5925 – Enterprise Help Desk Closeout Presentation

May 18, 2023

Project Overview

Implement an Enterprise Service Management (ESM) system

ESM is a comprehensive platform that enables the District to efficiently manage, resolve, and analyze service requests and inquiries from parents, community members, and employees.

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Project Scope

1 Identify & select an Enterprise Service Management (ESM) system

2 Implement the ESM system

3 Onboard the identified 17 parent and community facing business units

4 Provide training and professional development

5 Release functionalities to parents and communities

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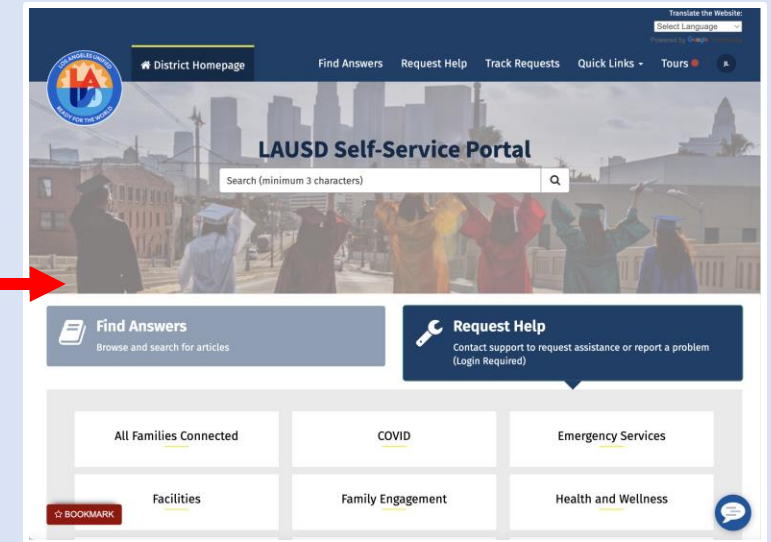
Click to Play Video
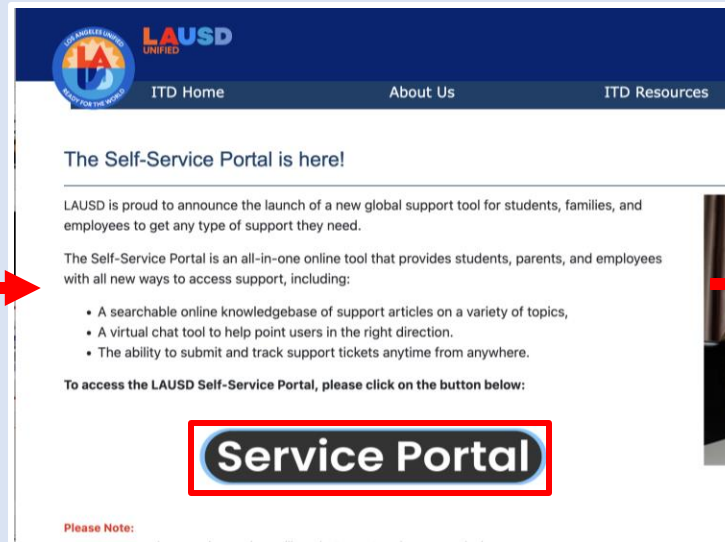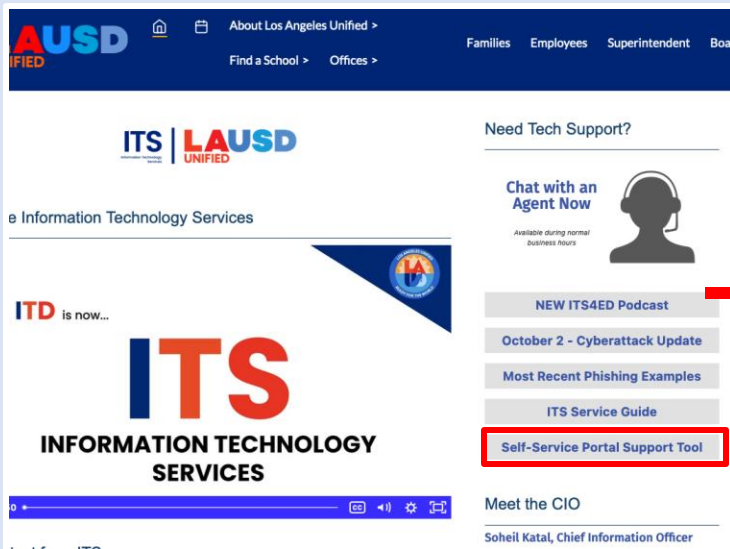
Accessing through LAUSD mobile app

