

Maricopa Community Colleges District
Integrated Support Center Plan for SIS End-User Support

1. Executive Summary

The *Integrated Support Center Plan for SIS End-User Support* (the “Plan”) identifies the necessary elements that enable Maricopa end-users’ to successfully use the SIS system during the initial implementation phase and afterward. End-users in this Plan are identified as students, faculty or staff whom interface with the SIS system. This Plan identifies needs for its successful implementation.

This Plan defines levels of support, staffing, and issue resolution. It also defines the Support Center structure, procedures and technology deployed to log, track and resolve SIS end-user questions and issues. Four levels of end-user support services are documented and planned for implementation. Initial support to end-users is from the student and faculty/staff portal that links to self-resolution of SIS questions and provides e-mail, chat and an 800-phone number. The other levels of support are in a tiered escalation model.

The intended audience for the Plan includes CEC, CIT, TLC, POG and College level teams as well as resources necessary for the successful implementation of the Plan.

2. Product Definition

The Plane defines the path for the successful use of SIS applications provided to the students, faculty or staff of the Maricopa County Community College District.

3. Project Team

The Project Team is comprised of Thom Saudargas, Keli Jones, Cheryl Laieski, a Perceptls representative with other members to be assigned.

Staff, groups and areas throughout the District will be asked for their input or to participate and serve on sub-teams in the development and implementation of any or all parts of the Plan.

The Executive sponsor of the Project Team to CEC is Darrel Hush, Chief Information Officer. This Project Team is responsible for guiding the Plan to a successful implementation and recommending modifications to the Plan so as to ensure a successful Maricopa experience for end-users.

4. Assumptions

The following assumptions were used to develop the Plan:

- SIS will utilize the *my.maricopa.edu* as the front-end portal for students, faculty and staff to access SIS functions thereby giving all end-users a unified Maricopa Experience
- Perceptls, a third-party vendor, will provide Level I support using the Remedy ticketing system
- District Office Help Desk will be staffed sufficiently to provide Level II support
- Each College will provide personnel to provide generic and/or College specific Level II support
- Functional and Technical Teams at the District Office and at the Colleges will perform Level III support
- Level IV support will be provided by the necessary application and database providers in collaboration with District Office Functional and Technical teams

- SIS training will be mandatory for key District and College staff that provide end-user support
- A necessary budget for the procurement of Perceptls services and additional staff will be provided to implement the Plan
- The existing Rio Salado Help Desk (“RSHD”) application will interface with the Perceptls Remedy Action Request System for recording and tracking end-user issues until a new District-wide ticketing system is acquired and implemented
- The District Office in conjunction with College staff will serve as the Integrated Support Center clearing-house that will reassign SIS problems for further resolution
- Each College will identify key staff to act as members for the Plan’s implementation
- Support Center staff will have access to the necessary SIS administrative functions for end-user support as well as any necessary instruction in use of these administrative tools
- During the initial implementation and for a defined period after the initial implementation, District Office SIS Project Team will be the primary receivers of SIS problems for specific areas they support
- Perceptls will solve the issues they can before involving the Integrated Support Center
- End-users will be encouraged to make use of self-help provided on the *my.maricopa.edu* portal before contacting the Support Center system via Perceptls. However, it is always at the end-user’s discretion as to when to utilize the “Help Desk” link for problem resolution
- District and College software and technical staff members will participate in the Plan’s implementation on an as needed basis

- Perceptls will have access to the interface tools from Remedy to the Rio Salado developed Help Desk application to log end-user issues
- All end-user Level I issues unresolved by Perceptls staff will pass to the Integrated Support Center for further resolution. If the issue is specific to a College the issue will pass to that College for resolution
- Level I issues escalated to Level II will be identified as such
- College help desk members will be also be Integrated Support Center team members and will support all Colleges during the Plan's initial implementation in order to build and share a knowledge database, expertise and experience from College to College
- The SIS administrators will make the final decision on College access and participation
- Perceptls, District and College Help Desk staff will be responsible for resetting a temporary password. All other security issues will be ticketed and routed to the Integrated Support Center for action and resolution.
- Support Center staff will have the necessary level of security to access fields, modules and data tables to provide support

5. Project Design

The project is designed to be flexible and responsive to the needs of the ten Colleges and two skill centers that comprise the Maricopa County Community College District. The flexibility in the design is that pieces of the support can be "College-centric" and at the same time rely on a collective group experience and knowledge to increase the responsiveness to end-user issues.

5.1. Support Levels

Four levels of end-user support have been identified. Each level is more fully discussed in section 8. The four levels are:

Level I (Portal Help)

Level I help includes self-help features available via the *my.maricopa.edu* portal and help provided to end-users by Perceptics.

Level II (Integrated Support Center or College Help Desk Support)

Level II support works to resolve issues that cannot be resolved at Level I.

Level III (District Office Functional Teams or College Functional Teams).

Level III support from the District Office works to resolve functionality issues within the SIS application. College personnel work to resolve issues that are College specific.

Level IV (District Office and Third Parties)

Level IV issues require the involvement of, and possibly collaboration with, third party vendors such as Oracle, PeopleSoft, etc.

5.2 Prototyping

The project design will be prototyped in spring 2007 within the BlackBoard application. Prototyping of the design will prove the utility of the multi-layered help desk approach to end-user issue resolution.

6. Resources Required

6.1. Personnel. Deployment of staff will be key to the successful implementation of SIS. The Plan requires personnel from District and each College. The District office will supply personnel to staff the Central Help

Desk, for SIS problem resolution and system enhancement, training and other technical support for SIS. Each College will dedicate personnel to a single Integrated Support Center to provide additional District-wide coverage as well as College specific help. College Help Desks will resolve issues specific to their College. College personnel will also serve temporarily as SIS module subject specialist during the initial implementation.

