

# NLR Service Desk Update

NLR All Hands Meeting  
October 7, 2008  
Denver, CO

Steve Peck  
Manager

Jim Williams  
Director of Operational Assurance



## Service Desk Accomplishments and Projects

- Implemented an automated escalation process within the Footprints ticketing system.
  - ❖ Footprints sends automated email to the Service Desk at the appropriate time intervals for all Unscheduled Outage, Problem/Request, and Security tickets.
  - ❖ Based on age of the ticket (creation), and Customer Impact field (Priority).
  - ❖ Service Desk references agreed upon Escalation Matricies for WaveNet, FrameNet, PacketNet, and then send escalation email or make phone calls as determined to NOC management and NLR administration contacts.



## Service Desk Accomplishments and Projects

- Implemented an automated escalation process within the Footprints ticketing system. For **Critical** tickets (non-redundant resources):
  - ❖ **Immediate** – Contact L1 NOC or L2/L3 Engineering via normal methods
  - ❖ **1 Hour** – Contact Engineering (L1 & L2/L3) and Service Desk managers.
  - ❖ **4 Hours** – Engage senior level engineers (L1 & L2/L3), contact NLR Director of Operations and Service Desk Director.
  - ❖ **12 Hours** – Contact NLR Director of Engineering, Senior Management with NLR groups (L1, L2/L3, SD)



## Service Desk Accomplishments and Projects

- Deeply involved in internal SD planning for NLR Phase 1 Upgrade. Have an Upgrade Coordinator assigned, as well as hired part-time hourly to assist.
- Implemented new web based NLR documentation repository, called “NLR NOC DOC,” utilizes the WebGui system. Much more development of new system planned. SD supported internal web pages called “NLR NOC Tools” is set to be decommissioned in the next two weeks.
- Have employed a full-time Documentation Specialist position within the SD (position was just vacated, have somebody in the wings).
- Working on a very dynamic training program, aimed to bring new employees up-to-speed more quickly. Working towards devoting full-time resources to this training initiative.



## Service Desk Staffing Changes

- SD has had to adjust its staffing model recently.
- Have employed a (interim) new Supervisory model, with 4 shift supervisors instead of two.
- Old model had one day shift supervisor (Nick Louly) working 5 days, covering both day shifts. Also had one night shift supervisor (Stacy Bengochea) working 4 nights, covering both night shifts.
- Will designate a full-time technician as the official NLR SD “Specialized Support Technician” (SST). High level senior technician who is the SD’s lead NLR person, deeply involved in all things NLR. A primary point of contact to all within the NLR NOC.



## Service Desk Staffing Changes

- New model has a Supervisor on each of the four shifts. Have asked two very experienced Senior Technicians to serve as “interim” Supervisors until May 2009 (at the earliest).

- ❖ Front Days: **Matt Robertson <interim>** (every Sunday, Monday, Tuesday, every other Wednesday) - [rmrobert@indiana.edu](mailto:rmrobert@indiana.edu)

- ❖ Back Days: Nick Louly (every other Wednesday, every Thursday, Friday, Saturday) – [nclouli@iupui.edu](mailto:nclouli@iupui.edu)

- ❖ Front Nights: Stacy Bengochea (every other Saturday, every Sunday, Monday, Tuesday) – [swenz@iupui.edu](mailto:swenz@iupui.edu)

- ❖ Back Nights: **Adam Williamson <interim>** (every Wednesday, Thursday, Friday, every other Saturday) – [adaadwil@indiana.edu](mailto:adaadwil@indiana.edu)



## NLR Business Activity in Trouble Tickets

<b>Network</b>	<b>2007/2008</b>	<b>2008/2009 (projected)</b>	
WaveNet	1526	2322	+52%
FrameNet	426	573	+35%
PacketNet	752	1083	+44%
Inquiry	163	201	+23%
<b>TOTAL</b>	<b>2867</b>	<b>4179</b>	<b>+45%</b>

2007/2008 – June 1, 2007 through May 31, 2008

2008/2009 – projected based on June 1, 2008 through September 30, 2008 (four months)



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