TRACK I: INFRASTRUCTURE
SESSION 100

Managing an Internal Composer Help Desk

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1996 Connect Annual
Conference
May 13,1996

Purpose

◆ To share the processes, tools, and
interactions the NASD has developed
through its Internal Help Desk Support
Organization, which supports the entire
Software Factory including Development
using the IEF/ Composer Software.

Topics of Discussion

- NASD's Environment and Project Overview
- Organizational Structure
- Why Have an Internal Help Desk
- What IES Supports
- How IES Offers Support
- Who IES Supports
- Core Competencies
- Obtaining Core Competencies
- Advantages and Disadvantages To Internal
- Why Has it Been Successful
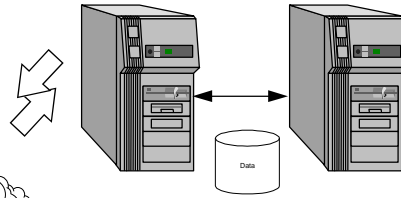- Where Do We Go Next

NASD's Environment and Project Overview

- Two Sequent Unix Database Servers
- Oracle DBMS
- Windows, Windows NT, OS/2 Workstations
- Multiple Sites, CSEs, Models, and Versions
- Current Development Environment
    - Over 250 Developers with 183 trained in IEF
    - 16 Active Models (Not Including BAA)
    - Model Sizes and object counts over 600,000
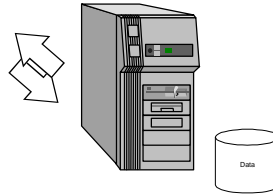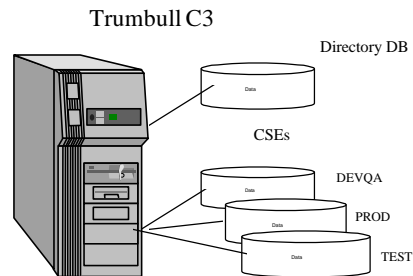
Development Environment

Developer's Workstation

Windows NT

OS/2

MS Windows

Windows 95

Networks
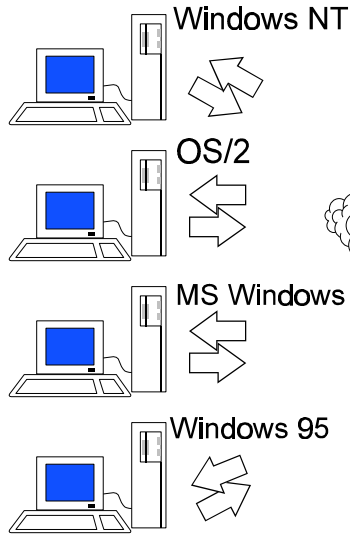
**Client/Server Encyclopedia
Database Server**