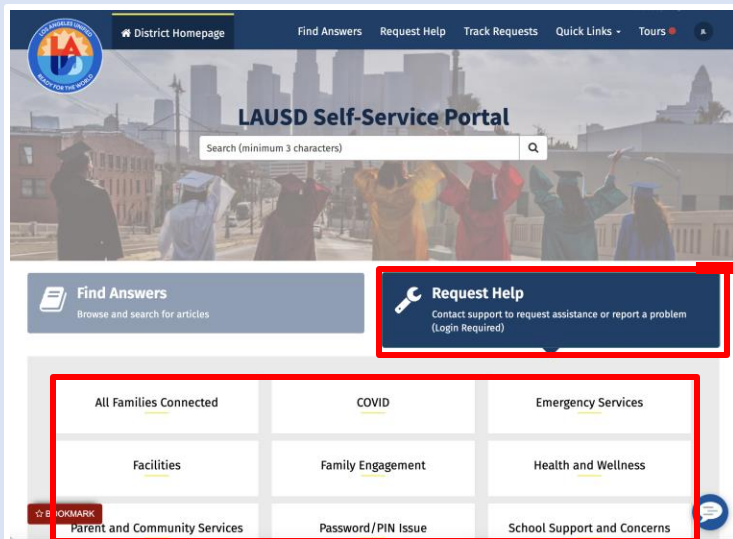**LAUSD mobile app -** available via App Stores
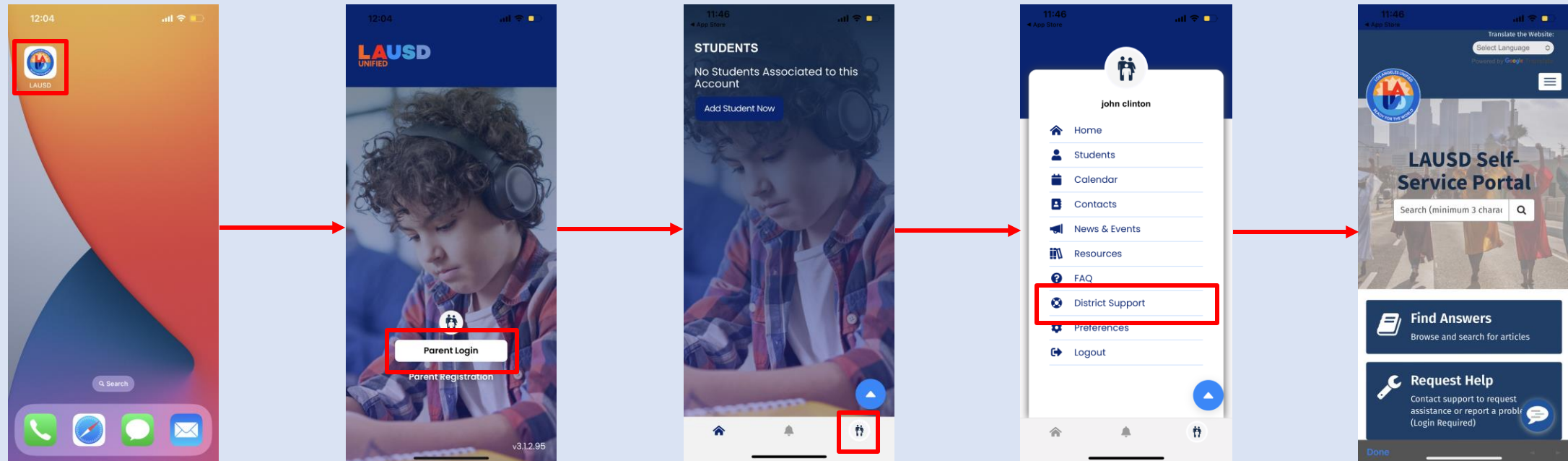
Accessing through LAUSD website

https://achieve.lausd.net/ITD   or
https://achieve.lausd.net/servicenow

Tier 0 – Self-Service Portal

User-friendly Self-Service Portal allows users to submit a ticket with just a few clicks