6.2. Budget. A budget is necessary to fund the following:

- 1) Outsourcing of Level I support to Perceptls;
- 2) Purchasing an instant message or a chat tool to provide a real-time interactive dialogue with end-users if the Perceptls tool proves ineffective with BlackBoard support;
- 3) Outsourcing of the design, development and testing of the *my.maricopa.edu* portal to act as the front-end gateway for SIS access by end-users; and
- 4) Personnel for the Integrated Support Center.

7. End-User Support

The design incorporates an Integrated Support Center, which includes District Office and College Help Desk staff. Staff from these areas along with the Project Team will sit as the Help Desk Team. Specific roles and responsibility are assigned to each group. The design also incorporates the need for Quick Response Teams at each College during the initial implementation period of SIS.

The design incorporates the use of a ticketing system to track end-user issues that cannot be resolved through the use of self-help materials.

7.1. Integrated Support Center

The Integrated Support Center acts as the primary contact point for resolving end-user issues. Monitoring of the Integrated Support Center is provided by Perceptics, District Office staff along with College Help Desk staff that are assigned to the Center on a rotating schedule.

7.2. College Help Desks

The College Help Desks are the contact point for end-user issues that are College specific and must be resolved locally by the College.

7.3. Support Center Team

The Support Center Team comprised of Project Team acts as an oversight committee for data analysis, feedback to other groups for improvements to systems, training, documentation and the web presence.

7.4. Quick Response Teams

Quick Response Teams are comprised of College personnel and selected District Office staff, during the initial implementation period, and act as SIS module subject specialists. These teams are College specific and are available on-site to provide immediate response to end-user issues.

8. End-User Support Service Levels

End-user support includes independent self-help and three levels of mediated end-user support services. Mediated support is triggered by an end-user contacting the Support Center. Mediated levels receive support from District and College resources responsible for SIS applications, hardware and networking support. Each support level is responsible for the resolution of end-user trouble tickets. A trouble ticket is defined as an end-

user question or issue that is logged, tracked and resolved through the Support Center.

8.1. Self-Help

The first step to help an end-user resolve an issue independent of the Support Center is to provide a variety of online resources available through the *my.maricopa.edu* portal. Online self-help resources from the portal include:

- Navigation assistance to move through the various screens
- Quick Reference Guides
- Training Materials
- Policies and Procedures
- Tutorials
- News
- Frequently Asked Questions
- Chat Tools for Instant Messaging
- 800 Phone Number

Navigation Assistance. Navigation assistance shows to end-users how to move through the portal and the SIS system. Navigation Help will be available to College Help Desks and to end-users. The Support Center team, Functional areas and the Training area will work collaboratively to produce materials to meet the needs of end-user training and end-user support. Navigation materials will be created in conjunction with training materials. The Training team will review and customize content with Maricopa specific information. The Training team will modify content either to make it applicable across all Colleges or suggest College specific content where appropriate. The Support Center Team and the Training

area will work collaboratively during training development to proactively provide feedback on material development.

During the initial implementation of SIS training materials will be compiled in conjunction with the SIS development team. Training materials will be revised “on-the-fly” to correct erroneous or other misleading functionality.

After the initial implementation, SIS functional areas will review the training material for accuracy and the Support Center Team will review the published materials. The materials will be approved for end-user support use. Any gaps identified in the materials will be sent back to the Training team to rectify. If the Training area agrees with the identified gaps in the materials, the Training area will update the materials and the materials sent back to the Support Center Team lead for review and approval. If the Training area does not agree with the Support Center Team changes, the Support Center Team can either accept the materials as is or request a review by the Project Team who will review the changes and decide on the final disposition. If changes are required, the Training area will make final revisions and the revised materials will be forwarded to the Support Center Team for approval.

Quick Reference Guides: Guides available to the end-users include various aids provided by multiple sources, including the SIS Project Team, Support Center Team, Training area, College groups, etc. The guides will be provide different types of materials to assist end-users to resolve issues independently or help inform the end-user of the next steps they should take for resolution. These guides will be created and approved in the same manner as the Navigation Tools.

Policies and Procedures: End-users will be able to find guidance for the process they are attempting to complete by checking against official policies and procedures of the District or College by posting District and College Policies and Procedures and other documentation such as catalogs, etc. online.

News: The Support Center Team will create news items to update end-users on District, College or system issues including outages, functions that are down, maintenance, updates, and any other important announcements. The Support Center Team will develop News items and coordinate the posting of these items online.

Frequently Asked Questions (FAQs): The Support Center Team will initially develop and post FAQs based on questions asked during in-house trainings and functional development. The Team will evaluate ticket reports and chat transcripts for common problems or call types for incorporation into the FAQs. The Support Center Team will identify and develop FAQs that match FAQ criteria, enter them into an FAQ spreadsheet, and submit the FAQs to the Training area, functional leads and Project Team for approval and implementation.

Criteria to be used for developing an FAQ:

- The issue was raised by many users and is likely to be raised again in the future
- The issue and resolution is applicable across most or all end-users
- The issue and resolution involves a workaround
- The issue and resolution may have an impact on policies, procedures or processes

Chat Tools for Instant Messaging: This is a tool that allows an end-user to contact Help Desk personnel in a live interactive session connected from the portal. This help is designed to replace a telephone call and provide immediate resolution to an end-user's issue if possible. The use of the Perceptls chat tool will be prototyped with the BlackBoard application.

800-Phone Number: An 800 phone number will be provided for end-users to call in cases of a perceived immediate need by an end-user. The number would be available during normal operating and on-site classroom hours. The use of the an 800-number will be prototyped with the BlackBoard application.

