

## Attachment 2

### **Technical Computer Support Services Provided by BizFu LLC December 2003 – October 2004 Summary of Survey Responses by SCCRTC Staff**

#### *NETWORK*

- Since installed, the new network has had high reliability, stability and up-time in terms of workstations, file servers, email and the intranet. Crashes are nonexistent.
- The new file servers and mail server are very fast and system maintenance, software updates and patches are scheduled and performed regularly.
- Critical patches and updates are automatically “pushed” out to computers on the network eliminating guesswork in terms of which machines have been updated.
- Most repair and maintenance work is done after business hours in evenings and on weekends so that when employees turn on their machines, all service has been completed with no need for follow-up.
- During the past year of virus and spam proliferation throughout the internet, the RTC’s firewall, virus protection and spam filtering have proven to be extremely effective in protecting the RTC’s new computing environment. Our network has been virus-free since the system was installed.
- In response to new security threats, we have installed a Spyware detection client on all systems to prevent inadvertent spyware, adware and malware from being installed as the result of web browsing or software downloads.
- The new network is simple, fast and easy to use. The RTC has more local control and can do simple tasks such as adding or deleting users in minutes compared to the days needed to make changes previously.

#### *HELP DESK AND CUSTOMER SERVICE*

- Across the board employees had high marks for the high quality of support, timeliness in responding, and good communication provided by BizFu.
- A key aspect of this service is achieved through BizFu’s online ticketing system. Employees can relay questions or problems by completing the online form or by placing a call or sending an email. New tickets are immediately acknowledged with an email, providing a ticket number. Employees can check on the status of their help desk tickets at any time simply by logging into their ticket. Actions and resolutions to tickets are emailed directly to the employee.
- While comparative figures are not available between the level of help desk support previously received through the County ISD and our current levels through BizFu, employees are expressing a great deal of confidence in the help desk system by using it. On average, one ticket a day is opened by an RTC employee.
- Tickets are opened for a variety of reasons. Many tickets are simple questions about how to use features of certain software programs. Tickets are used both to identify and resolve immediate issues and to keep track of ideas and suggestions for longer term computer projects.
- Most tickets are resolved quickly and many problems are resolved remotely.