Tier 0 – Virtual Agent
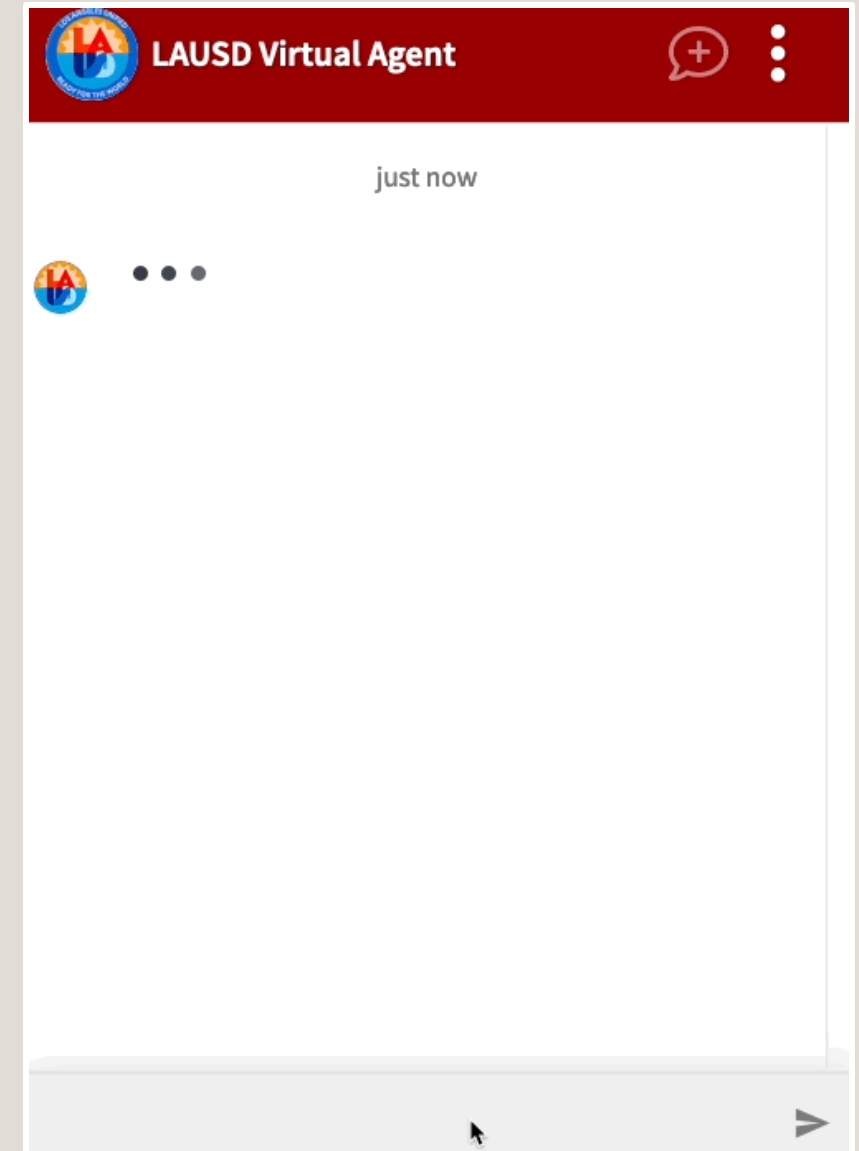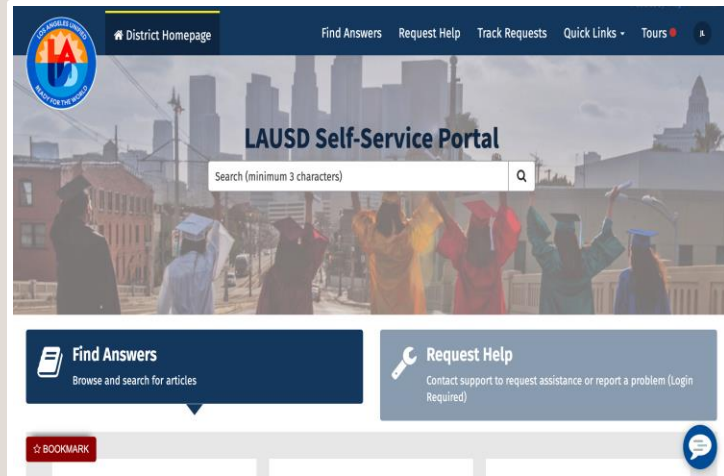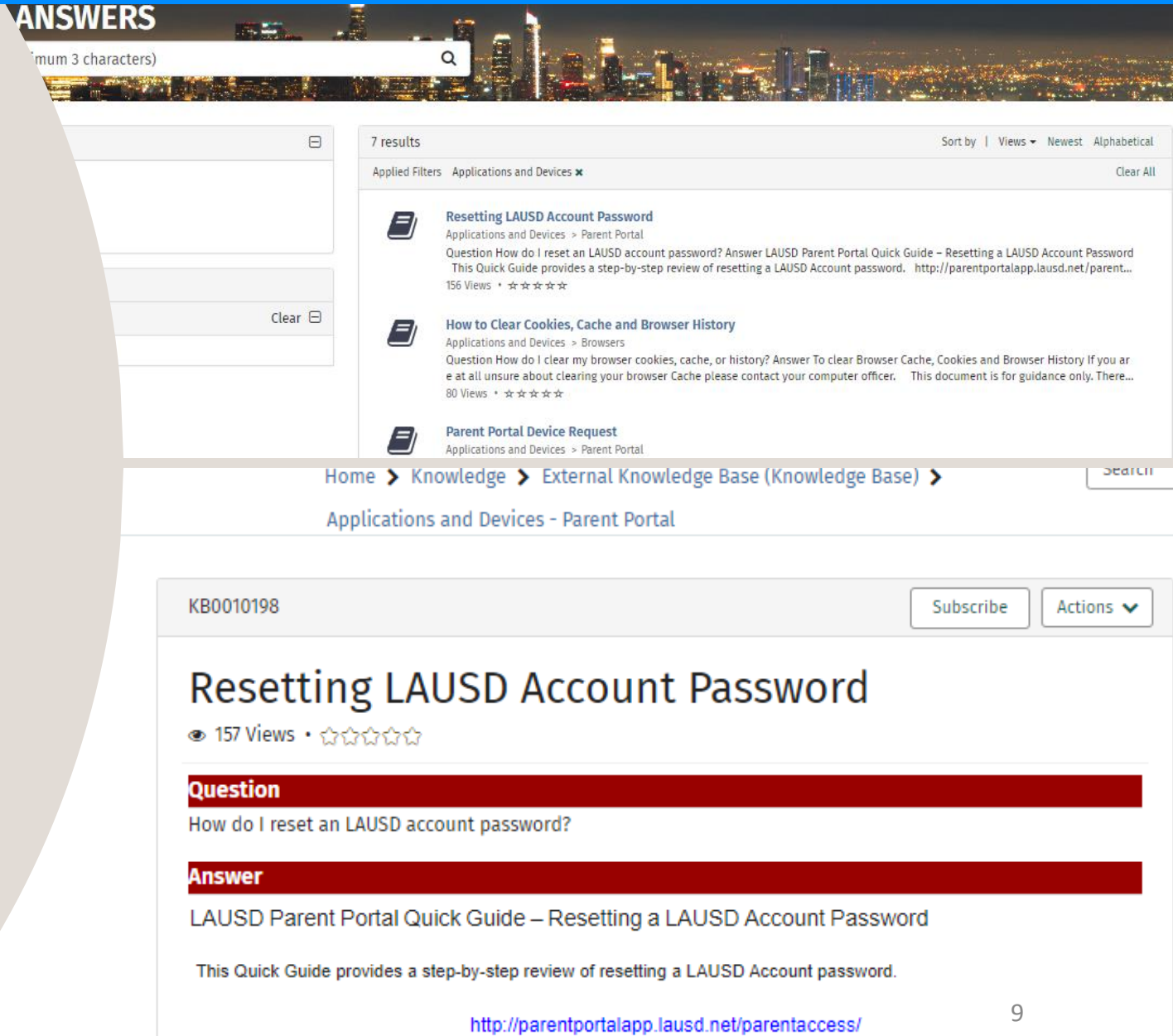
A chatbot that uses natural language to answer frequently asked questions, resulting in fewer calls that have to be answered manually.