Knowledge Database: The Knowledge Database is a tool to be developed more fully once the District and the Colleges move to a more robust ticketing system for logging end-user issues. Perceptls and Chandler-Gilbert use the Remedy system as their ticketing system. The Remedy system has the ability to build a knowledge database. The Rio Salado developed Help Desk application that will be utilized in the initial implementation of the Plan does not include a Knowledge Database capability. During the initial implementation Perceptls will be asked to begin to build one that in the future might be imported into a new ticketing system's knowledge database. The Knowledge Database initially will be limited to Perceptls staff. In the future however, if an improved ticketing software is implemented District wide, this functionality will be available to all Help Desk staff. If the search engine of the Knowledge Database proves "end-user" friendly, this feature may be incorporated into the portal as a self-help tool for end-users.

8.2. College Help Desk Personnel as User Support Specialists

College Help Desk Personnel will act as user support specialists and provide support to the respective Colleges during and after the initial implementation period. Each College will have one or more Help Desk staff member as a user support specialist who attends training events to use the portal/system and to prepare them to fulfill their support role. It is assumed that these staff members will become knowledgeable regarding all aspects of *my.maricopa.edu* portal.

End-users will also have the informal support of different District or College personnel in support of problem escalation process. These individuals often times are people at each College to whom end-users would first turn to for assistance because it is more comfortable asking questions of a familiar face. Each College will be responsible for identifying the Help Desk personnel that will act as user support specialists for their site. The District Office will identify district personnel to act as user support specialists. The Project Team will help each College identify the number of user support specialists to adequately support their College, including any remote locations.

The Support Center Team will help create instructions for the Colleges to use for setting up their Help Desk for end-user support. These instructions will detail how to set-up and mobilize for the initial implementation of SIS. The Support Center Team will develop this guide to include instructions on communicating end-user support escalation procedures and contacts. College personnel must participate in testing and training activities. Ideally, each College should select one College staff member to act as a subject specialist for each module. These staff members would then act as the

College's functional expert for that module. Additionally, Colleges with multiple locations must support each location's end-users.

These College module subject specialists will only be in existence for the initial implementation period of thirty days or less. After the initial implementation, the Support Center and College Help Desks will continue to provide the ongoing support for end-users. Per the escalation process, end-users would contact the Integrated Support Center after they have exhausted all other self-help options. If the Support Center or College Help Desks cannot resolve the end-user's issues, a work order will be entered to obtain Level III support from the Functional Teams. Each College will provide the Integrated Support Center with a single point of contact for their College's Help Desk so that Integrated Support Center members can direct College specific end-user support issues to the appropriate College Help Desk. The College Help Desk is then responsible for assigning the issue to specific College level support. Issue resolution training will be developed and provided by the District Training area in consultation with the SIS Project Team and the Support Center Team.

The Integrated Support Center and College SIS module subject experts are designed to form a Quick Response Team to provide support to end-users as quickly as possible during the first thirty days of the initial implementation of SIS. These teams form a critical element in the end-user transition from training/preparation to self-sufficiency. Help Desk personnel members will function as the first line of support (Level I) for end-users and will act as the interface between the end-user and Level II support. The SIS functional and technical staff will be on a heightened alert status and available to be deployed to an end-user site as needed.

The SIS project team will be responsible for quickly resolving functional or technical issues that Level I support cannot resolve. The objective of the Quick Response Teams will be to quickly and knowledgeably respond to end-user questions and issues and to help facilitate end-user adaptation to the new SIS processes. During the initial thirty day implementation, SIS end-users will be encouraged to first contact their College module subject experts to report SIS issues but SIS end-users may contact the Support Center directly.

Perceptlts will be responsible for creating Remedy tickets and passing the ticket through to the Rio Salado Help Desk application for the Integrated Support Center to pick up. If the ticket is determined to be College specific the Integrated Support Center passes the ticket on to the College. If the Integrated Support Center is unable to address end-user questions and issues, the ticket will be passed for pick-up and worked on by Level II support.

8.3. Quick Response Teams

District and each College will identify team members who will participate in their respective Quick Response Teams. The Quick Response Team members are responsible for:

- Attending and participating in SIS testing and training
- Integrated Support Center Kickoff/Quick Team Response Team Orientation
- Training on the Ticketing System
- Answering College SIS end-user questions during the initial SIS implementation
- Escalating questions and issues to the Integrated Support Center through the ticketing system

- Share experiences, provide feedback on documentation, common issues, determine lessons learned and identify areas to strengthen end-user support

For a period before and during the initial implementation process it is important that the functions of individuals assigned to the Quick Response Teams be temporarily assigned to other staff within each College so that team members are able to focus on their responsibilities as Quick Response Team members. Each College should identify at least one, but preferably two, SIS module subject area experts depending on the size of the end-user population. It is recognized that for some Colleges, the same staff member may be the subject area expert in one or more SIS modules. The Quick Response Team members selected should have a comprehensive understanding of their area of expertise for each SIS processes and system functionality within their College. The College Help Desk will be a focal point for end-user support in each College and end-users may look to members of their Quick Response Team for support.

8.3.1. Quick Response Team Escalation Process

The Quick Response Team is considered Level I support and is responsible for addressing end-user issues within each College. College Quick Response Teams receive questions from SIS College on-site end-users and provide answers whenever possible or, if unable, open a ticket the Integrated Support Center to resolve or route. When the College Quick Response Team member logs a ticket, the ticket is open for the College Help Desk to resolve or to route to a Level II analyst. If the Integrated Support Center is unable to address the functional or technical issue, the Integrated Support Center changes the ticket to Level III and routes it for SIS Functional teams to handle.

