Drivers’ Training:
A Collaborative Support Model for the Help Desk

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Help Desk : The Mission

• The primary mission of the Information Services Help Desk is to TEACH our customers. That is, beyond assisting with technical issues, we the instructors are charged with preparing our students to be technically literate citizens in the technologically-saturated world in that we live.
"A Vision of Students Today"

A Vision of Students Today
Oct 12th, 2007 by Prof Wesch

This video was created by me and the 200 students enrolled in ANTH 206: Introduction to Cultural Anthropology at Kansas State University. Spring 2007. It began as a brainstorming exercise, thinking about how students learn, what they need to learn for their future, and how our current educational system fits in. We created a Google Document to facilitate the brainstorming exercise, which began...
Today’s Students Read & Write

• Read (per year)
  – 8 books
  – 2300 web pages
  – 1281 Facebook profiles

• Write (per semester)
  – 42 pages of class assignments per semester
  – 500 pages of email
Today’s Students Got Game

“It’s a fascinating book.” – Wall Street Journal

the kids are alright
How the Gamer Generation Is Changing the Workplace

John C. Beck
Mitchell Wade

GOT GAME
How the Gamer Generation Is Reshaping Business Forever

John C. Beck · Mitchell Wade

HARVARD BUSINESS SCHOOL PRESS
Gamers are

• Confident
• Risk takers
• More Sociable
• Creative problem solvers
• Informal learners
• Profoundly comfortable with technology

A New Learning Style

• Trial-and-error
• Peer learning
• Modular, just-in-time learning

Consultation Stations
Waiting Area / Learning
Learning new technology

• Peer assistance / concierge
• Experts / “Geniuses” full-time staff & faculty
• Smart Board
• Tech books
• Tech magazines
• Technology Showcase
Teachable Moments: SmartBoard
Technology Showcase
Why the Help Desk

- What’s Next?
  - Service points
  - On-line collaborative environments

- Done:
  - Smart Classrooms
  - Computer labs
  - Reference Desk + Tech Support
  - Libraries
  - “Academic spaces”
  - Social networks
  - Institutional repositories
Student Experts

- Learn from student experts
- Modular, just-in-time learning
- Hands-on
- Learn by doing

Driver’s Training is hands-on
Building the Learning Help Desk
The Road Ahead

Looking Backwards So We Can Look Forwards

Build a Strong Foundation

Small Steps With Big Rewards
Break It Down

Front Desk
Account Clerk
Repair Shop
Who We Are

• 5 Full Time Staff
  – 2 Supervisors
  – Account Clerk
  – 2 Computer Repair Specialists

• 10 Student Staff
  – Various Majors with varied skills
  – Rotate Between Front Desk and Repair Shop
Who We Help

• Students
  – 23,000+ students at the University of Oregon
  – Varied technical skill levels
  – Wide arrange of equipment

• Faculty and Staff
  – Secondary support for the majority currently working
  – Primary for Retired Faculty
What We Troubleshoot

Stats from February 2011

Tickets By Issue Type

- Account Issues: 226
- Applications: 129
- Email: 132
- Hardware: 348
- Networking: 106
- OS: 108
- Virus Removal: 100
- Web Development: 14

Stats from February 2011
The Old Help Desk
Old Behaviors

- Support workflow did not make sense
- Unclear expectations between roles
- Lack of well understood processes
- Lack of a central repository for processes
- Lack of a sense of team
The New Help Desk

A Fresh Start!
Back To The Learning

- **Phase 1:** Summer 2010
  - Create a new workflow and sell it!
  - Build a Knowledge Base for our staff to reference
  - Create Tip Sheets for customers
- **Phase 2:** 2010-2011 Academic Year
  - Continue to build Help Desk infrastructure
  - New IT Website
Cooperative Support

Cooperative Support is a new model of support for the IS Help Desk where the customers will actively participate in the identification and implementation of the solution to their problem or request.
Front Counter
Workstations
Kiosks
The Next Phase
Confluence

AcS Student Employee Home

Welcome!

- Sandbox page: O RLY? A place to try things out.

Employment Information

- Student Job Descriptions

Help Desk

- Weekly Schedule
- Monthly Stats
- Contact Information
- Expert Applications
- Training and Processes
- Tip Sheets
- Knowledge Base (KB)
The Knowledge Base

IS Help Desk Knowledge Base

Added by Gary Sullivan, last edited by Gary Sullivan on Apr 08, 2011 (view change)

Purpose

Provide a space to house Knowledge Base type information to be used by IS Help Desk Staff.

How to Use

- Child Pages
  - Create a new page from this page to associate OR edit the Location field to associate it with this page.
  - Use the labels’ feature appropriately with keywords such as ‘How To’, etc.
  - Do not edit this page with a link to a Child Page.
- External Support Links
  - Edit this page by typing inserting a link to the external page.
  - External pages are anything that is NOT a page in Confluence.
- Internal Support Links
  - These are links to pages that are hosted at the University of Oregon that may be helpful for supporting customers.
- Department Links
  - Links to different Support and Non-Support Departments across campus.

External Support Links
Tip Sheets

Help Desk Tip Sheets

Added by Gary Sullivan, last edited by Amanda Herold-Thomas on Jan 24, 2011  (view change)

How To Write a Tip Sheet

Future Tip Sheet Topics

- Need an idea for a tip sheet? Check here.
- Have an idea for a new tip sheet? Add it to the list.

Tip Sheets By Topic

All wiki migrated topics are also going to be posted to the new IT website.

Hardware Care

Laptop Maintenance (Migrated to Wiki)
New IT Web Site

New Technology Showcase: tablet computing

The New Technology Showcase is currently featuring the Samsung Galaxy Tab and the CTL 2Go Pad through Monday, April 25th. To try out these tablets, visit 151 McKenzie Hall. MobileComputing.com...

View full description.

Industry-Inspired Research Center Comes to Lillis

Posted on: 04/04/2011

Associate Professor of Marketing Joan Giese questions a focus group in the BRI. Photo by David Loveall. At the front of the bare cream-colored room, standing adjacent to a 65-inch LCD display and an...

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