

Northern Minnesota Network

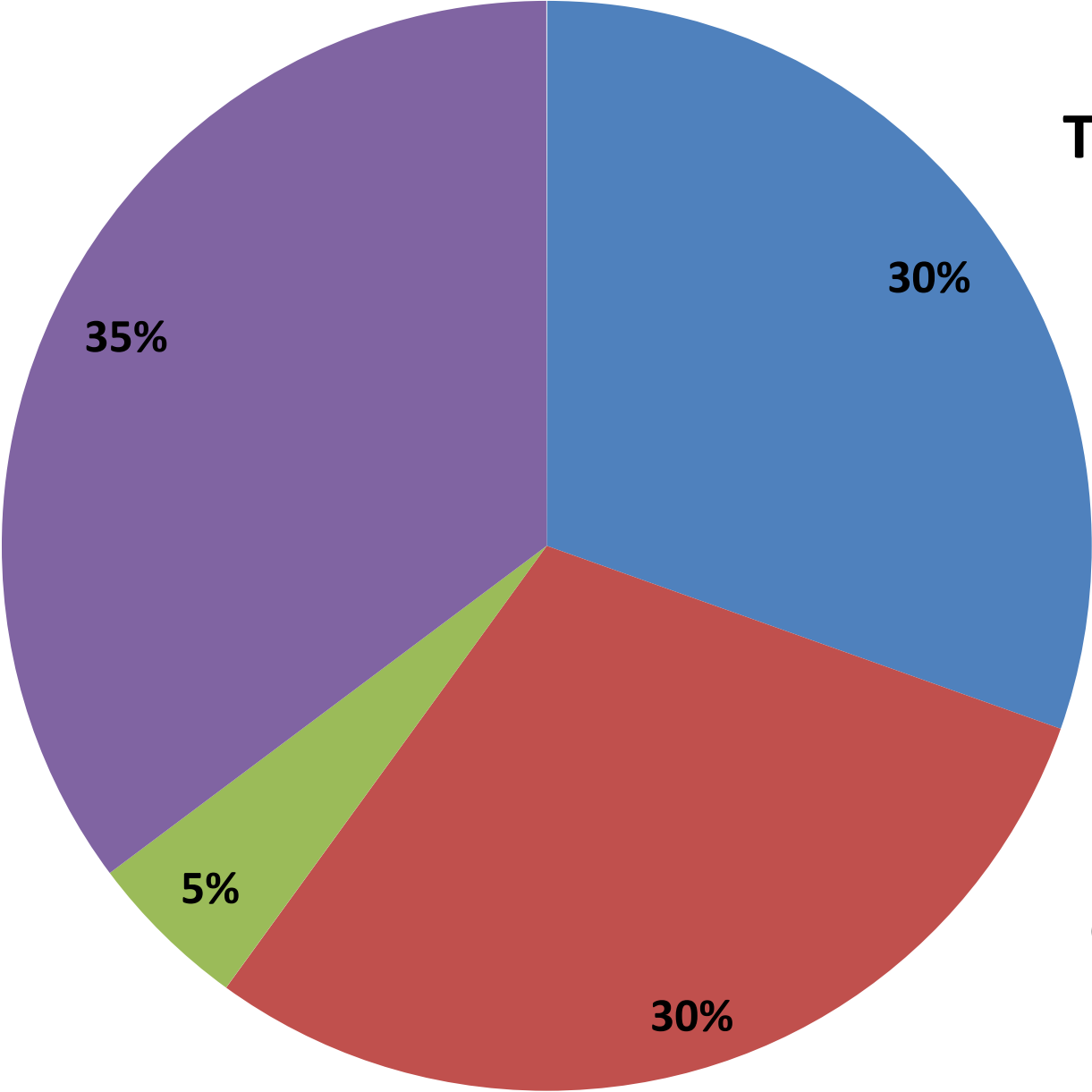
Help Desk Ticket Breakdown

Help Desk Process

- June 15, 2011
- Aligned help desk process to maximize all resources: NMN, SISU, Health Centers
 1. Expand Centricity knowledge base for support services - Wiki
 2. Best practices – Shane and Kyle time
 3. Correct commonly reported issues

