

## Kiser, Brian E (DJJ)

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**From:** Woodrum, Stacy R (DJJ)  
**Sent:** Monday, February 4, 2019 11:53 PM  
**To:** Kiser, Brian E (DJJ); DJJ 1025 Staff  
**Subject:** RE: New Helpdesk Support Procedures - please read

Brian, Moe, and Craig-

Thank you so much for this new methodology for increased customer service. Scott showcased this at the last Executive Staff meeting, and it was met with much praise and accolade. Thank you for the information and for reminding all of us to follow the procedure so that we can ensure tracking. We anticipate there will be a quicker resolve for tickets that can be addressed in house, as well as, reduced cost from COT in this regards. Thanks again Brian, Moe, and Craig for being innovative in your thinking and willing to step out of the box for solving problems.

Stacy R. Woodrum, Deputy Commissioner  
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**From:** Kiser, Brian E (DJJ) <brian.kiser@ky.gov>  
**Sent:** Monday, February 4, 2019 5:03 PM  
**To:** DJJ 1025 Staff <DJJ.1025Staff@ky.gov>  
**Subject:** New Helpdesk Support Procedures - please read  
**Importance:** High

In an attempt to provide better support, effective immediately we would like for you to put all support requests on the DJJ Helpdesk rather than contact COT. There are some problems that we can resolve at the agency level. If we cannot, we will immediately route it to COT, and we will continue to follow-up on your request to ensure it is completed. This shift in support structure is meant to save you frustration and time, and provide a better overall service experience.

You can access the DJJ helpdesk via our Intranet site or with this link: <http://djimoss11/>

In order to prioritize and address everyone's support requests, as well as create meaningful metrics for us, we do ask that you create a ticket for all requests. Calling or showing up at Moe or Craig's door, or grabbing them in the hallway, will undermine our ability to generate metrics and may interrupt our IT staff providing service to another user. Support tickets are delivered instantly to our screen, so we know about your problem as soon as you submit it.

One exception that we cannot help with are support requests for password resets/lockouts. DJJ staff are not able to perform password resets. You must contact COT directly at 502-564-7576 for password problems.

We may make some changes as we go along in order to make this a better system, so please be patient with us as we work out the kinks. I believe this will provide a better level of service, and I hope you agree. Please contact me with any feedback or thoughts you would like to share.

Thanks,  
Brian

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**Brian Kiser**

Information Systems Manager

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