

SUMMARY OF MAJOR ACTION AND DISCUSSION ITEMS

eiNetwork Technology Council Meeting March 26, 2009

Members present: Antoinette Ruta, Kathy Firestone, Marianne Sforza, Sandra Collins, Helen Palascak, Tina LaMark, Mary Monaghan, Kaarin VanAusdal, Marilyn Jenkins, Mike Nangia, Rebecca Serey, Joseph Marrone, Samuel Taylor, Dan Waksman, and Ernie Williams

Visitors: Mary Frances Cooper, Mary Coyle, Mary McIntyre, Amy Kronstein, Trina Brown, Debi Ryder, Rick Letterman and Jeff Main.

Ms. Cooper explained that this is the first full meeting of the "Technology Council" which is the combination of the Technology Group and the eiNetwork Steering Committee. The agreement between Allegheny County Regional Asset District (RAD) and Carnegie Library of Pittsburgh as fiscal host for the 2009 eiNetwork funding requires the Technology Council to have representation from libraries of varying size.

Ms Serey provided a PowerPoint presentation and explained that the eiNetwork is planning changes to the Support Center Help Desk. The evaluation of this area has been underway since last summer; and recently the eiNetwork Board approved a recommendation for changing this service area. Questeq is a professional Help Desk services firm that will assume responsibility for our current Help Desk/Support Center. Ms. Serey introduced from Questeq, Jeff Main, Director of Strategic Direction and Rick Letterman, Field Service Client Relationship Manager.

The Help Desk will continue to be the primary contact for eiNetwork services and/or problems. The eiNetwork will continue to manage and oversee all Help Desk services, and eiNetwork staff will still be directly involved in most issues related to the ILS and Cybrary. Your primary method of contacting the Help Desk will not change (412-622-3146). Questeq has a Help Desk tracking system that will provide an improved website for entering new tickets (replaces HeatWeb), and tracking any problems or requests that are reported whether entered through the website or reported by phone. Additionally, the new system will provide greater information about the status of open tickets.

The transition is in process and Questeq sent the security updates for March. Questeq will initially utilize many of the process and procedures currently utilized by eiNetwork Support Center and will work on improving the Help Desk Service to libraries. It is anticipated that Questeq will handle 65% of the calls and the remaining will be sent to a second level support group at the eiNetwork to address.

Ms. Jenkins inquired about the process for judging customer satisfaction. Mr. Letterman explained that a survey link can be added to the emails that are sent when a ticket is closed. This can be done all the time or added as needed. Questeq utilizes the feedback received from the surveys to improve their process. Defined Service Level agreements have been incorporated in the ticket tracking system.

Additional information will be provided as the transition progresses and you can view a presentation here:
<http://member.einetwork.net/member/callcenter.html>

The transition process will be discussed at the April 1st User's Group meeting (10:00 am at the William E. Anderson Library of Penn Hills) and we encourage you to attend this meeting to learn more. Questeq will also be at this meeting to meet the libraries and provide further information.

Submitted by
Mary Coyle, eiNetwork
March 26, 2009