Tier 0 – Knowledge Base

Knowledge Base stores searchable Knowledge Articles; which are online documents designed to address commonly asked questions

ANSWERS

(minimum 3 characters)

7 results

Applied Filters   Applications and Devices ✖

Sort by | Views ▾ | Newest Alphabetical

Clear All

Resetting LAUSD Account Password
Applications and Devices > Parent Portal
Question How do I reset an LAUSD account password? Answer LAUSD Parent Portal Quick Guide – Resetting a LAUSD Account Password This Quick Guide provides a step-by-step review of resetting a LAUSD Account password.   http://parentportalapp.lausd.net/parent...
156 Views • ☆ ☆ ☆ ☆ ☆

How to Clear Cookies, Cache and Browser History
Applications and Devices > Browsers
Question How do I clear my browser cookies, cache, or history? Answer To clear Browser Cache, Cookies and Browser History If you are at all unsure about clearing your browser Cache please contact your computer officer.   This document is for guidance only. There...
80 Views • ☆ ☆ ☆ ☆ ☆

Parent Portal Device Request
Applications and Devices > Parent Portal

Clear ⊟

Home ❯ Knowledge ❯ External Knowledge Base (Knowledge Base) ❯

Search

Applications and Devices - Parent Portal

KB0010198

Subscribe   Actions ▾

Resetting LAUSD Account Password

👁 157 Views • ☆☆☆☆☆

Question
How do I reset an LAUSD account password?

Answer
LAUSD Parent Portal Quick Guide – Resetting a LAUSD Account Password

This Quick Guide provides a step-by-step review of resetting a LAUSD Account password.

http://parentportalapp.lausd.net/parentaccess/

Tier 1 – General Help Desk

Enterprise and Covid Help Desk provide live support to callers by documenting, researching and answering questions.

Tier 2 – Subject Matter Experts

Trained & Onboarded

OFFICES	OFFICES	ADDITIONAL OFFICES
Regional Local Districts	**Student Health and Human Services**	**Information Technology Services**
• East	• Children Health Access Medical Program (CHAMPS)	• IT Help Desk
• Central	**Transportation Services Division**	• All Families Connected
• Northeast	**Multilingual and Multicultural Education**	**Facilities**
• Northwest	**Health Emergency Response and Support**	• Human Resources
• South	**Talent Acquisition and Selection Branch**	**Risk Management**
• West	**Personalized Learning System**	
Board District	**Division of Special Education**	
• Board District 4	• Operations	
Office of Data and Accountability	**Unified Enrollment**	
• Student Records	• Office of Zones of Choice	
• Student Testing	• School for Advanced Studies	
• Student Information System Branch	• Admission Criteria Schools	
Parent and Community Services		
• Parent Portal		
• Mobile App		