Data

**Implementation Toolset
Construction Environment**

Data

Technical Environment

Rockville 5.3

Directory DB

Data

CSEs

DEV

QA

PROD

IEA

Data

Data

Data

Data

Trumbull 5.3

Directory DB

Data

CSEs

DEV

TEST

Data

Data

Rockville C3

Directory DB

Data

CSEs

DEVQA

DEVQA2

PROD

IEA

Data

Data

Data

Data

Trumbull C3

Directory DB

Data

CSEs

DEVQA

PROD

TEST

Data

Data

Data
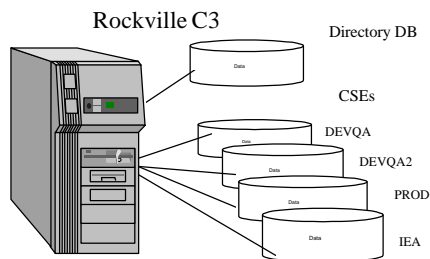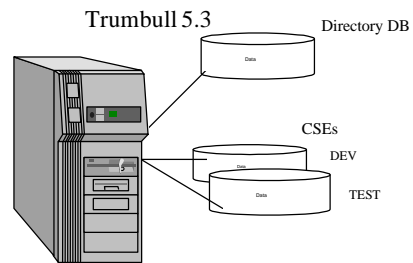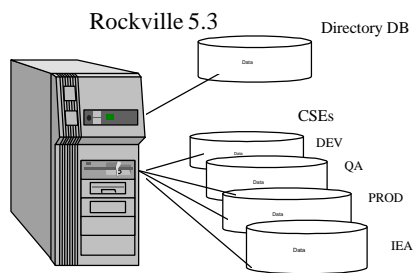
Project Models