July 2011

Ticket Total: 230

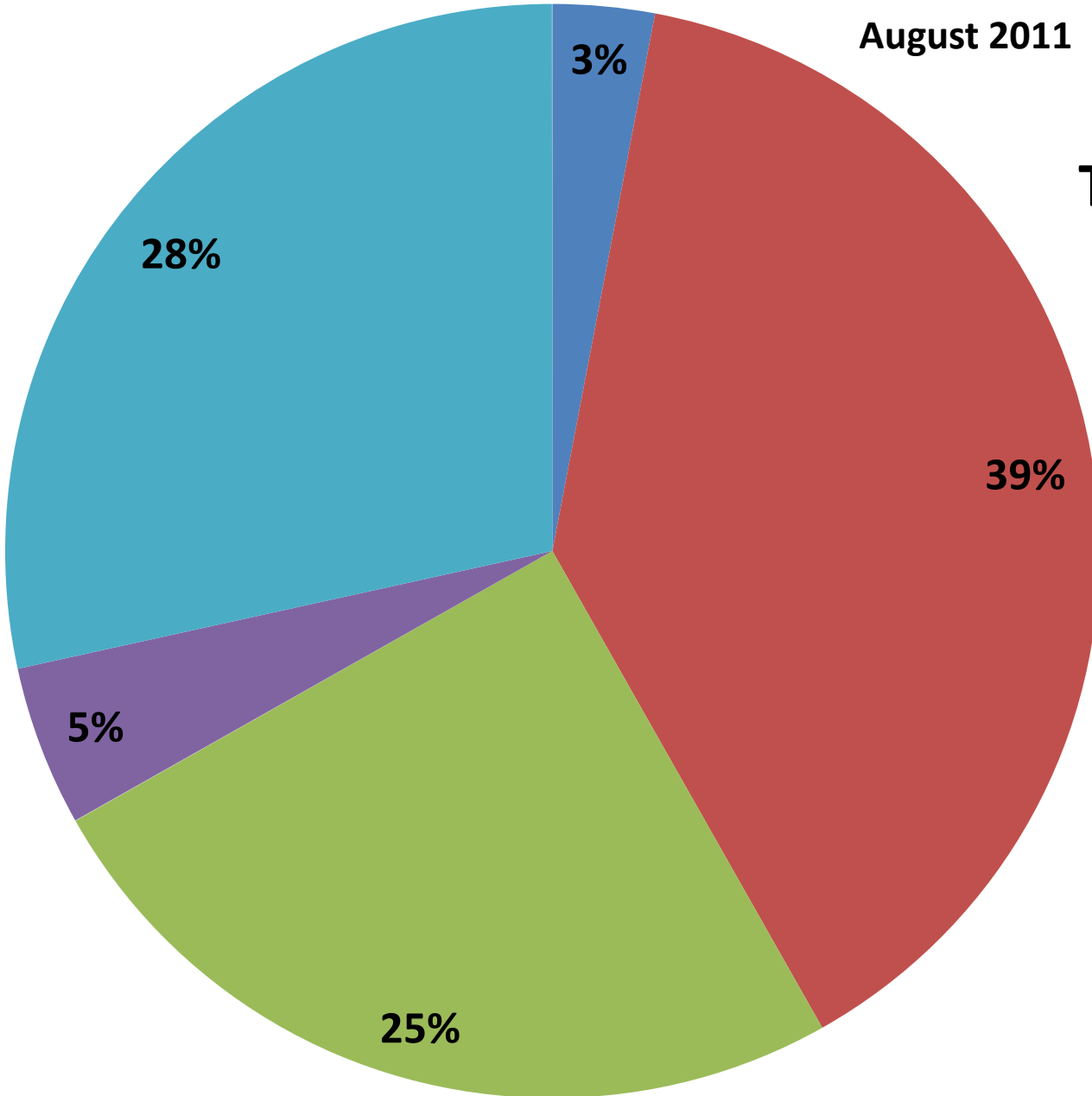


- Lake Superior Community Health Cent
- Migrant Health Services
- Sawtooth Mountain Clinic
- Scenic River Health Services

**Overall Ticket Count
by Site**

August 2011

Ticket Total: 232

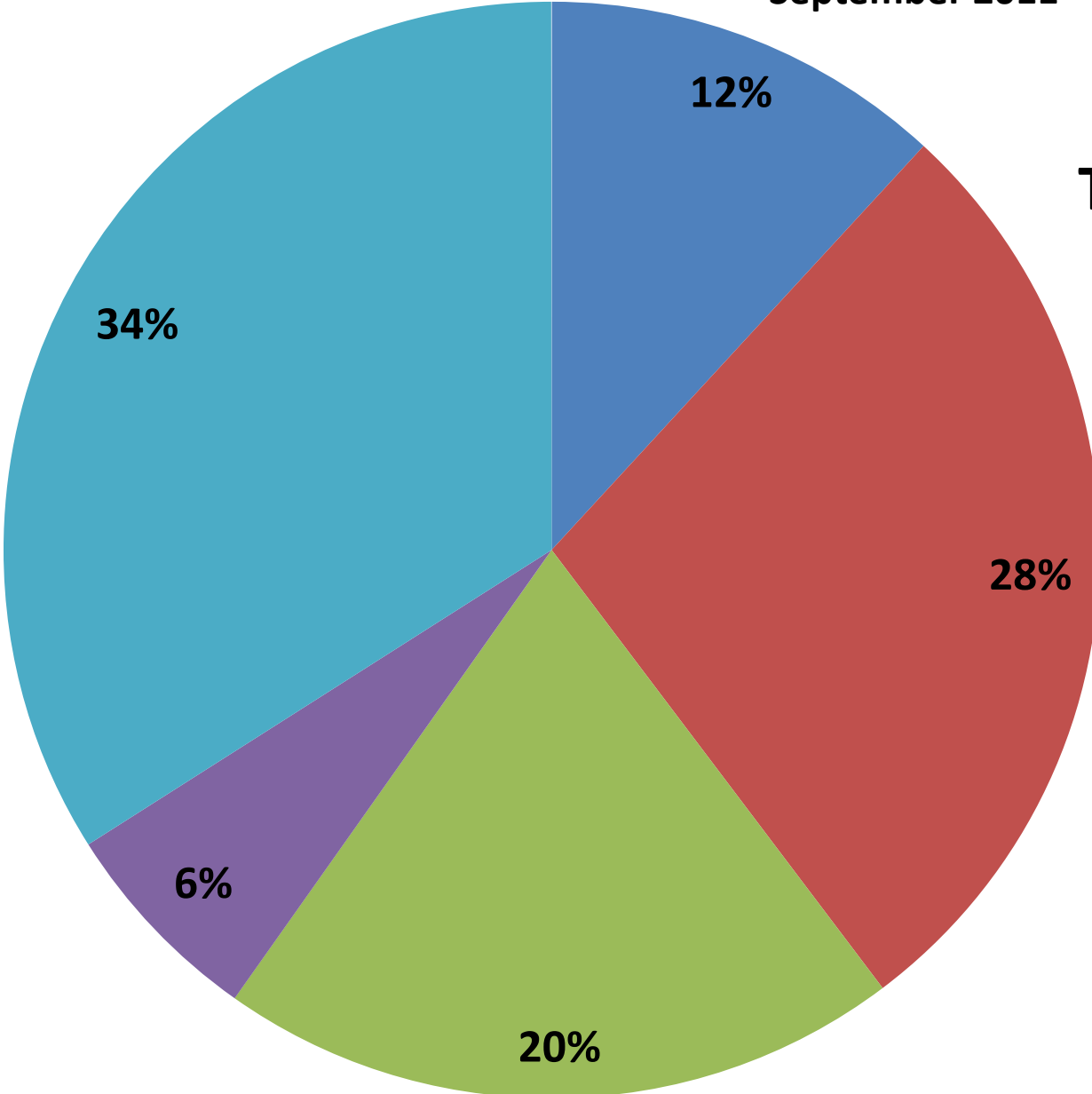


- Community Health Partnership of IL
- Lake Superior Community Health Cent
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**Overall Ticket Count
by Site**

