

Support Center

Last updated 10/23/2023

The Support Center provides a single point of contact for complete tier-one level support of all WaTech services. Support Center staff are educated, informed and willing to assist with issues and requests from all customers.

Support requests are handled through the ServiceNow customer portal. The customer portal empowers Support Center staff to triage, collaborate and resolve incidents, raise questions and find answers, and get relevant, accurate, and consistent information to assist with quick issue resolution.

The Support Center strives to respond to incoming requests within 15 minutes. Metrics for improving service are measuring the number of abandoned calls, number of misrouted tickets, and number of first contact resolutions. Additionally, WaTech has implemented an escalation process for status on requests.

Intended customers

All customers of WaTech are customers of the Support Center. This includes:

- Members of the Enterprise Active Directory.
- Organizations with Master Service Agreements.
- Organizations that are connected to the State Government Network.
- Organizations that are connected to the Inter Government Network.
- Organizations that are part of the Small Agency Services.
- Washington state residents using Secure Access Washington (SAW).

Customer engagement

- WaTech holds Quarterly Help Desk meetings with agencies' help desk staff and managers to discuss WaTech services and share experiences.
- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers (BRMs) to connect, advise, address concerns and provide solutions.
- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives and services.

Action plan

Current activity

- Ensuring Support Center staff remain current on all service changes by scheduling annual meetings with service owners to update support documentation.
- Cross training on all tier-one level duties and continuing customer service training. Focus on measuring abandoned call numbers, misrouted tickets, and first-call resolution.
- Enhancing ServiceNow features to help streamline and enhance customer experiences and self-service options.

Helpful information

Service category

Customer Support Services

Service availability

24/7/365

Related services

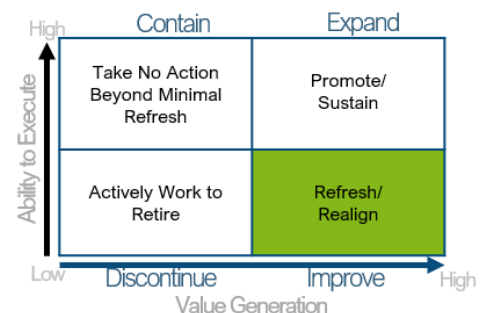
All WaTech services

How to request service

Submit a request for service through our [Customer Portal](#).

Service owner

Donna Edwards



- Continuing to further enhance operations and support through ServiceNow. Support Center staff will be educated in assisting customers with using the new tool, which will help ensure customer tickets get to the correct technical teams for resolution.
- Support Center staff will continue to train on completing tier-one duties for customers for higher first-call resolution. Staff will work with customers to ensure the correct information is acquired to complete the customer's request.
- Implement process and procedures for Support Center staff to complete Switched Long-Distance requests for customers.
- Implement process and procedures for Support Center staff to complete RSA token requests for customers.
- Implement process and procedures for Support Center staff to complete RACF password resets, account unlocks, and resume accounts for all Mainframe services customers.

One- to two-year goals

- Create a dashboard of Key Performance Indicators (KPIs) that can be shared within the agency and with customers.
- Monitor schedules and abandoned calls to ensure the Support Center is staffed appropriately to meet the needs of customers.
- Implement a chat channel for all services and customers using ServiceNow.
- Review three manual labor-intensive processes for business automation using UI Path and ServiceNow.
- Develop deeper knowledge and skills for WaTech services to support higher first-call resolution for all customers.

Three- to five-year goals

- Continue to automate and streamline all manual processes.
- Train staff on new tier-one level duties as services within WaTech change and modernize.
- Continue learning new ways to interact with customers and support services for WaTech.
- Replace equipment as needed to improve efficiency and dependability.
- Utilize Amazon Connect sentiment analysis metrics for quality assurance on our customer calls.



Service review and fully loaded service budget projection

Revenue source

The Support Center service is bundled and funded via the agency overhead model. Each service is charged proportionately based on the number of calls and tickets processed by the Support Center staff.

Expenses over time

Fiscal years 2018 - 2023 are actuals. Fiscal years 2024 and 2025 are budget.

In 2020 the Command Center and Support Center were combined, and mainframe operations were moved to a third-party vendor.

In 2022 staff was reduced by attrition. We will continue to review staff levels and workloads.

