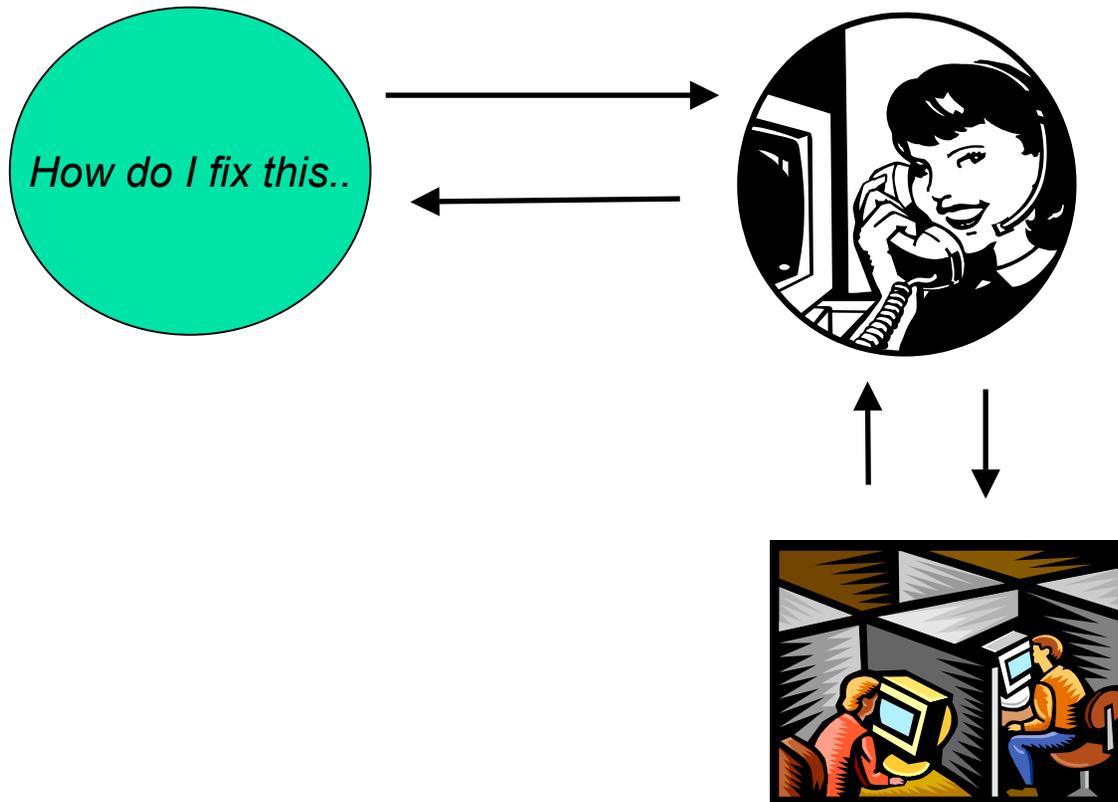   3 additional staff

    1 Chief (me)

Response Time

Goal is to answer as many call as possible on first call or first email response.

