The Brave New Handheld World

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Why did we start this pilot project?

- VIPs requesting the service
- IT support staff asking for support from Help Desk
- Tier 2 staff were already supporting some things on handheld devices
- Next step to improve customer service by providing a requested service
Help Desk pilot/testing/evaluation

- Product research – selection of a variety of models/carriers/operating systems
- Purchased some devices for long term use by Help Desk staff, and worked with vendors to evaluate other devices

<table>
<thead>
<tr>
<th>Device</th>
<th>OS</th>
<th>Carrier</th>
</tr>
</thead>
<tbody>
<tr>
<td>LG VX9800</td>
<td>Blackberry</td>
<td>Sprint/Nextel</td>
</tr>
<tr>
<td>Cingular 8125</td>
<td>Win. Mobile 5</td>
<td>Cingular/ATT</td>
</tr>
<tr>
<td>UT Starcom 6700</td>
<td>Win. Mobile 5</td>
<td>Verizon</td>
</tr>
<tr>
<td>Blackberry 8700c</td>
<td>Blackberry</td>
<td>Cingular/ATT</td>
</tr>
<tr>
<td>Nextel 7100i</td>
<td>Blackberry</td>
<td>Sprint/Nextel</td>
</tr>
<tr>
<td>Moto Q</td>
<td>Win. Mobile 5</td>
<td>Verizon</td>
</tr>
<tr>
<td>Treo 700p</td>
<td>Palm</td>
<td>Verizon</td>
</tr>
<tr>
<td>Treo 700w</td>
<td>Win. Mobile 5</td>
<td>Verizon</td>
</tr>
</tbody>
</table>
Access, Collaboration, Documentation

• After staff had access to devices, they began taking on more PDA cases “unofficially” as a part of the pilot testing
  – Level one consultants were informed to begin accepting PDA customers who were willing to visit the Help Desk for assistance.
  – Level 2 staff were able to work with real customer problems

• Collaboration with IT Pros on campus
  – Conference presentation, open discussion to IT Pros on campus
  – Feedback helped us narrow our testing and documentation focus

• Documentation
  – Collaborative documentation using Confluence wiki
  – Created a template for staff to build documentation
  – Regular meeting with staff to keep the project focused
  – Now transitioning documentation to our knowledge base
Lessons Learned/Conclusion

• Collaborating with other units is essential to find out what they need specifically. We had a very comprehensive list, but not all items were required. Our list of things to test decreased dramatically, focusing on campus services – wireless connectivity, email, calendaring.

• We are developing an SLA to provide a defined level of support- we’re essentially supporting any device with connectivity, email and calendaring, but with a clear escalation path in the event we cannot solve the issue.
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