Milestones

PROJECT PLANNING COMPLETION

CONFIGURED ESM TOOL

LAUNCHED VIRTUAL AGENT AND KNOWLEDGE BASE

ALL COMPONENTS RELEASED TO PRODUCTION

PROJECT STABILIZATION & CLOSURE

Nov 5 2019

Mar 31 2020

Nov 1 2020

Jul 30 2021

Jul 30 2021

Apr 1 2022

Dec 1 2022

Mar 31 2023

May 2 2023

Jun 30 2023

BOARD APPROVAL

SOLUTION CONTRACT APPROVAL

ROLLED OUT TO ENTERPRISE HELP DESK

ONBOARDED PARENT FACING UNITS

INTEGRATED WITH MOBILE APP 3.0

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Budget

Summary

Original Project Budget	Expenditures				Remaining Balance
	FY 19-20	FY 20-21	FY 21-22	FY 22-23	
$3,500,000	$54,598	$1,062,268	$1,440,181	$44,450	$606,133

Allocation:

|		
Bond Fund	$3,445,893	98%
General Fund	$54,107	2%
Total	**$3,500,000**	**100%**

Accomplishments – Virtual Agent (VA)

The Office of Organizational Excellence
Implemented VA for Stipend Program 2022
Used > 950 times
Resulted in 90% reduction in emails & calls

Talent Acquisition & Selection Branch
Implemented VA on lausdjobs.org
Used > 1,000 times
Resulted in 60% reduction in inquiries

Customer Satisfaction Survey
80% satisfactory or neutral
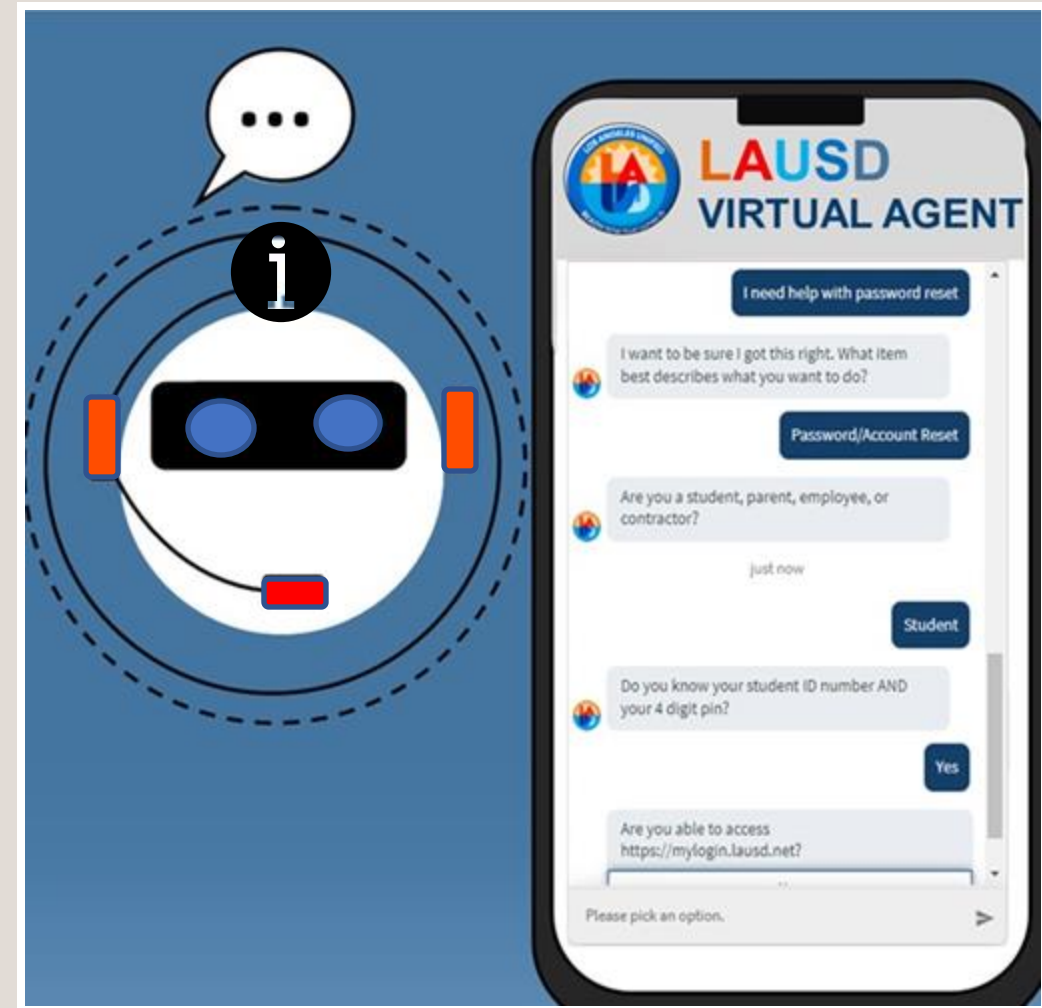
Accomplishments – Case Management