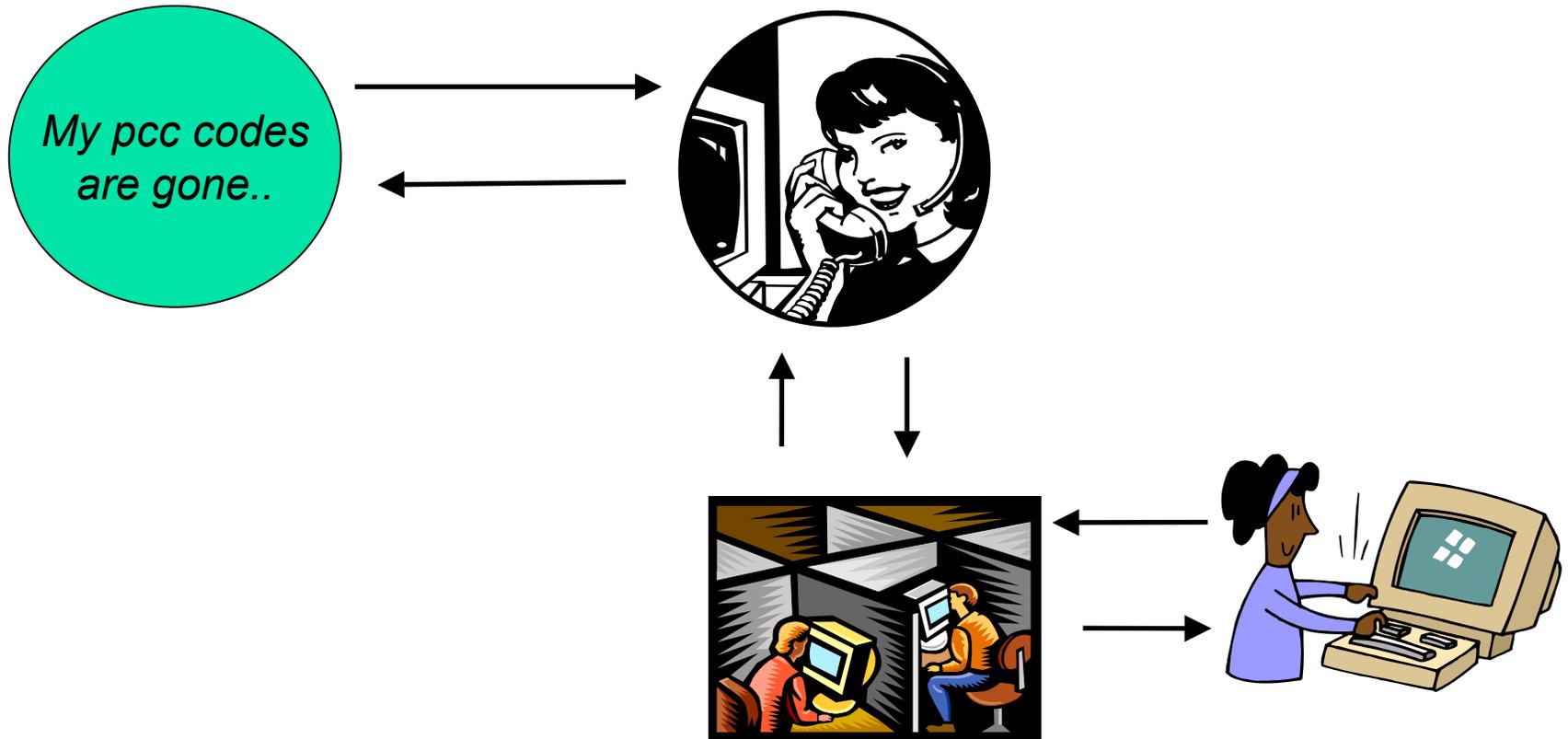Currently reaching this goal on 25% of calls.
