

IT Update

Help Desk Improves Services

One of the areas that ITS had targeted for performance improvement early last summer was the ITS Help Desk, and we are very excited to report that our Help Desk services have improved significantly over the past 12 months. Here are some statistics that illustrate our success:

No Wait-time Ratio - Last year at this time, only 41% of the calls to the Help Desk were answered immediately without having to place the customer in a queue to wait for the next available agent. We have steadily improved our ability to process calls more efficiently and now, depending on the events of the month and staffing, we answer close to 80% or more of our calls immediately with no wait-time for the customer.

Help Desk			
Total Phone Calls	6,018		
Total Abandoned Calls	342		
Average Length of Call	6 minutes		
	% of calls that had NO wait time	% of calls that waited on hold	Avg wait time on hold
Patient Care	80	20	1.24 min.
Passwords	78	22	1.24 min
All other calls	80	20	1.56 min

Average Wait Time - For those calls that do get placed in the queue to wait for an agent, our average hold time has improved from just under 5 minutes to 1½ to 2 minutes.

Abandoned Calls - The abandoned call number primarily includes those instances when the customer is placed on hold and hangs up (undesirable), but it also includes the number of times a customer listens to the status line and then hangs up (which is ok). Last year, our abandonment rate was 27%; this year it is down consistently between 5% - 6%.

Our improvement in these areas is tied to more thoughtful staffing of the Help Desk, and improved online training and reference tools available to the agents. You can track these statistics and more on our monthly Metrics Report located at <http://uuhsc.utah.edu/its/metrics>.

Virtualized Storage Area Network (SAN)

The University of Utah Health Sciences Center has experienced growth in its data storage needs that required a move to a virtualized storage area network (SAN) architecture. Along with virtualizing our storage we have also implemented a new solution for providing **fast**, reliable backups of the storage environment. These new solutions are state-of-the art tech-

nologies that provide a level of redundancy, performance, and **reliability** that ensures the highest level of **availability** of our data assets. More on the SAN architecture can be found on the Data Center Website at <http://uuhsc.utah.edu/datacenter>.

College of Nursing Integration

In 2004 the Dean of the College of Nursing, Maureen Keefe, asked to have the College's technical support merged under Information Technology Services. We are pleased to announce that the **personnel integration** piece of the project has been completed. We welcome Chris Corey, Brandon Marsh and Nathan Eldredge to ITS.

ITS Taking First Steps Toward Patient Portal

By early next year, ITS plans to have the framework for online patient services in place and operational for test groups of University Health Care customers. For the past few years, we have offered limited online services such as prescription refill and find-a-doc searching, but the new wave in patient care is providing personalized healthcare information, such as data from the patient's medical record or the ability to schedule appointments online. The Patient Portal will provide the framework for these personalized and customized services for patients throughout University Health Care locations.

How does it work? Most of the large-scale vendor applications we use, such as Cerner and EPIC, have (or will have) a portal feature to push individualized information to our customers. For example, a patient would be able to log in to the "EPIC" portal and view a summary of their last clinic visit or lab results based on what their physician has flagged for release. We also have some home-grown applications, like the prescription refill website, and as these services grow and the separate portals emerge, we want to make sure they are all tied together at a "front door" so that authentication happens only once and can be passed around in the background to each system as needed. We don't want our customers being confused as to where to go to get a specific online service, nor do we want to require them to log in multiple times.

The portal software we plan to use for the front door is the same system (Novell's eXtend) that has successfully been used on lower campus for nearly 2 years for the student portal effort (see <http://my.utah.edu>). During the next nine months, we will be working out the business and support processes, such as account setup, user support, system security, etc. The effort involves several teams in ITS, including the Web Resource Center, Help Desk, Security, Clinical Information Systems, Financial and Ancillary Systems, Training, and others. The project will also involve external groups, including the Community Clinics, Patient Accounting, Customer Service, campus Media Solutions, and many more. We will provide updates and more detailed information as the project progresses.