If the Integrated Support Center receives a request for help from an end-user that is more appropriately processed by a College, the Integrated Support Center creates and routes a ticket to the College. If the end-user issue requires immediate attention, the Integrated Support Center contacts the College Help Desk or Quick Response Team via telephone.

Conference calls will be set-up at the beginning of each day to include the Colleges Quick Response Team members and the Integrated Support Center staff. The Integrated Support Center Lead will arrange and lead the conference call. The Quick Response Team and Integrated Support Center Leads will compile appropriate information throughout the day to present in the conference and to email to all team members. The Integrated Support Center Lead will produce an informative support document that can be used to enhance Quick Response Team support. The Integrated Support Center Lead will develop and implement FAQs as needed to enhance support of end-users and each College.

8.3.2. Quick Response Team Training

All Quick Response Team members will attend an orientation to provide them with an understanding of their Quick Response Team role and responsibilities, as well as the issue escalation process. This orientation will coincide with the SIS Help Desk Kickoff and Issue Resolution course later defined in the Training Plan.

8.4. Integrated Support Center

The Integrated Support Center is the primary source of trouble tickets entered for issue resolution. The Remedy system and the Rio Salado Help Desk application must be able to interface for ticket entry. In either system,

an end-user issue will be entered into an open ticket. The Integrated Support Center will monitor the ticket queue for open tickets and will then work on the ticket or route the ticket, as needed. Once a ticket reaches any new level, that level of support then takes over responsibility for the monitoring, updating and closing of that ticket. This escalation procedure is started if the Integrated Support Center is unable to satisfactorily resolve the end-user's problem immediately. The Integrated Support Center support will enter an open ticket to be picked up and worked on later either by Integrated Support Center or Level II personnel.

The Integrated Support Center will be located in the District Office facility. A single 800-phone number will be set up for the Integrated Support Center with an automated phone menu. Specific options will allow the end-user to talk directly to the Integrated Support Center or be directed to their College Help Desk. End-users will be encouraged to first use self-help for problem resolution contact but the end-user may contact the Integrated Support Center directly.

If the Integrated Support Center determines that the problem is a College specific issue such as a network or hardware issue, the Integrated Support Center will contact the College's Help Desk for issue resolution. Network administrators may attend the Integrated Support Center Kickoff and Quick Response Team Orientation at the College's request, but are considered 'optional' members of the College's Quick Response Team.

If the Integrated Support Center cannot resolve the end-user's problem, they will then route the ticket to Level II. If the issue was reported by phone, it will be up to the Integrated Support Center staff to determine whether the request requires immediate resolution and to transfer the call

in addition to creating an open ticket. Level II will be made up exclusively of MCCC CD personnel including the SIS Project Team. Level III will be made up SIS Project Team and outside vendors. The Level II support is responsible for any problems arising from the actual SIS software. Level II will route all issues to Level III support if the SIS Project Team or other MCCC CD personnel cannot resolve the issue. Level II will enter resolution information into the ticket and close out the ticket. SIS Project Team members will monitor and update tickets assigned to them in the ticket system

8.4.1. Trouble Ticket Categories

The Integrated Support Center will use trouble ticket categories when entering tickets to record end-user reported issues. All users of the ticketing system will use these categories. The purpose of the categories is to group SIS problems into area categories that the specific issue call represents. This assists the Integrated Support Center in routing tickets to the appropriate group for resolution and also makes reporting more effective, eases the updating of the Knowledge Database and training materials. The Support Center Team will analyze ticket category reports for trends so that appropriate action can be taken.

During the initial implementation phase, the Integrated Support Center supervisor will run analysis reports daily to identify unresolved or open tickets that exceed response times defined as acceptable. The Integrated Support Center is responsible for following-up with the Level II and Level III member for tickets opened and routed by the Support Center. On a weekly basis, the Integrated Support Center will run analysis reports identifying unresolved and closed trouble tickets that exceed the acceptable response times. The Integrated Support Center supervisor will follow-up with the

Level III SIS Functional Team leads to discuss exceptions. The Integrated Support Center will make suggestions for improvements. Reports will be posted in a secured area for Level II or III personnel to access.

8.4.2. Ticket Analysis

The Integrated Support Center will analyze daily and weekly reports of SIS tickets. Analysis will be based on the requestor (student, faculty or staff), category of the issue, and sub-category of the issue. The analysis of these reports will be used to eventually create a Knowledge Database for issue resolution use, areas for further or improved training, suggested changes to the portal and overall improvements. The Support Center Team will initiate a process for creating FAQs, updating on-line system News, and adding information to the portal that may have widespread impact to SIS end-users. Reports will also be provided to the Training area so that course content can be adjusted.

SIS issues that affect all or selected groups of SIS end-users will be communicated to those SIS end-users by the Integrated Support Center. The Integrated Support Center will have an automated voice messaging system that will be activated to alert end-users of system status information. The Integrated Support Center will also coordinate the addition of system information or availability to the web portal. If system downtime is required to resolve an issue, the Integrated Support Center will consult with others and with the SIS Project Team, to collaboratively determine what action should be taken and when. The Integrated Support Center will then notify end-users using a variety of communication channels including but not limited to utilizing College Help Desks, phone trees, e-mail, MCCC portals, etc.

Analysis of tickets benefits end-users in several ways including:

- 1) Better and more precise training on SIS functions.
- 2) Addition of common problems, issues and questions built into a shared FAQ and portal for future trouble-shooting and self-help.
- 3) Enhance end-user trust in the portal self-help for a better Maricopa Experience.
- 4) Shorten the time for issue resolution and increase the skill set for Help Desk personnel.

