

ESD at Six Months

The Enterprise Service Desk (ESD) has continued to manage a growing NASA customer base with increased efficiency and improved performance. Agency Consolidated End-user Services (ACES) Wave Two and Wave Three Centers completed transitions in January and March, greatly increasing the volume of help tickets to the ESD. Centers have also begun relying on the ESD's Web support and Tier-1 helpdesk support for NASA Integrated Communications Services (NICS). As of its six-month anniversary on May 1, the ESD has completed every scheduled transition. The team is beginning to turn its focus on creating new modules for CIO users and implementing customer service improvements and system enhancements.

After six months of operation, the ESD has teamed with ACES and NICS to resolve over 100,000 help tickets; publish over 99 services within the service catalog (including two service bundles); route over 30,000 orders to ACES for fulfillment; publish over 70,000 knowledge articles on the Tier-0 self-help website; disposition over 221 services through the Service Definition Repository (SDR); and load 160,000 configuration items through the Configuration Management Database (CMDB).

The ESD is averaging 1072 help tickets a day (Monday – Friday), with roughly 81% of tickets being generated through phone calls to the helpdesk. A growing number of employees are utilizing the website (<https://esd.nasa.gov>) for easy, online ticket submission (around 15%). ACES calls continue to represent the bulk of the traffic, but the helpdesk staff is becoming more adept at resolving issues, with about 60% of tickets now finding resolution without elevation to an IT Infrastructure Integration Program (I3P) provider. The average speed to answer calls continues to trend upward, exceeding defined metrics on most weekdays, and the abandoned call rate continues to diminish (also exceeding the defined metrics).

Customer Satisfaction numbers continue to be high. ESD generates a survey following every help ticket. Since Go Live, about 8% of the surveys sent for tickets resolved by the ESD have been completed and returned by customers. The first survey question confirms that the issue has been resolved. If customers respond "No," then their tickets are automatically reopened for investigation. If customers answer "Yes," then they are presented with additional questions. Since Go Live, 96.7% of respondents state the ESD gave them an accurate response; 94.1% say that response was timely; and 94.3% state that the ESD was overall effective.

The ESD team credits the improved performance on several factors. The team increased the number of call agents available during peak hours, which has driven faster service. New employees have had a chance to learn, mature, and grow more efficient. I3P Providers and Center Subject Matter Experts (SME) have continued to work tirelessly to build a valuable library of knowledge, which has helped agents quickly find answers. Also, knowledge articles are being refined for Center-specific concerns, making searching for specific needs, easier for the user. System enhancements have enabled customers to view their service orders as they move through the system approval process. Additionally, feedback the ESD team has received from customers has driven change, such as the simplification of the phone tree once the ESD is reached. Lastly, the ESD sent out tiger teams to train key personnel at each Center on the functionality of the ESD self-help website. Over 2,000 NASA employees were trained, which provided face-to-face training that has greatly expanded expertise at each Center.

While the progress is promising, the ESD team recognizes that much work remains and many opportunities for improvement exist. Currently, the team is working on enhancements, that once implemented, will simplify usage for end users, approvers, and Center CIO points of contact. Soon, IT assets for each employee will be captured within the system, simplifying the process of generating tickets over the phone or online. There is much more to do to realize the vision of I3P.

Link for Document: [ESD at Six Months](#)