September 2011

Ticket Total: 194

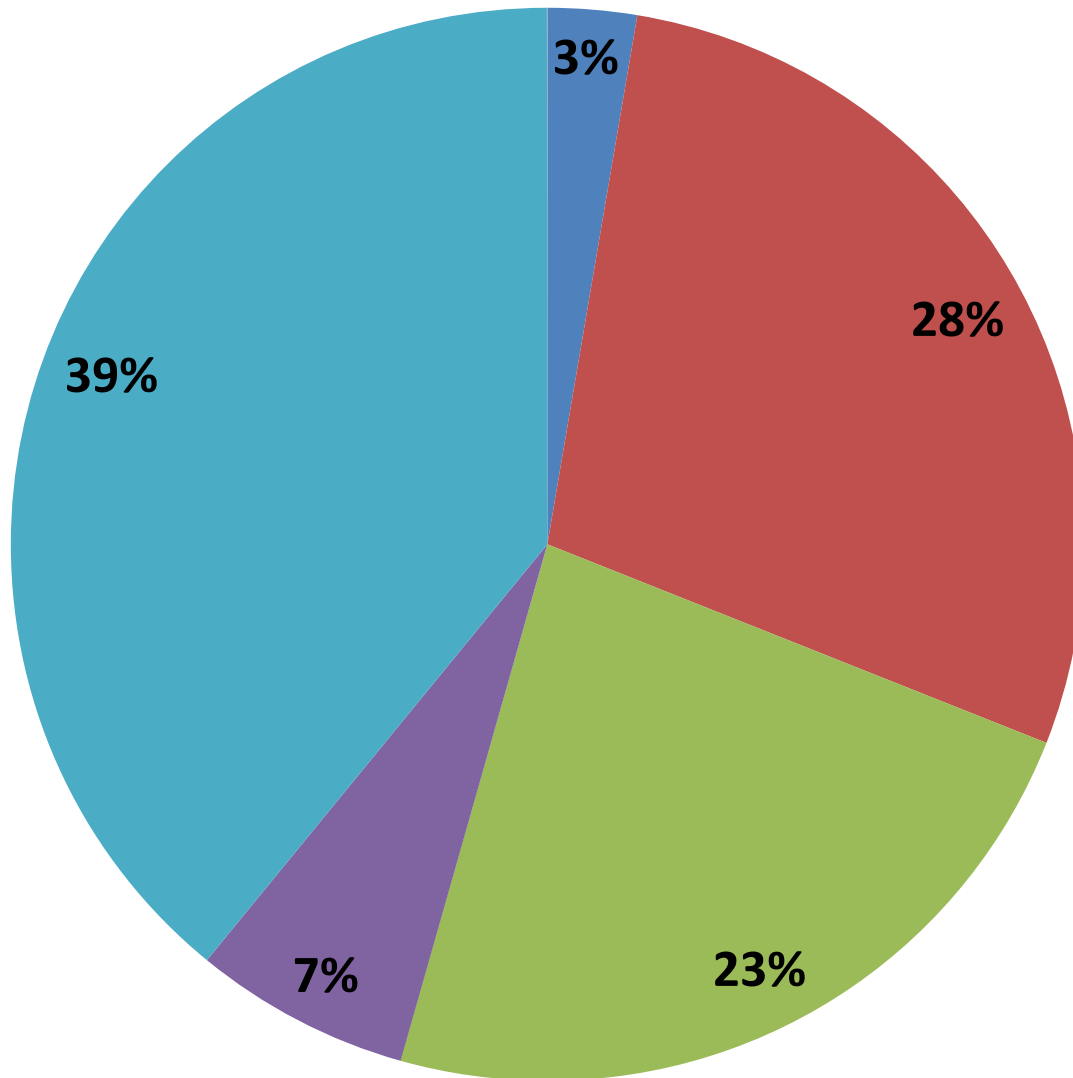


- Community Health Partnership of IL
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- Scenic River Health Services

