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Portland State
UNIVERSITY

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Questions and Answers to Portland State University RFP #19091, Help Desk Services:

1. Would the vendor be able to establish a link between their ticketing system and the PSU Request Tracker to automate the creation of tickets? For example a Help desk agent would create a case within the vendor ticketing system which would then in turn send an email to Request Tracker that would automatically create a ticket within the PSU system.

Answer: Vendor can use 'quick ticket entry', which is a form that interacts with RT. Quick ticket is a form that has been developed by OIT-User Support Services. This way OIT can run reports on ticket status, performance, allow OIT to rout tickets accordingly, and ticket follow up.

2. The RFP requests that the vendor use the PSU incident tracking system however also provide a knowledge base repository for end user access. In most cases the available knowledge base is linked to a vendor ticketing system, how would PSU like this addressed to avoid confusion by the end users?

Answer: We would prefer to use the OIT web site for knowledge base needs. If the vendor has an available knowledge base of their own, OIT-USS would be willing to evaluate vendor's product for use by PSU users.

3. Many of the Help Desk performance metrics requested for reporting would be tracked within the ticketing system, how would PSU like this addressed if the vendor is using their system? For example, Call origination, Knowledge base usage, Type of user, Department, type of call and so on.

Answer: PSU would like a monthly report of performance metrics from the vendor indicating the number of tickets that were created and the number of tickets that were resolved.

PSU would like a monthly report of performance metrics for call volume, for example; average speed of answer, abandoned rate, call wait, call duration etc. If information is gathered on type of user, department, knowledge base usage, and call origination, that would be beneficial to know as well.

4. Does the PSU ticketing system provide survey results and reporting as requested within the RFP?

Answer: Yes.

5. Please provide examples of training the vendor would provide to PSU system administrators, Technical staff, and end users.

Answer: Training on the use of reporting tools (dash board, ad hoc reports, adding documents to the vendor's knowledge base).

6. Please provide any historical information available on PSU volume history, preferably at least 12 consecutive months of volume. This will allow vendor to better anticipate the needs of PSU and plan pricing and SLA's more effectively. If possible please provide total volume and broken down by hours of support requested of the vendor.

Answer: Helpdesk hours: Mon-Fri, 8am-9pm, Sat 10am-4pm, Sun, 10am-2pm. Average weekly call volume: 1,000 calls

After hours call volume average = 350 calls