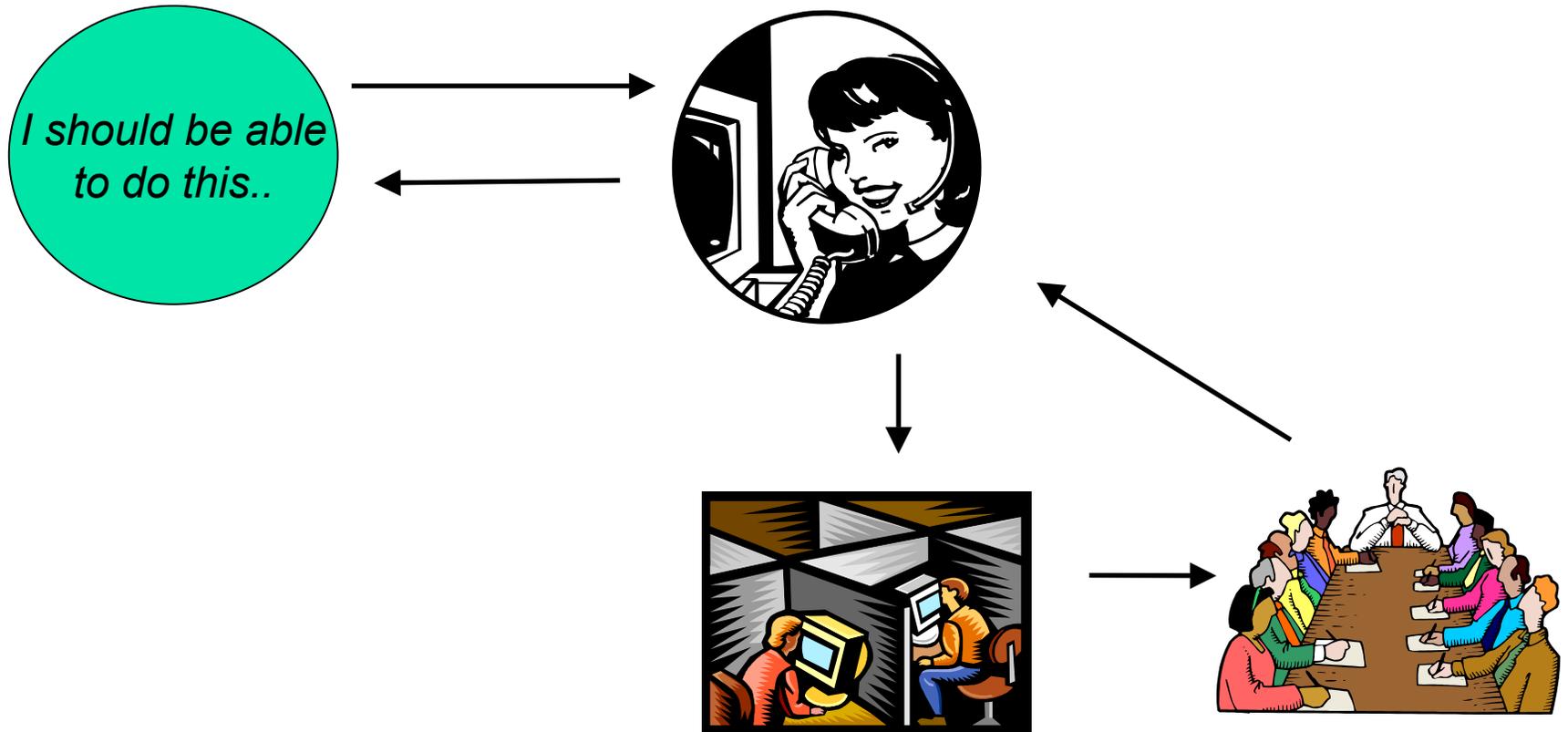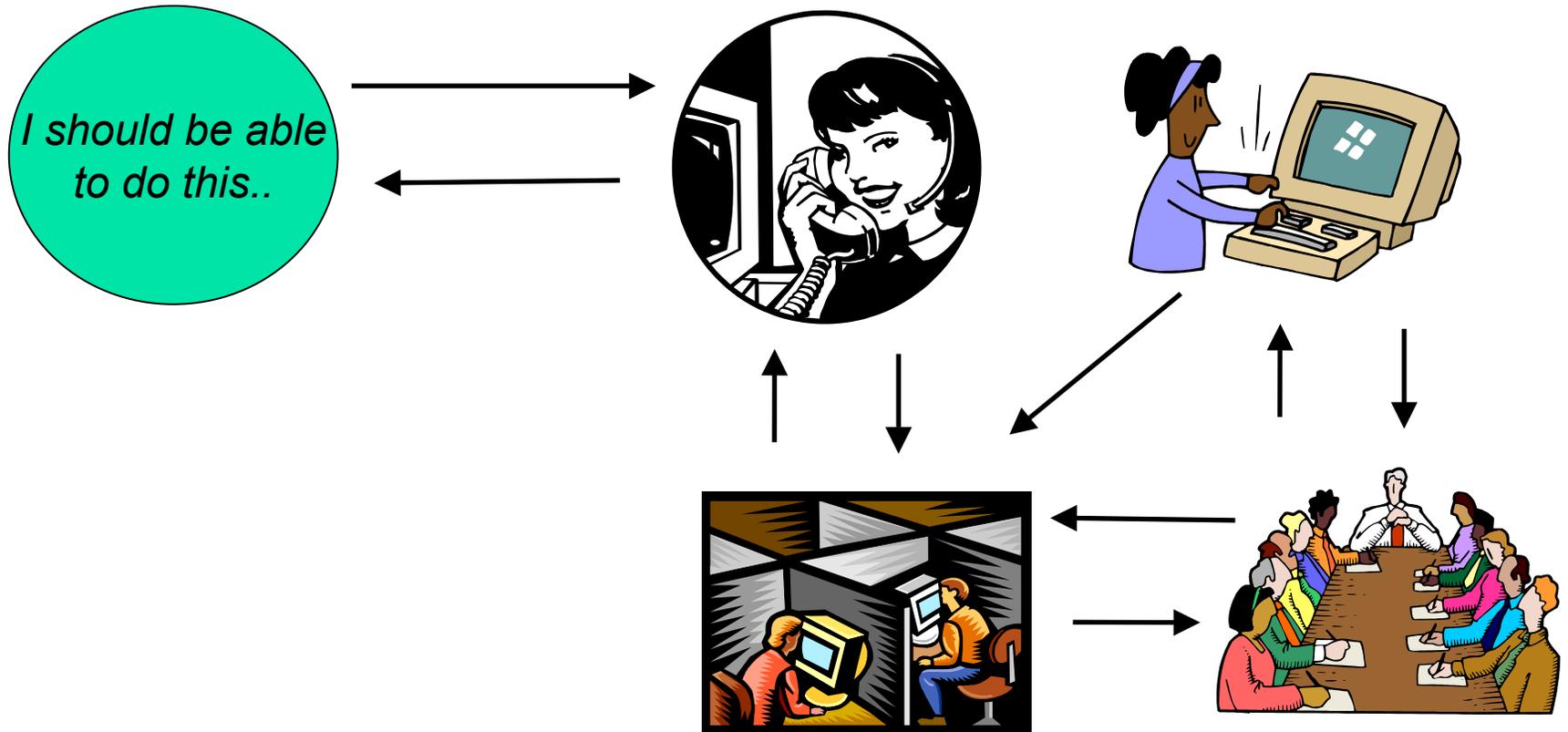
Typical Workflows – Application

