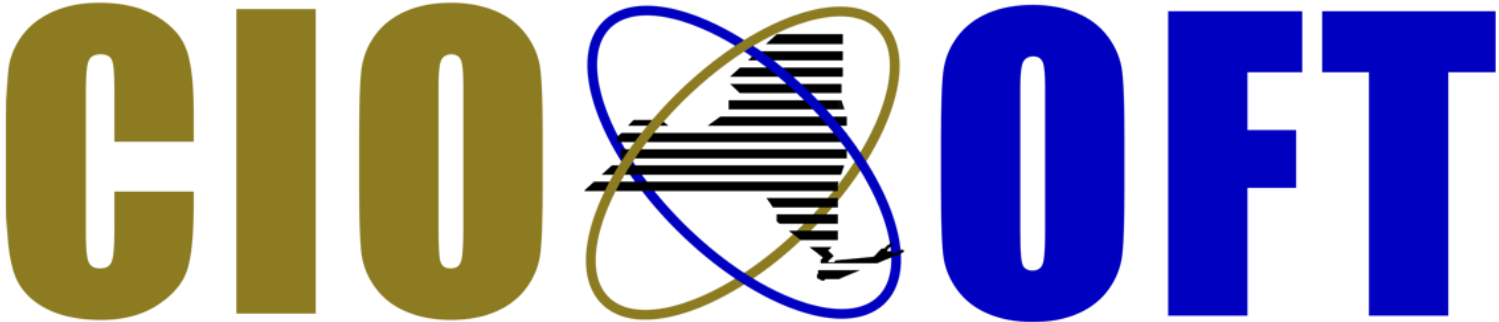


NEW YORK STATE CHIEF INFORMATION OFFICER



NEW YORK STATE OFFICE FOR TECHNOLOGY

NYS CIO/OFT Customer Care Center (CCC)

**Daniel Zobre,
CCC Operations Manager**

**LAN Administrator Conference
October 26, 2011**

Agenda

- **Introductions**
- **CCC Overview**
- **Changes and roadmap**
- **Tips when calling the CCC**
- **Service Now**
- **Questions/Answers**

Overview



- **One stop shopping**
 - 1-800-697-1323 (518-474-4OFT)
- **24 X 7 X 365 Operation**
- **Telephony Support**
- **Incident Management**
- **Communication**

Overview - cont

- ✓ **Application**
- ✓ **Network (CNS, NYeNet NOC)**
- ✓ **Server**
- ✓ **Security**
- ✓ **Hardware**
- ✓ **Incident Management – Priority 1, 2, 3**
- ✓ **Infrastructure monitoring**

Support options



- **Full Service Desk Support**
- **After Hours Service Desk Support**
- **Overflow Support (Help desk augmentation)**
- **Special Event Support**

Changes

- **Service Now**
 - [HTTP://NYSITSM.SERVICE-NOW.COM](http://NYSITSM.SERVICE-NOW.COM)
- **Tivoli monitoring**
- **NYENET NOC**
- **Streamlined support referrals**
- **L1/2/3 cross training**

Roadmap

- **Self Service**
- **Blended L1 / L2**
- **On-line chat**
- **Status portal**

Tips

- **Key information:**
 - Description of the problem
 - User Name / ID, Contact phone number
 - How many users are impacted
 - Urgency (critical, high, average)
 - Hardware serial number
- **Listen to status messages**
- **Select the correct prompt**
- **Avoid prime time (8 – 11 am)**

- **HTTP://NYSITSM.SERVICE-NOW.COM**
- **Browser based**
- **SAAS - cloud**
- **January 12, 2011**
- **35,000 tickets**
- **94 resolver groups**

CCC Organization and Contacts

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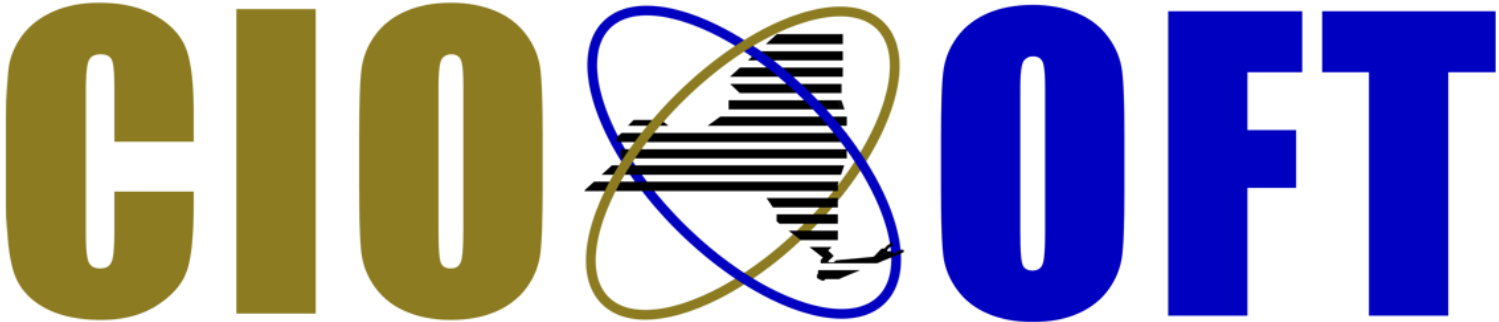
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Questions?



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