8.4.3. Call Monitoring

Integrated Support Center personnel receive end-user issues via the 800-phone call, email, chat or end-user entered tickets. If the issue is SIS related, the trouble ticket will be assigned to an SIS trouble ticket functional category or an SIS trouble ticket technical category (e.g., security authorization). This assists the Integrated Support Center staff in issue resolution as well as the related analysis activities. Integrated Support Center staff monitors incoming calls from end-users, concentrating on the initial implementation period, to detect patterns in calls received (e.g., heavy call volume from a particular College, high percentage of calls regarding a particular process or transaction). Call monitoring will be shared and performed by Perceptics, Integrated Support Center and College Help Desk personnel dependent on personnel hours and staffing patterns

During the initial SIS implementation period, the Integrated Support Center will facilitate daily meetings or calls with the Quick Response Teams to share experiences, provide feedback on common issues, determine lessons learned and identify focus points to enhance support. The results

of the monitoring, reporting and analysis will be communicated to the SIS Project Team and teams, as appropriate.

Eventually, a Knowledge Database of searchable online information with answers to common problems and questions will be accessible by Help Desk personnel and others to reduce the time to solve end-user issues. The Perceptics Central Help staff will use Remedy to develop and maintain a Knowledge Database. The Remedy Knowledge Database will be used later to build a Knowledge Database when the District implements a standard ticketing system.

To prepare for the implementation date, the Support Center Team will:

- Develop naming conventions for the ticketing system
- Create checklists and documents that can be used to assist in resolving end-user issues
- Pre-populate the FAQs
- Create Processes and Procedures for Integrated Support Center and College Help Desk personnel and Level II or III personnel to use. These Policies and Procedures should include scripts for handling end-user issues, escalation procedures, password resetting procedures, ticketing process and procedures for opening, entering and resolving tickets, etc.
- Analyze information from other support areas such as training to determine what meets end-user needs and should be included as self-help on the portal

8.4.4. Level III Support

College personnel or SIS Project Team members will provide Level III support. A ticket opened at Level I and routed to Level II that cannot be resolved is marked for Level III investigation and resolution.

8.4.5. Level IV Support

The SIS Project Team in consultation with outside vendors will work to resolve application software or technical issues that cannot be solved utilizing Maricopa resources. A ticket moves from Level III to Level IV for investigation and resolution.

8.4.6. Ticket Processing Steps

1. A ticket is opened at Level I (Portal) by an end-user or Perceptics
2. Level I routes the ticket to Level II for investigation and resolution
3. If Level II cannot resolve the ticket, Level II routes the ticket to Level III for investigation and resolution
4. Level II and Level III staff review ticket information for clarity and routing
5. Level II or Level III staff update the ticket information to indicate ticket status, e.g. being worked on, waiting for more information, resolved or other status as appropriate
6. Tickets misrouted by Level I will be rerouted to the correct resource or back to the Integrated Support Center
7. Level II and Level III staff provide a step-by-step description of the ticket resolution so the Support Center Team is able to use the information for analysis
8. The end-user is notified of the ticket resolution either through e-mail, telephone, or chat.

9. Integrated Support Center Launch

The Integrated Support Center Kickoff and Quick Response Team Orientation meeting will coincide so that both groups have an opportunity to become acquainted with each other before the teams are deployed. The Support Center Team will create a brochure and provide it to the participants. The brochure will encompass the following types of information: methods of contact, ticket response time expectations, ticket escalation process, Perceptics Remedy or Rio ticket entry instructions.

10. Success Factors for Implementing the Plan

- The *my.maricopa.edu* portal has been designed, tested and implemented to provide a unified Maricopa Experience gateway from which all students, faculty and staff access SIS functions
- Each College will provide Quick Response Team members
- Quick Response Team members are trained to answer SIS and other related questions in their module subject area and handle simple SIS issues
- Quick Response Team members understand the escalation process and their role within this process
- Support Center and College Support Center Team members have enough staff resources to handle the call volume and ticket volume
- SIS end-users have a clear understanding of the escalation process and how to contact the Integrated Support Center
- SIS Project Team is available to address escalated end-user issues
- Issues are resolved within the stated response times
- Communication of issues affecting all end-users are communicated in a variety of methods in a timely manner to all end-users
- Emergency Response Plan for system outages

- Staffing of the Integrated Support Center for peak periods of demand, e.g. start of a semester, finals week, etc.

11. Timeline with Milestones

Tasks in bold are milestones.

<u>TASK</u>	<u>START</u>	<u>FINISH</u>
<i>my.maricopa.edu</i> refined	12/06	
Project Team Identified and formed	1/07	
Integrated Support Center Scope Defined	2/07	
Perceptls Contract in Place	2/07	
Ticket interface Designed	2/07	
Quick Response Team Members identified	3/07	
Define Support Training with SIS Project Team	3/07	
Escalation Policies and Procedures Defines	4/07	
Ticket Categories, Types, etc. Defined	4/07	
Knowledge Database naming conventions finalized	4/07	
Training Plan Developed by Training Area	4/07	
Training Plan finalized	5/07	
Ticketing interface Tested and Completed	5/07	
Training Materials Finalized	6/07	
<i>my.maricopa.edu</i> tested	6/07	
Marketing materials developed	7/07	
All Policies, Procedures finalized	7/07	
Training for Support Center/Quick Response Teams	7/07	
<i>my.maricopa.edu</i> Completed	7/07	
Ticket Training for personnel	8/07	
Support Center Components Completed	8/07	
Final staff training	8/07	
Marketing of service begins	8/07	

my.maricopa.edu Live

10/07

SIS Live

10/07

Attachment 1

College Input on Potential Questions for Level 1 and 2 Support for the New SIS

Tier 1 Questions

What is my password?

I can't get my password to work.

How do I log into the system?

How do I drop/add a class?

How do I send a transcript?

I just sent my transcript, how soon will the college get it?

