



NMCI Integrated Support Center (ISC)

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- NMCI issue resolution is handled at two ends of the spectrum
- Individual, end-user needs are addressed via the NMCI Help Desk
 - Enterprise-wide issues are addressed by the Stakeholder's Council (SHC) and worked through Enterprise Action Groups (EAG)

The ISC addresses the middle ground

- Provides a support structure and management tool for conducting daily business to handle issues in a timely manner
- Escalates issues, when necessary, to appropriate decision makers

The ISC supports middle managers conducting daily business with NMCI

- Overcomes confusion and frustration caused by lack of responsiveness
 - Timely and appropriate resolution of system and site issues
 - Avenue to escalate issues to the appropriate decision makers
 - Conduit to the different NMCI organizations

Background

- As a service program, NMCI's development and sustainability is the responsibility of several entities
- The ISC was established in December 2003 to provide a single point of contact for assistance

Function

- Central support site for NMCI transition and sustained operations
- One stop shop for mid-level (Command) help with PMO related issues
- Direct liaison with Service and Operations activities

Concept of Operations

- Maintains week-day "Watch Standing"
- Allows the ISC to fight the fires, so management can focus on the bigger picture
- Tracks issues immediately into synergistic resolution process
 - ✓ Watch representatives leverage departmental teams not on watch
- Correlates issues into lessons learned and playbook updates

ISC provides first-line of issue resolution

- Professional and courteous staff promptly document issues
- Tracking numbers are assigned for all issues
- Issues are transferred to appropriate individuals for resolution or escalation
- Follow-up ensures appropriate action is being taken with real-time progress recorded
- Single point of contact is provided for customers, making communication of status tracking much easier

Issues are categorized

- **Information Request** - Can be answered by the agent (common support questions)
- **Service Request** - Requires a 2nd or 3rd level of support for issues that cannot be answered by ISC watch standers
 - Escalated to specific Navy PMO departments
 - Escalated to organizations external to Navy PMO

- Maintains focus on key issues in a cohesive setting**
- Acts as knowledge repository**
- Delivers a consistent customer experience**
- Resolves conflicts and delivers targeted solutions**
- Provides authority to address Program issues and to refer governance or operational issues to the appropriate level for resolution**
- Facilitates day-to-day business through its Rapid Response Team**

To request assistance, callers currently have three options

- Option 1: Dial the appropriate ISC telephone number to speak with an ISC staff member
- Option 2: E-mail the appropriate ISC e-mail address
- Option 3: Call the ISC telephone number during non-operation hours, leave a voice message and the call will be returned the following business day

Call volume has increased significantly with favorable feedback

- 2/27/04: CNO CTR - “When I First Heard About the ISC, I Thought It Was Going to Be More NMCI Smoke and Mirrors. Boy, Was I Wrong. You Guys Are 4 for 4.”
- 3/4/04: CIT CTR - “... Has Helped Tremendously in Getting This Situation to Resolution”
- 3/5/04: PACFLT CTR - “You Guys Are Great. You Provide a Quick and Accurate Response to All My Questions. Thank You”
- 3/15/04: CSG-9 CIO – “...Thanks a Million for Helping Me Cut Through This Knot! You Found an Answer for Me on Something That I've Been Working on for More Than 6 Weeks. Three Cheers for the Integrated Support Center!”
- 4/16/04: OPNAV CTR - “I have used the ISC multiple times now and it has been great. They are customer oriented, get info quick and save a lot of time and headaches for the CTR in getting the correct answers for some of our more"unusual" requests.”
- 5/20/04: Crane ACTR – “You have helped Crane in the past and I’m hoping for your help once again.”
- 5/24/04: CNI CTR – “Since I began using the ISC, it has become the single most valuable resource that I have for NMCI issues - particularly since my team’s separation from COMPACFLT with the stand-up of CNI.”
- 5/24/04: EDS Site Manager – “I have found the responses provided by the ISC to be prompt, clear, concise and extremely useful. I really appreciate the help.”

294 calls handled since inception with an average of 58 calls a month

- Average call resolution is less than 3 days

ISC bridges the two spectrums of NMCI information technology support

Usage has steadily increased with favorable customer feedback

Detects trends and publishes solutions to middle management community in a timely manner

Provides updates to available tools to maintain their usefulness

- **Playbook, FAQs, Lessons Learned and Document Library**