- Enterprise and Covid Help Desk has logged and **resolved more than 270,000 cases**

- 80% calls from parents and community members

- 90% calls resolved and closed by Tier 1 Help Desks

Cases

Case Count: COVID 108,083; Student Services 33,874; Other/Not Listed 29,585; Computer Application Assistance 26,795; Password/PIN Issue 26,590; Employee Services 18,670; Parent and Community Services 12,993; Device Assistance 9,555; School Support and Concerns 2,126; Schoology 1,763; Family Engagement 891; Directory Assistance 778
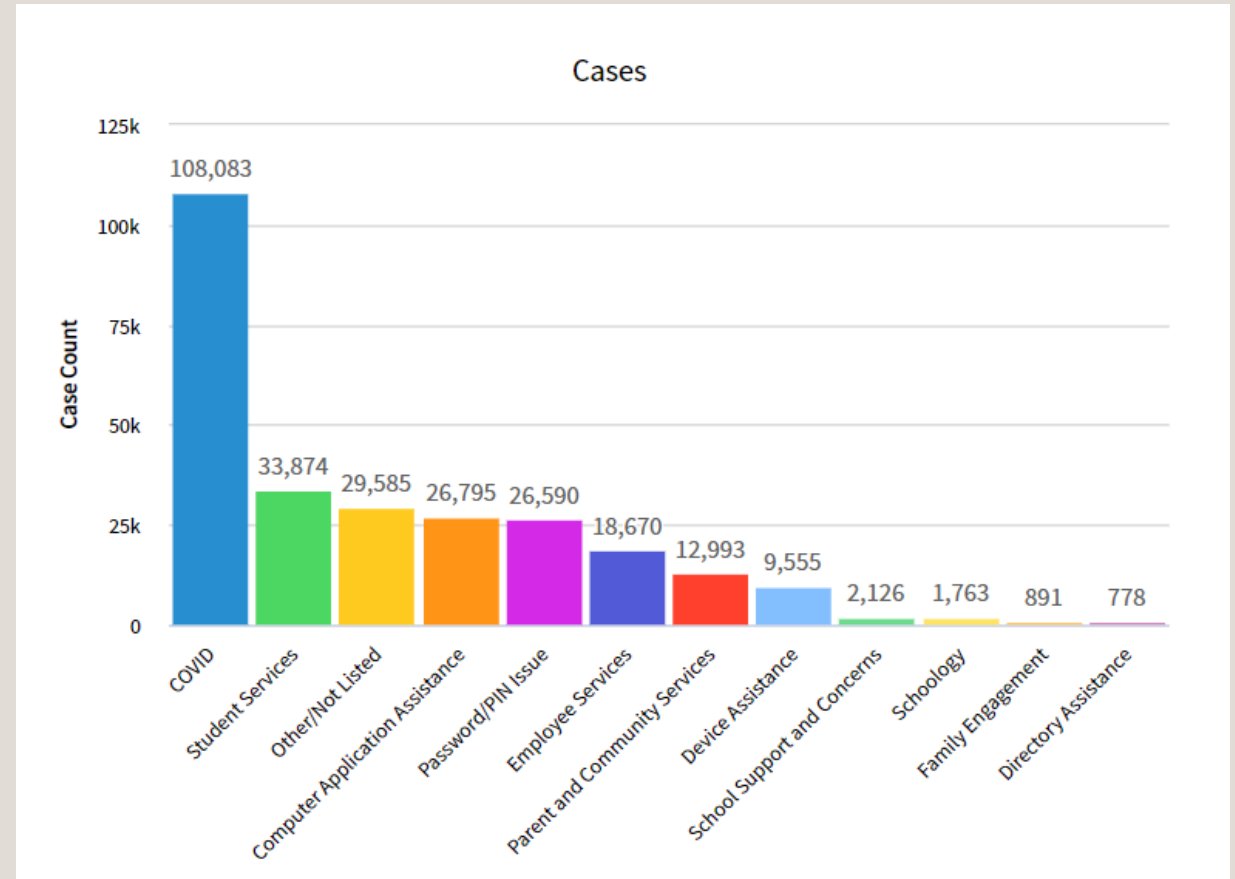
Highlight – Amazon Connect Integration