How do I ….?

Typical Workflows – Data Issues

How do I fix this..

Typical Workflows – Data Issues II

My pcc codes are gone..

Typical Workflows – Policy

I should be able to do this..

Typical Workflows – Typical Bug

I should be able to do this..

Typical Workflows – Typical Bug

I should be able to do this..
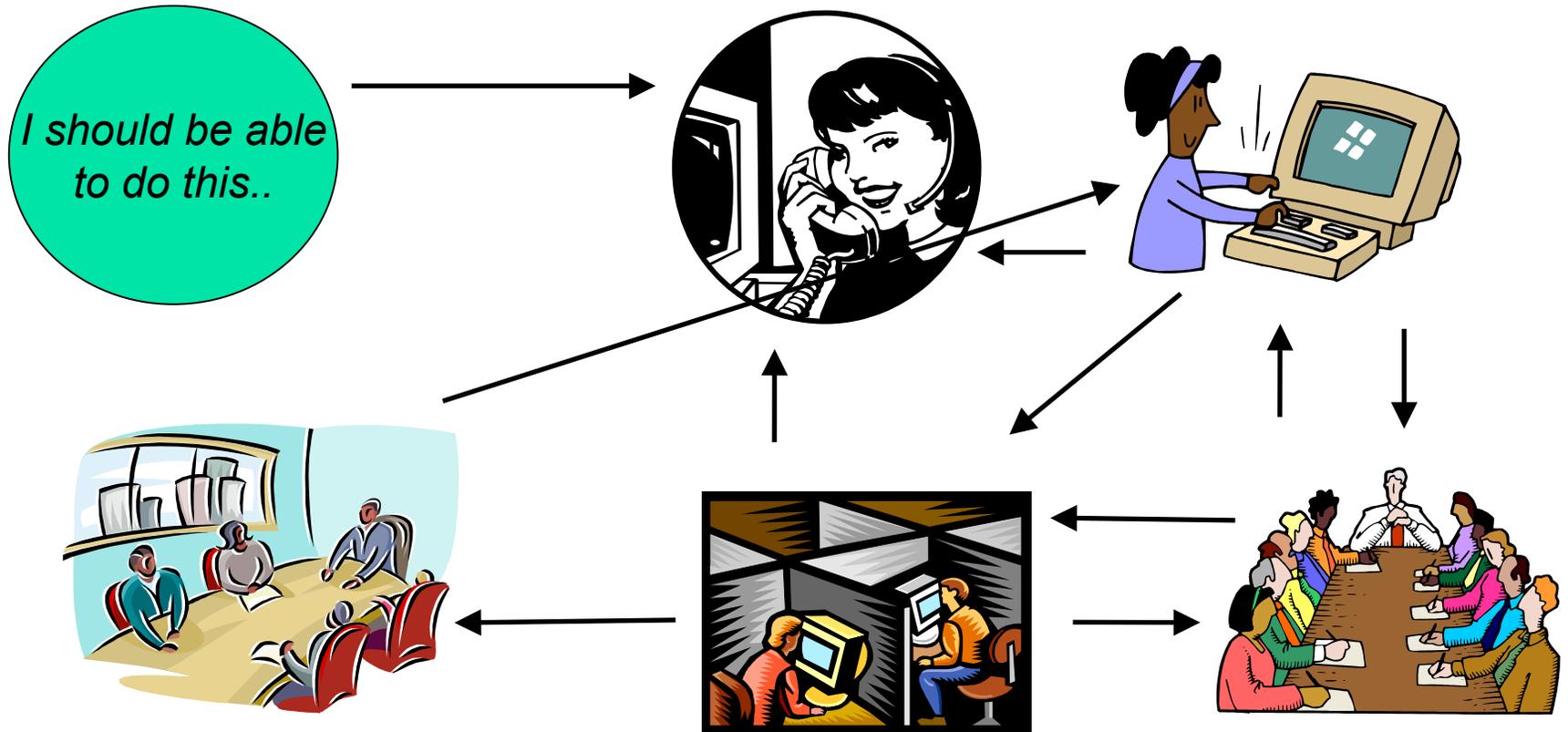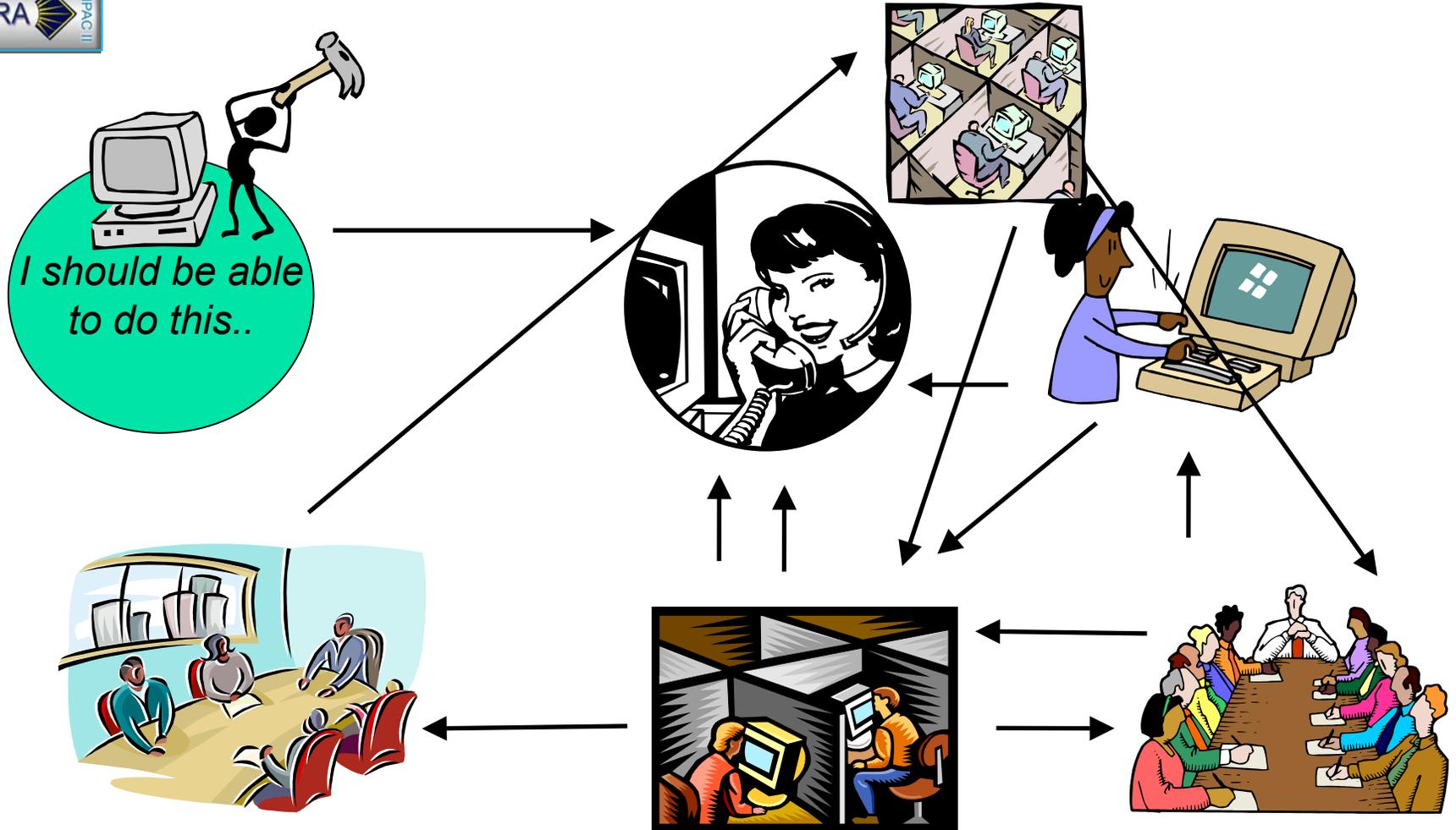
Things we can do…