Can I pay my fees on-line?

I can't access my class and I just registered?

I've tried logging into the portal several times and it just keeps timing out? What's wrong with your system?

No matter what I do, I cannot log into your system.

What is my username/password?

How Can I reset my password?

Can I register for courses at multiple colleges at once?

I tried to sign up for a course but the system won't let me proceed.

The course prefix numbers on the printed schedule are different from the ones online, how do I know what to register for? (Answer: Online and/or instructions for conversion tool.)

I registered for classes several months ago, now when I review my schedule it looks like I have been put in different courses. (Answer: Online and/or instructions for conversion tool.)

My computer locks up every time I try to use the portal.

Can I pay for my classes online?

Can I pay for my classes later, in person?

I can't get the screens to print legibly.

I took courses at ___ last semester, now I want to take courses at _____. _____ is insisting that I send them a transfer from _____. Is this all one system? Do I have to do this? (Answer: Yes)

I can't locate XYZ Course. (Answer: Assistance with navigation)

I called yesterday but no one has solved my problems yet.

Why is the system so slow?

My name changes, how do I get this changed in your system? (Could be Tier 1 or Tier 2)

How can I reach my instructor?

I received a "multiple web server sessions" error.

I keep getting messages about pop-ups.

I keep getting a message about a referring page not registered. I can't get anywhere on your site.

I keep getting "Internal Server Error".

The system won't accept the password that I selected.

The system keeps saying that my connection has expired.

What is an employee/student ID?

I want to find information about ____ college. Where can I find that information?

Tier 2 Student Questions

I dropped my classes on line last week and my schedule shows I'm still enrolled.

I sent my transcript a week ago and the college has not yet received it. What's up with that?

I dropped my classes online, when do I get my money back?

My teacher gave me the wrong grade. What do I do?

How come my grade is not posted? I finished the class a week ago.

Where do I find information regarding specific requirements for a degree?

How can I register for the class if I took the prereq at another college (not MCCD)?

How do I change my program plan?

I'm looking for a class that is equivalent to ____ at ____ university.

Where is the list of all classes that meet HU (or some other gen ed category).

My class from ____ university transferred in as ENH elective; will it meet HU requirements?

I can't log into Blackboard (Presidium couldn't help me or they were referred from Presidium)?

Student accounts not created yet.

Pin Reset Issues?

Hardware Issues (could be Tier 1 or 2)

The system won't allow me to register for a course – it says I need a prerequisite but I know I already took the course.

I have a fee/fine on my account and I don't think it is right.

I don't think my bill is right.

How do I get financial aid (could start as tier 1 question)

Tier 3 Questions

Server Outage Issues

Data Feeds not matching

System Content Issues

Tier 2 Faculty Questions:

I can't find my class roster? Why doesn't it show up on the portal?

How do I drop students from my class?

I can't seem to navigate to ____?
How do I grade my classes on line?
I submitted an incorrect grade on-line, what do I do to fix it?
I withdrew a student on the portal. How do I reinstate the student?
Where do I navigate to see a student's test scores?
Where do I find a student's transcript or transfer credit?
Where do I find the wait list for my class?
How can I tell if a student has paid?
Where do I find a student's due date?
I don't remember where to find the student application data?
I need access to ____ and I can't find it in the system.
Can you tell when a student dropped from (registered for, was graded in, etc.) this course?
I'm a new employee/faculty member? How do I get access to the system?
Password resets (MEMO and WINXP)
PAT, Webmail, Mailbox maintenance Issues
Voicemail Issues
BB-Course Access and Content Issues
Server Outage Issues
Software Training Issues (Don't know how to use....)
Hardware Issues

Attachment 2

New Student Information System
Integrated Support Center
(CMS & SIS Support Only)

Note: This list is in no way inclusive of all items that may/may not be needed. All levels of support must use a common tracking tool for routing structures between sites/departments. Individuals providing support for these systems must be trained in solution, communication, and documentation methods which will assist with development of future training, FAQ's, self-help and system enhancement analysis.

Acronym Legend

FLS = First Level Support

SLS = Second Level Support

TLS = Third Level Support

Technology Support Liaison = single point of contact to coordinate issues at the campus help desk level

FLS Requirements/Needs

- Common Business Practices & Work Flows (Policies & Procedures)
- Training Materials - Quick Reference Guides, FAQ's, Tutorials, News (also refer to attached set of potential FLS questions)
- Knowledge Database
- Chat, Email, Incident Ticketing System, 800 number
- Portal (mymaricopa.edu will need to interface with college portals)
- Budget
- Emergency Incident Response Plan (with contact names, phone numbers and processes)
- Daily News

SLS Support Requirements/Needs

- Common Business Practices & Work Flows (Routing, Policies & Procedures)
- Training Materials - Quick Reference Guides, FAQ's, Tutorials, News (also refer to attached set of potential FLS questions)
- Knowledge Database
- Chat, Email, Incident Ticketing System, 800 number
- Portal (mymaricopa.edu will need to interface with college portals)
- Budget
- Emergency Incident Response Plan (with contact names, phone numbers and processes)
- Daily News

TLS Support Requirements/Needs

College TLS = In addition to the above listed items, College determines work flow needs

District TLS = In addition to the above listed items, District determines work flow needs

Attachment 3

NSIS – Support Model Update

The three (3) components to be updated within this document are:

- New Work Order System - Aleier (formerly known as Caver Morehead)
- Blackboard Support Change from Presidium Learning to PerceptIS
- New Student Support Design - for SIS system

New Work Order System - Aleier (formerly Caver Morehead)

Aleier was awarded a MCCCDC contract for the *Integrated Maintenance Management and Helpdesk Work Order System* RFP #2658-2. After much discussion, including the TLC level, regarding ITS resources, system integration requirements, and the new student information system implementation plan, a decision was made to have the Maintenance & Operations (M&O) team move forward without ITS participation in a hosted solution. ITS participation, system integrations, and hardware requirements would be reviewed again in 2008. An ITAC proposal for the project was placed into a "deferred" status and the M&O team submitted a Governing Board Agenda Item which was approved at the 12/12/06 meeting. The M&O team gathered for a kick-off meeting with Aleier on Friday, January 12, 2007. District IT staff (Keli Jones, Thom Saudargas and Cheryl Laieski) attended the kick-off as special invitees.