**Overall Ticket Count
by Site**

October 2011

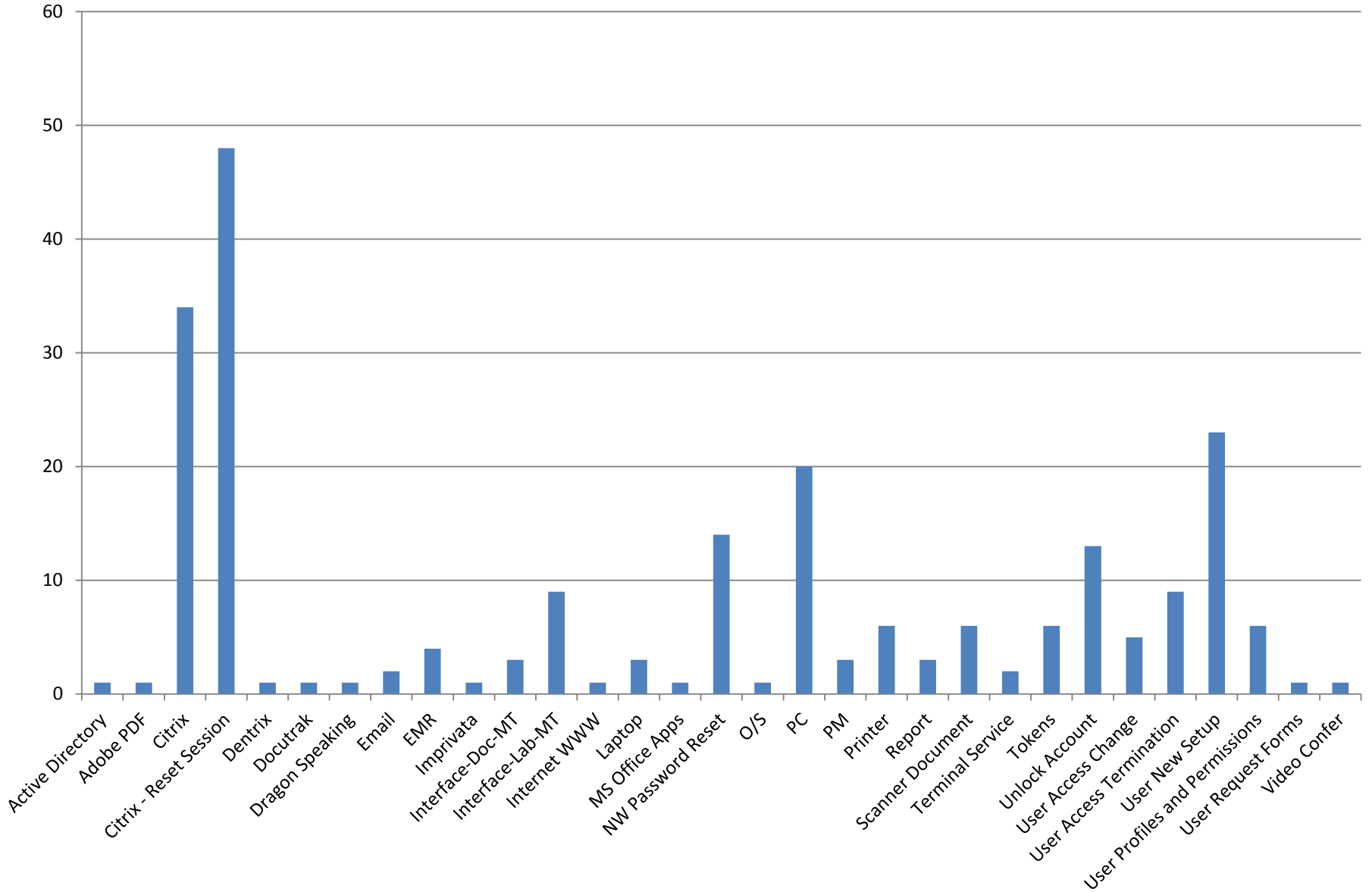
Ticket Total: 261



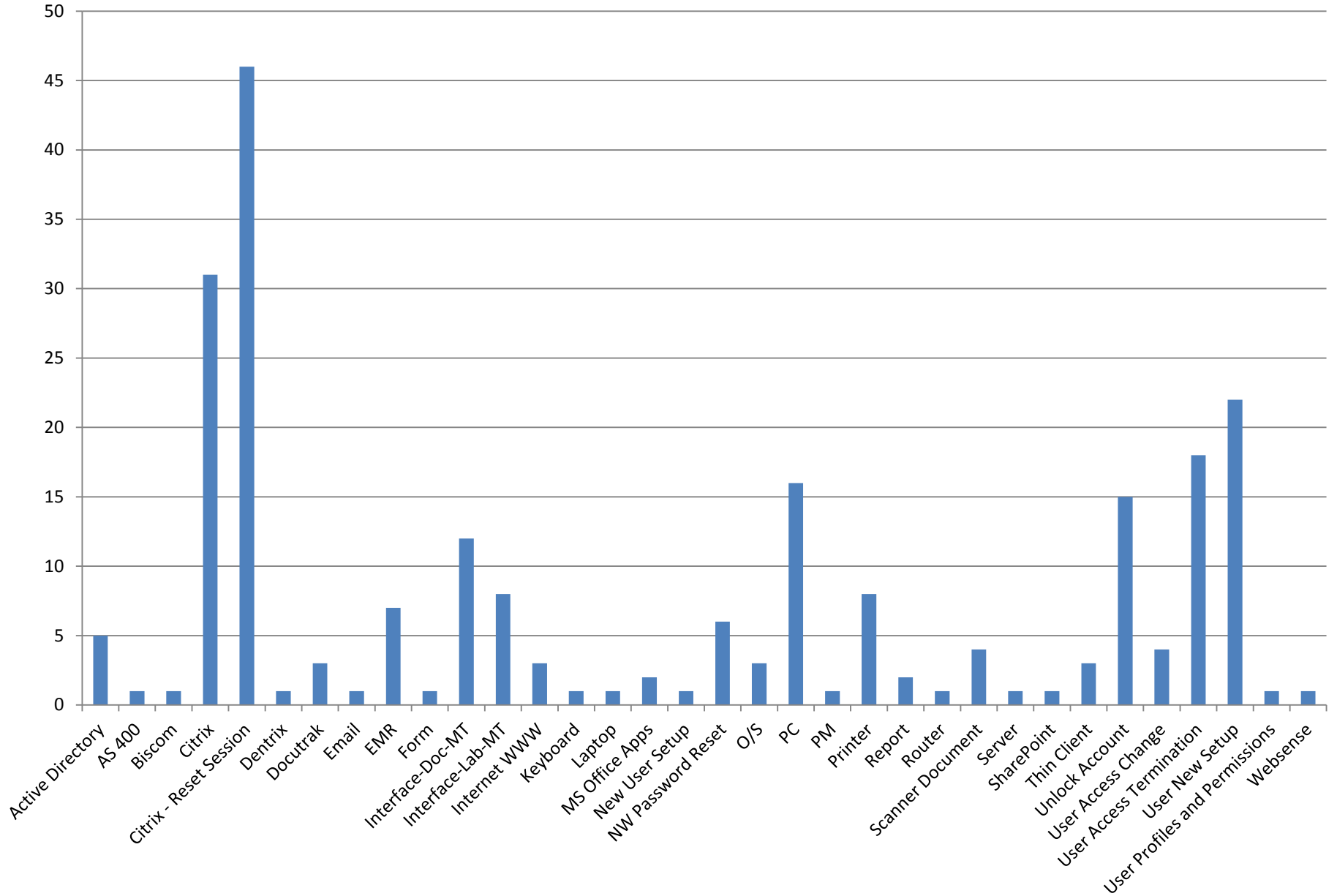
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**Overall Ticket Count
by Site**