Explain how it works
Point you in the right direction
Collect detailed information
Recreate the problem
Assign calls to appropriate analysts
Follow up on outstanding tickets
Keep you informed

Things we can't do…

Unlock a record
Speed up the system
Fix data problems
Explain or change policy
Make analysts work faster
Work Miracles

Challenges we face…

Space
Loss of Staff
Inexperienced Staff
LOTS to learn
Increased workload
Contract Transition
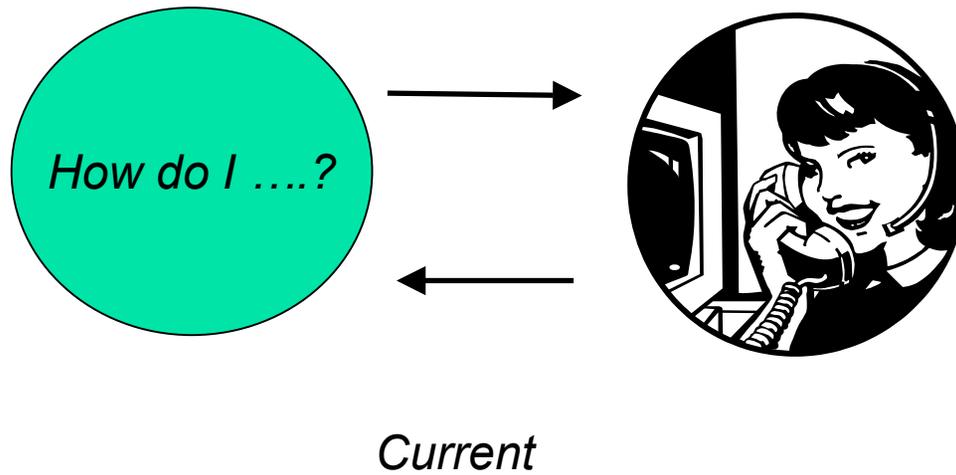Transition to Tier II support

There will be no eRA User Support

There can be only one "User support" or "Helpdesk" area at NIH

User Support becomes: Deployment and Application Management Branch (other suggestions welcome)
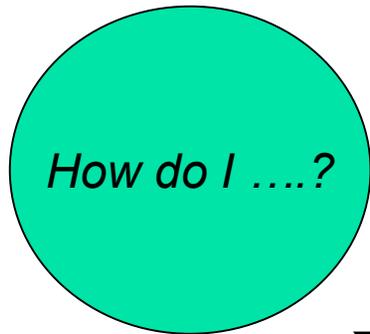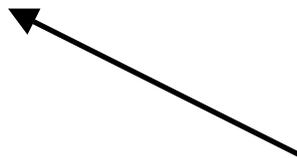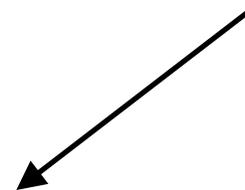
Transition to Tier II Support

How do I ….?

Current

Transition to Tier II Support

All IMPAC II Calls routed through CIT

How do I ....?

CIT
Customer Support

Future

eRA Staff

Transition to Tier II Support

All IMPAC II calls from NIH staff must go through TASC

All Commons calls go directly to eRA staff

All other OPDIV calls (AHRQ, CDC, etc.) directly to eRA staff

Transition to Tier II Support

•Details not yet available.

We are looking to request an exception to the policy.