More Engagement with Personal Support Experience!
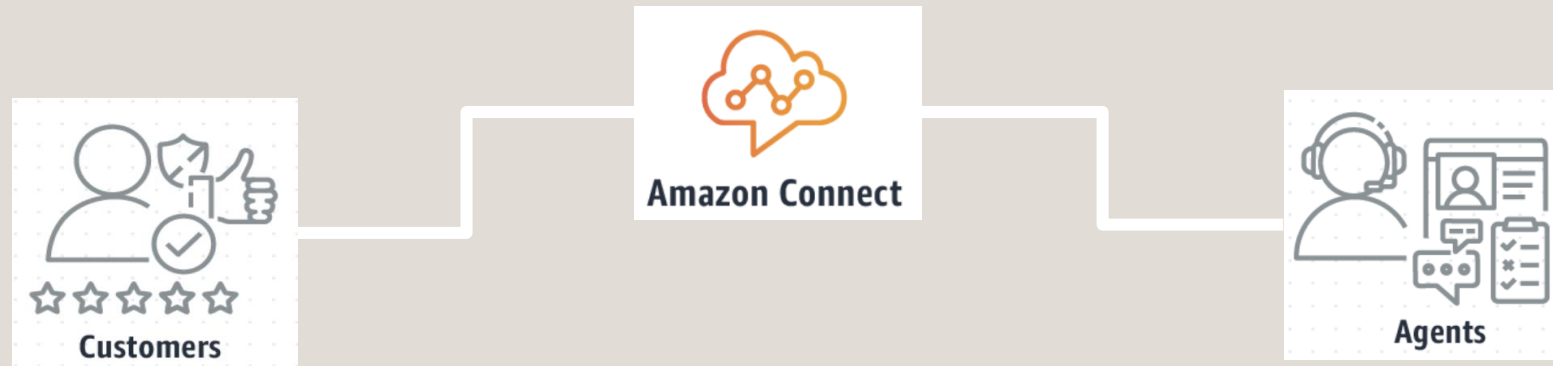
- Agents, with access to the caller's contact information and historical tickets, are able to provide personalized customer service.

Accomplishments

Implemented the first ever service management system for LAUSD to track and manage service requests from parents and community members.

24/7 access to District information through a self-service portal with a knowledge base and virtual agent.

Provision of statistics to enable data-driven decisions for leadership

Improved collaboration to deliver faster services.

Improved efficiency through the sharing of information across LAUSD.

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Next Steps

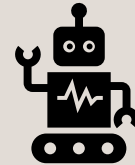**Onboard more offices and departments**

Incorporate live agent chat

Enrich the knowledge base

Leverage artificial intelligence to enhance the virtual agent

Update the virtual agent by monitoring and gathering questions and answers

Testimonials

Organizational Excellence

*"Chatbot is such an essential tool. It helped us **efficiently manage over 4000 inquires** otherwise we would have to manually address"*

Enterprise Help Desk

*" An amazing tool for my team. We're able to **monitor communication between customers and agents** and see if there are issues that need to address quickly."*

COVID Hotline

*"Our COVID office had a high volume of calls. With ServiceNow, we were able to **assist callers with their issues in real time** and escalate calls to next support tiers as needed."*

Talent Acquisition & Selection Branch

*"It will help us with streamlining calls from the field. It is an **efficient way to track inquiries** into our office."*

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Questions