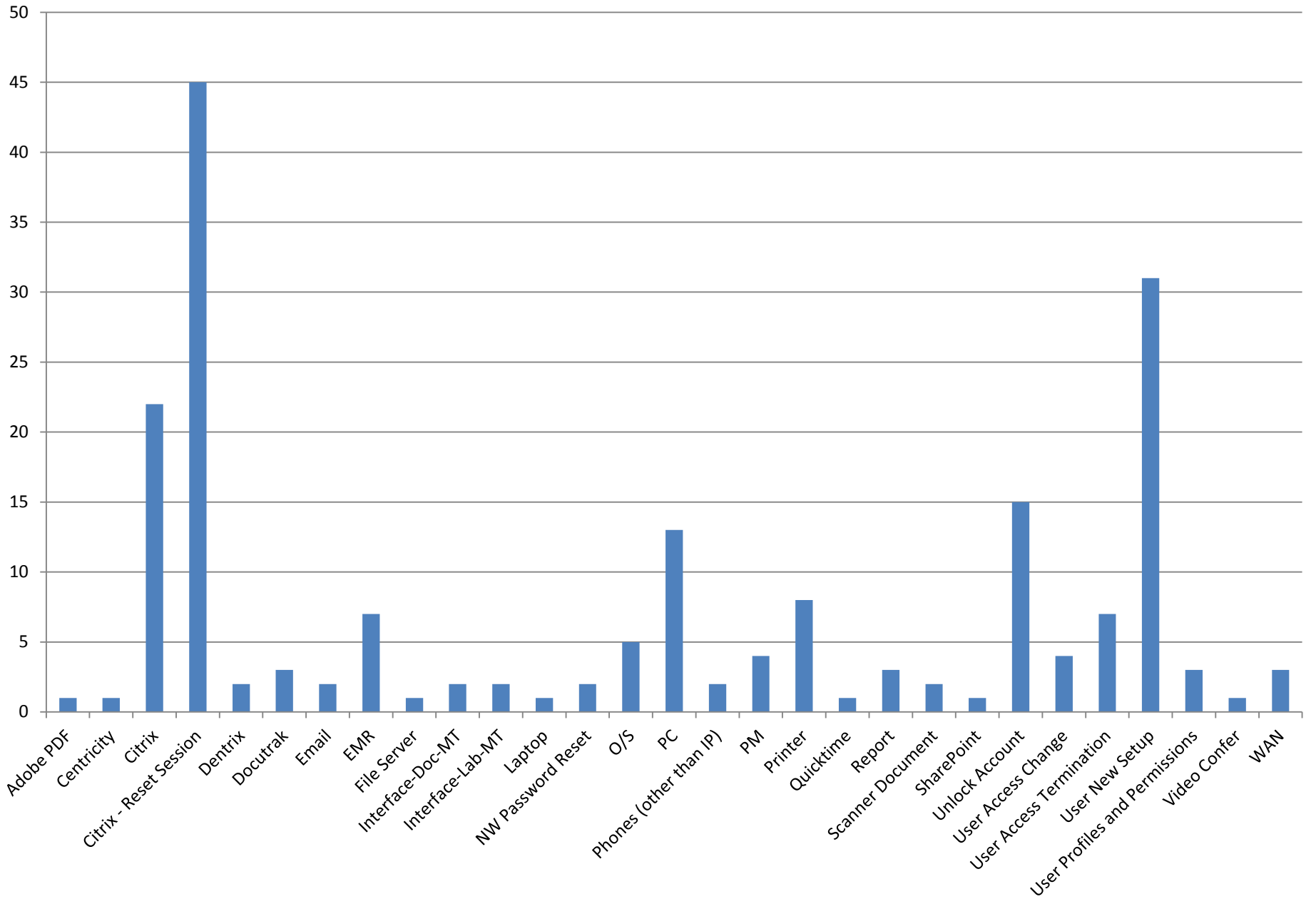
July 2011



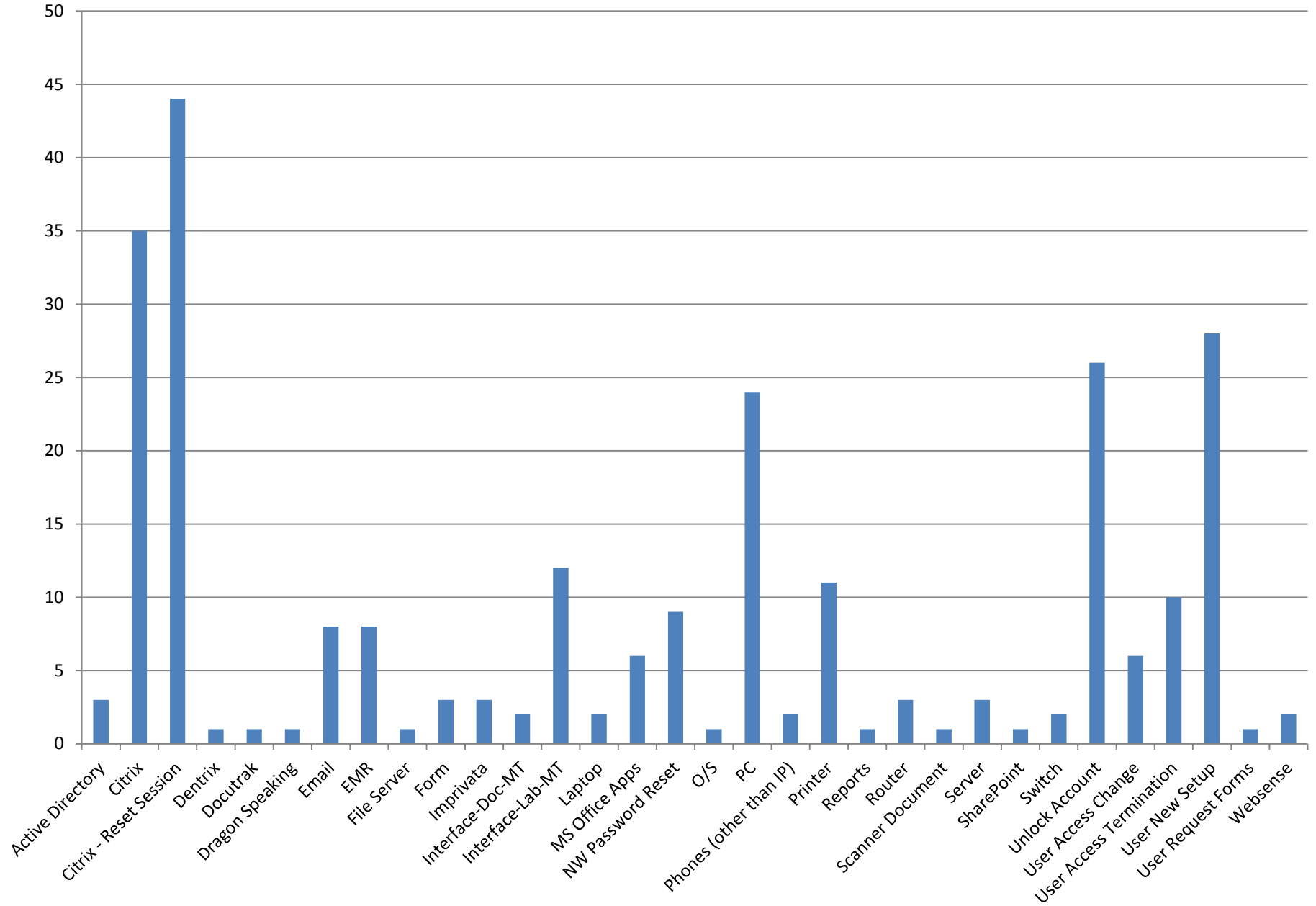
August 2011

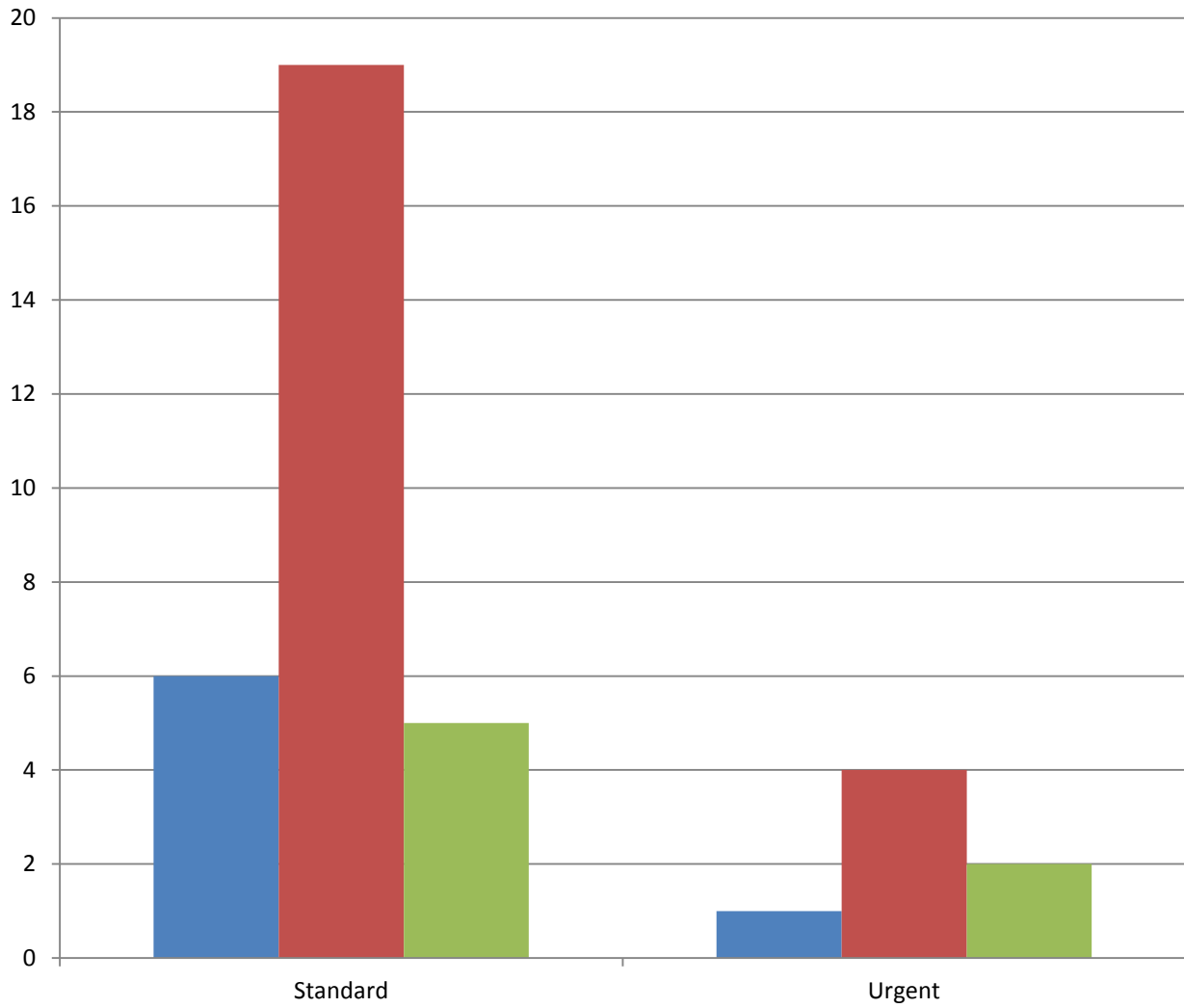


