INDEPTH Network

iSHARE2 Helpdesk

Brendan Gilbert
iSHARE2 Support Team
iSHARE2 Support

• OTRS Helpdesk
• Working hours:
  – Mon-Fri
  – 8am to 4pm
  – Excluding Public Holidays
• 2 teams
  – South Africa (GMT+2)
  – India (GMT+5)
Service Level Agreement

• Time to response:
  – Automatic response: 5 minutes
  – Human response: 2 hours

• Time to resolve:
  – Incidents: 16 working hours
  – Problems: > 48 hours

• Time to escalate: 2 weeks to PI
Email interactions

1. Technical assistance e.g. CiB, VM, etc.  
   help-ishare2@indepth-network.org
2. Data support e.g. NADA, Kettle, ETL.  
   help-data@indepth-network.org
3. Receive an ticket with a reference number.
4. Request status updates.
5. Close of tickets, successful or unsuccessful.
Web Interaction

• Go to: http://help-ishare2.indepth-network.org/otrs/customer.pl
• Register to get an account and password
• Create a ticket
• Follow-ups
## HelpDesk Stats
### Jan2013 - July2016

<table>
<thead>
<tr>
<th>Queue</th>
<th>Tickets</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Management support</td>
<td>80</td>
<td>36%</td>
</tr>
<tr>
<td>Infrastructure support</td>
<td>141</td>
<td>64%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>221</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>State</th>
<th>Tickets</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>26</td>
<td>12%</td>
</tr>
<tr>
<td>closed successful</td>
<td>186</td>
<td>84%</td>
</tr>
<tr>
<td>closed unsuccessful</td>
<td>9</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>221</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
THANK YOU