Project Models of Business Lines

in different stages of development lifecycle

	Market		
	IQMS	ITES	ISS

Project Models

IQMS	ITES	ISS
BAA	QA	QA

	Corporate	
	CBIS	CS

Project Model

CBIS	CS
BSI	PROD

	Member
	CRD

Project Model

CRD
QA

	Regulation		
	FOCUS	Adver-tising	CSTMR CMPLN

Project Models

FOCUS	Adver-tising	CSTMR CMPLN
QA	BSI	PROD

IEA Organization

```
                    IEA
                Department
                   Head
                     |
   ┌───────────┬──────┴──────┬─────────────┐
Architecture  Training      Data        IE Support
                          Administration
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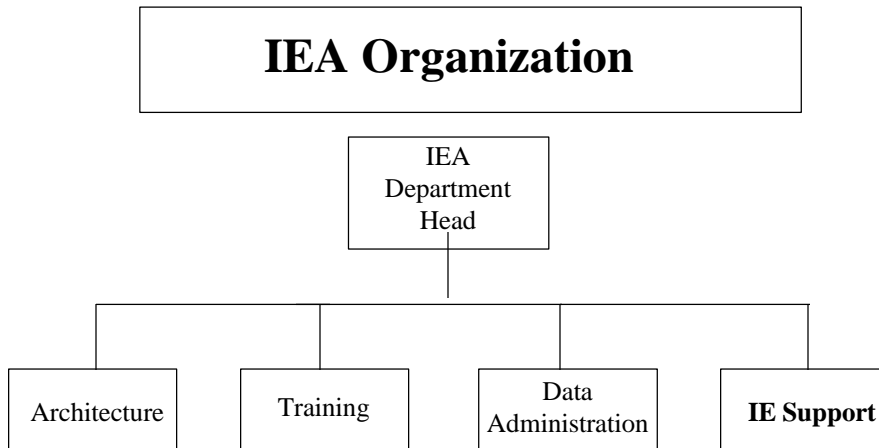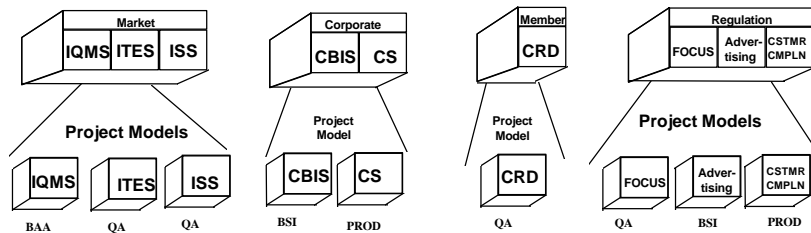
IE Support
Organization Structure

Product Specialist

| Workstation Group Lead | Frontline Group Lead | Integration Group Lead | CSE Group Lead |

10 Technical Specialists

Why Have an Internal Help Desk

- ◆ New technology with no field experts
- ◆ Build intellegent database
- ◆ Critical projects require high commitment
- ◆ Centralize focus on all issues problems and concerns
- ◆ Need a function that would quickly response to developers needs

What IES Supports

◆ Client Server Encyclopedia

◆ IEF/Composer 3 Workstation for OS2, Windows, Windows NT

◆ Translation Services

◆ Tool Testing and Deployment

◆ Now Other Tools in the Software Factory
  – Visual Basic   - Applixware
  – TI's Graf   - Impromptu

How IES Offers Support

◆ IE Support Structure

◆ IES and Infrastructure Support

◆ IES TI Relationship

◆ The Help Desk and Problem Management

◆ Support Hours, Operations, and Escalation

◆ Meetings, Minutes and Metrics

◆ Support Environment and Tools

IE Support
Problem / Ticket Resolution

◆ All problems / tickets are sorted by severity.

◆ Problems / tickets with the highest severity are researched and resolved first.

◆ Problems / tickets of the same severity are researched and resolved in the order received.

IE Support Ticket Severity

◆ Severity 0
  – Project use of the product has ceased or an application in production has halted.
  – No workaround is known and the problem is not a "known problem". (i.e.. has not been recorded in the IEF link or IES help system.)
  – Project team and IES agree to work around the clock together to resolve the problem.
  – Project team will designate a lead contact for support coordination and management updates.
  – IES will designate a lead contact for customer coordination and management updates.
  – Project team management and IEA management must agree to the escalation of a ticket to this severity.

◆ Severity 1
  – Project activity with the product has ceased.
  – No workaround is known.
  – IES researches and resolves the problem as a top priority.

IE Support Ticket Severity

- ◆ Severity 2
  - – Project team work on part of the product has ceased.
  - – No workaround is known.
  - – IES researches and resolves the problem in the order in which it is received.
- ◆ Severity 3
  - – Project work disrupted
  - – IES researches and resolves the problem in the order in which it is received.
- ◆ Severity 4
  - – Project work slightly impacted or not at all. (For example: Enhancement request, request for information, general question)
  - – IES researches and resolves the problem in the order in which it is received.

Who IES Supports

- ◆ Project Teams, Project Leads, and Management
- ◆ IEF Developers
- ◆ QA/QC
- ◆ Data Administrators
- ◆ Production

Core Competencies

- ◆ Full Life Cycle Developers
- ◆ Encyclopedia Administrators
- ◆ Trained Customer Service Professionals
- ◆ Area Specialist suited for environment
- ◆ Trained Help Desk Professionals

Obtaining Core Competencies

- ◆ Internal and corporate classes
- ◆ Rotational responsibilities for cross training
- ◆ Supporting developers on projects
- ◆ Problem / ticket resolution
- ◆ Researching and writing articles and white papers
- ◆ Visiting other sites

Advantages of an Internal Help Desk

- Centralized organization for all IEF/Composer related problems / issues
- Quick response from an organization that knows the environment
- Single point of contact for all parties
- Knowledge bank for developer help
- Documentation of problems / issues
- New release expertise
- Integration with other technologies to keep best of practices

Disadvantages of an Internal Help Desk

- Skillset for staff is hard to find
- Organization not used to the role
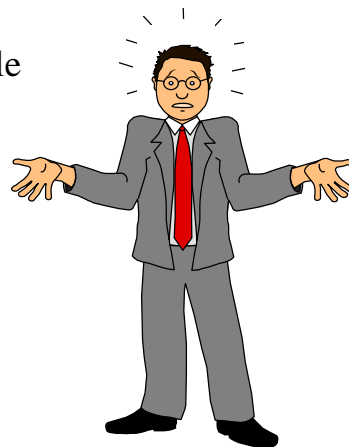
Why Has it Been Successful

- Strong commitment from senior management
- Staff was supplied multi-faceted experience
- Ability to respond to developers problems with intelligent database
- Focus on project needs from the start
- Act as mentors / coaches to developers
- Organizational commitment to re-train developers
- Partnering with TI and other organizations

Where Do We Go Next

- Expand to other tool/technologies to include in the a Software Factory
- Work to reduce development cycle times
- Develop support for new methods
- Leverage Client / Server paradigm knowledge to new paradigm
- Help organize project best practices