September 2011



October 2011



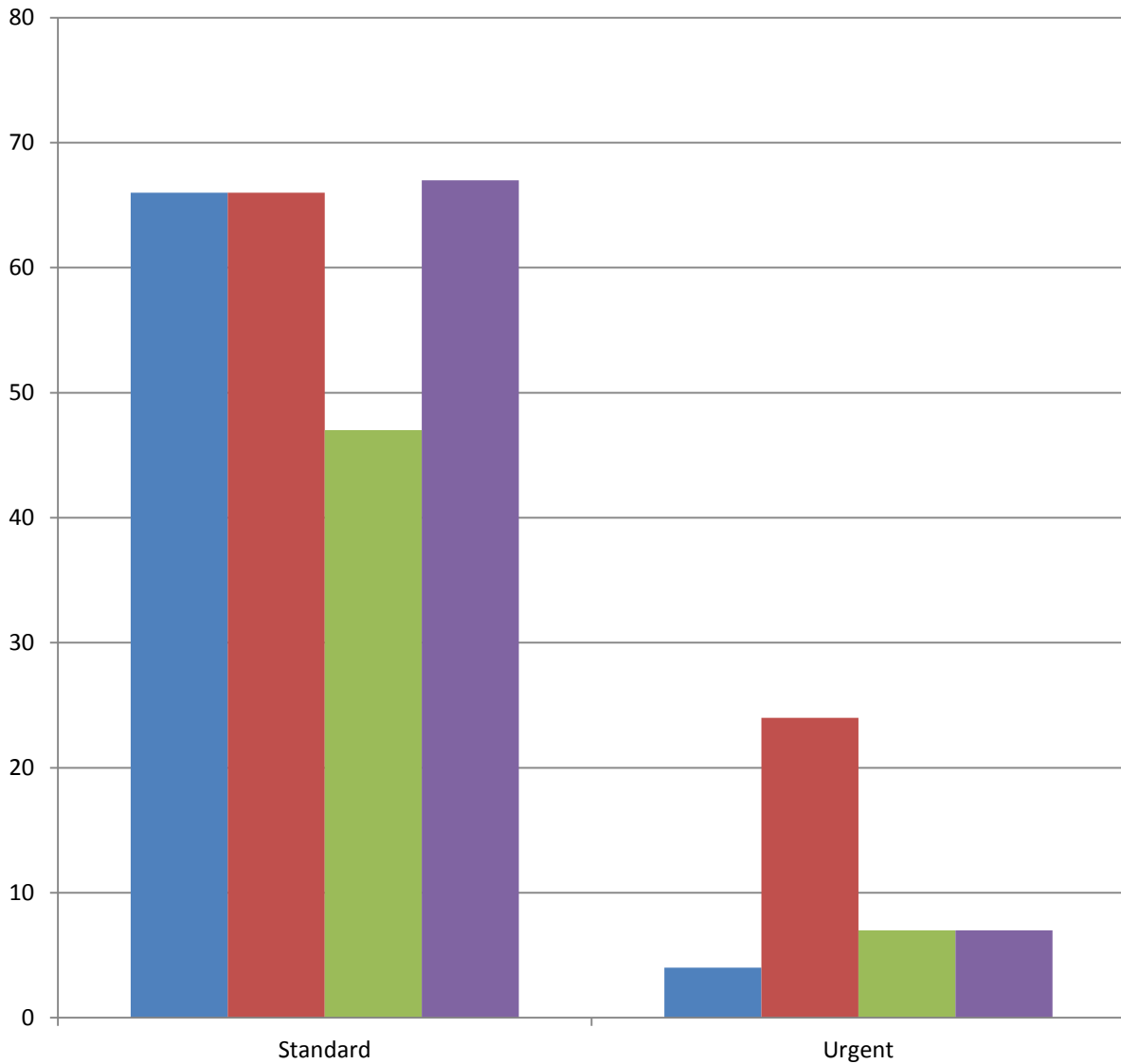


Community Health Partnership of IL - August