Decisions made at the meeting were:

- GWC & GCC would work toward a PM pilot by end of February 2007
- M&O requested some assistance with ITS System Administrative roles & Training. Impact should be minimal (outside of training) since this is a hosted solution. Jose Candanedo (GWC), Thom Saudargas (DO), and Cheryl Laieski (DO) have been asked to participate in the training.
- Aleier was to develop a "new" project timeline which will exclude other system integration components.
- Aleier will use their SharePoint site for managing this implementation.
- Aleier will be offering documents and samples to assist MCCCDC in building knowledge base and database materials. A common naming structure used by the industry was advised for assets.
- The M&O team will feed the assets database with an on campus knowledge database. If additional information is needed for their particular assets they will inquire further for a data pull using the CFS/Assets database.

Blackboard Support Change from Presidium Learning to PerceptIS

There have been numerous complaints and frustrations from the colleges concerning the First Level Support (FLS) vendor Presidium Learning. Multiple attempts have been made to correct issues. In the spirit of better support and to "pilot" a support model for the new student information system, a decision was made to move Blackboard support to MCCCDC's new FLS partner, PerceptIS. Timelines were developed against a Spring 2007 semester launch to help capture data that will assist in driving the needs for the new student system launch in October 2007. Therefore,

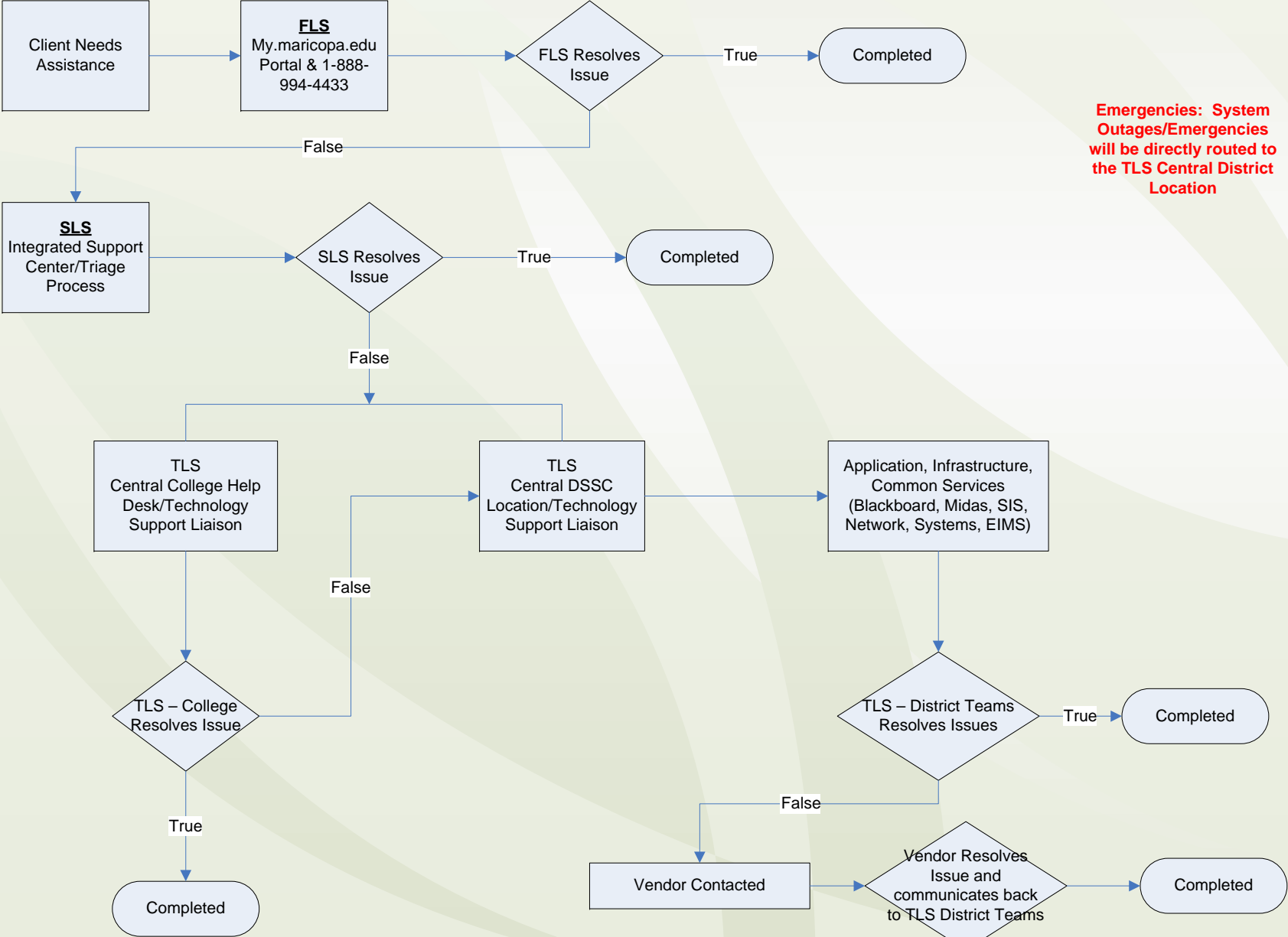
the target support change for Blackboard Support is currently scheduled for February 14, 2007 (internal testing - February 6th & 7th, EMC pilot - February 8th - 14th). The Blackboard Alliance was provided with a mock up demo of the changes at their December 2006 meeting. Additional items of interest:

- Due to contractual obligations with Presidium Learning, all phone numbers, self-help pages, knowledge bases, troubleshooting guides, etc. have had to be re-built by the new partner PerceptIS. Randy Anderson has been instrumental in assisting PerceptIS with this work. They have commented that his work is the "best they have ever seen".
- A new SPAT redesign was developed and currently in place to assist further with self-help access features for the students.
- The Blackboard Alliance Training Sub-Team has also helped to develop new documentation and quick reference guides.
- The MEMO team will be working to provide an LDAP type feed to PerceptIS.
- MCCCCD has access to the PerceptIS project management site where updates and tasks are monitored regularly. Weekly conference calls take place between Keli Jones and the PerceptIS Project Manager, John Haprian, to ensure the project stays on target.
- A work order system interface discussion has begun in an effort to reduce the double tracking and documenting of escalated issues and resolutions. This is because PerceptIS uses Remedy and MCCCCD uses the Rio Salado Help Desk Application (with the exception of CGC, who uses Remedy).
- At go-live for this application, a small District Office team (the Blackboard team) will field escalated calls until further data is gathered and design is in place for the new student system.

New Student Support Design - for SIS system

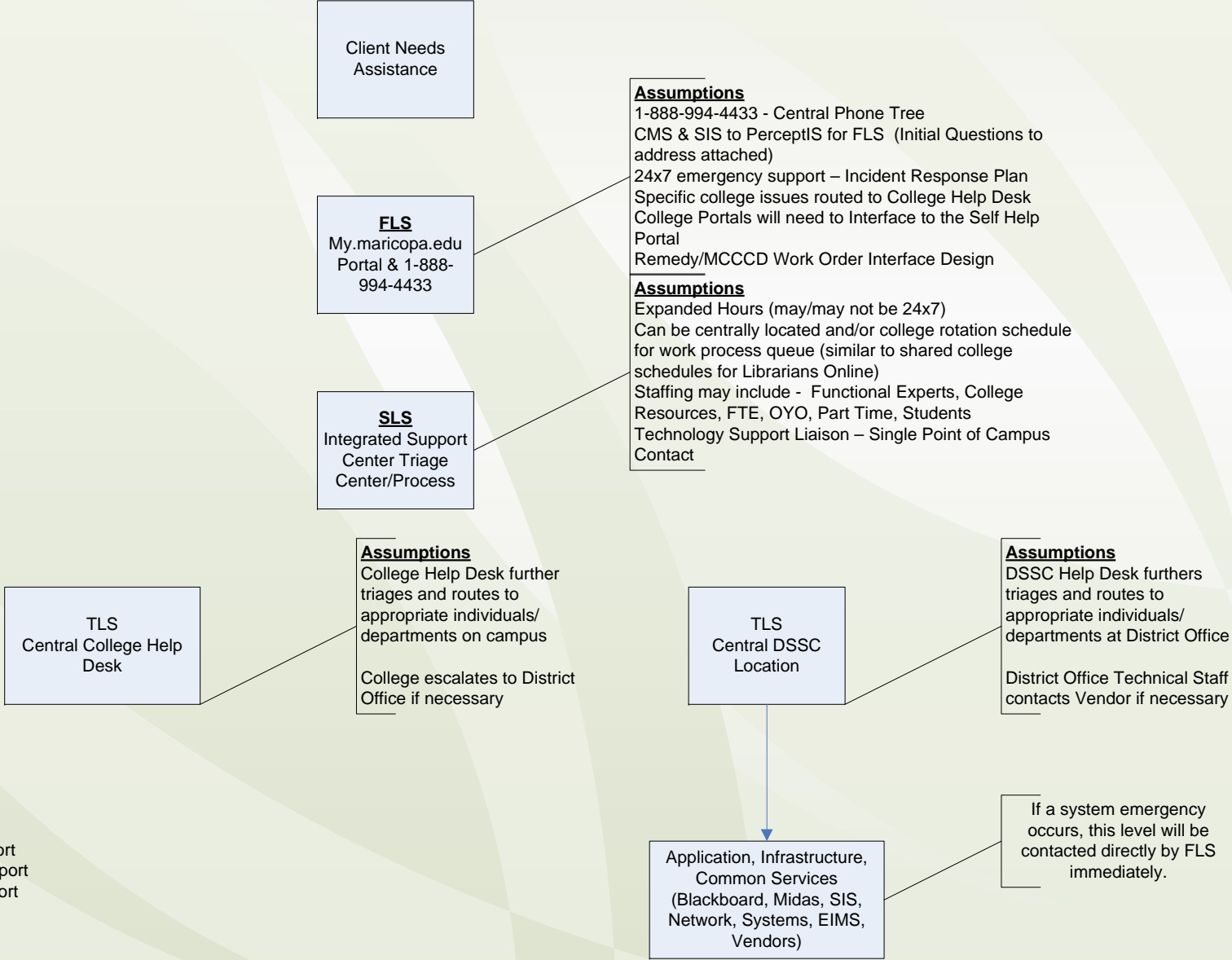
Please refer to separate documentation: CMS & SIS Integrated Support Center Design & Draft.

New Student Information System Integrated Support Center - Draft CMS & SIS Support Only - Escalation Routing



Emergencies: System Outages/Emergencies will be directly routed to the TLS Central District Location

New Student Information System Integrated Support Center - Draft CMS & SIS Support Only - High Level Outline



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