Community Health Partnership of IL - September

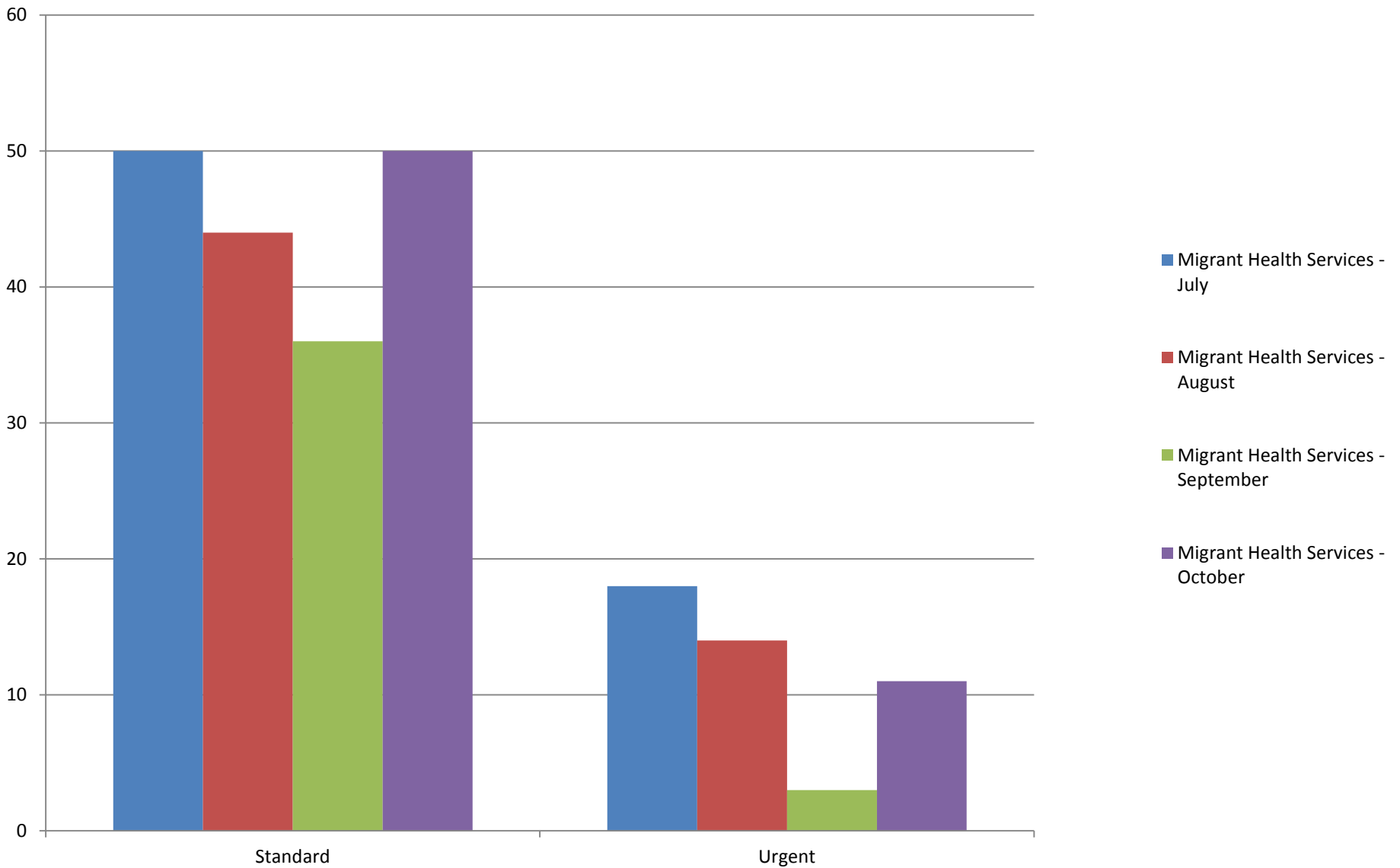
Community Health Partnership of IL - October

Ticket Priority by Month for CHP

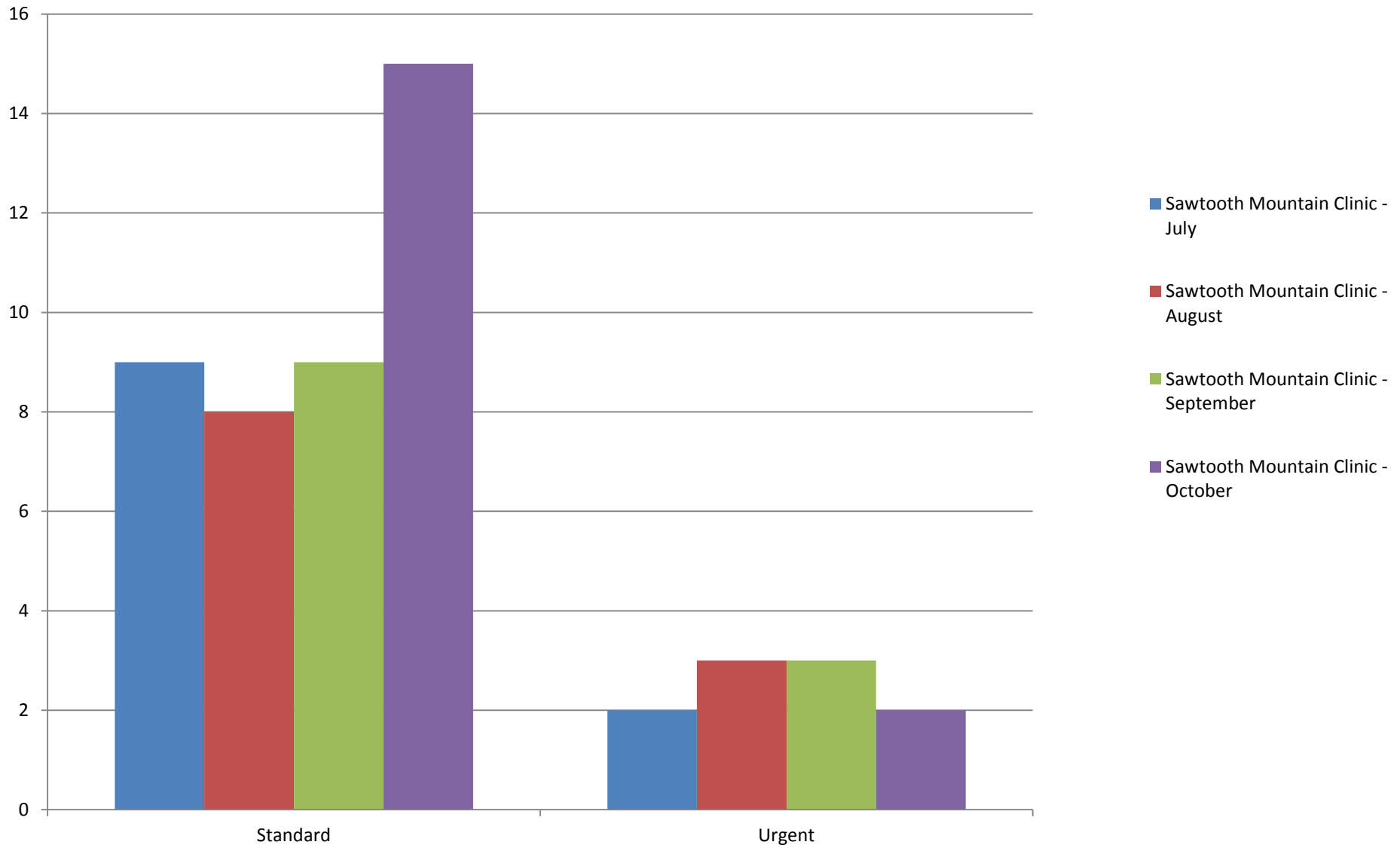


- Lake Superior Community Health Cent - July
- Lake Superior Community Health Cent - August
- Lake Superior Community Health Cent - September
- Lake Superior Community Health Cent - October

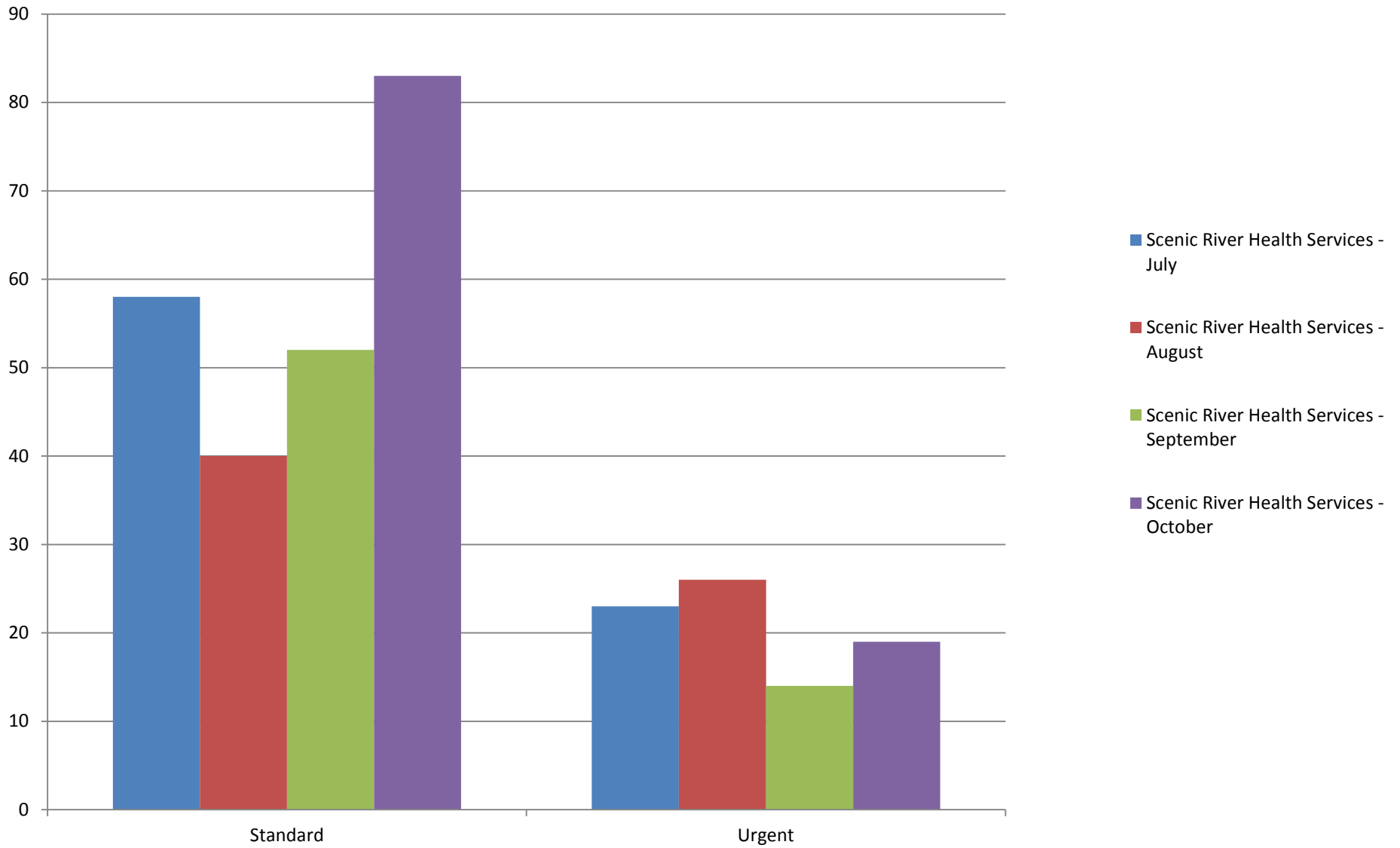
Ticket Priority by Month for LSCH



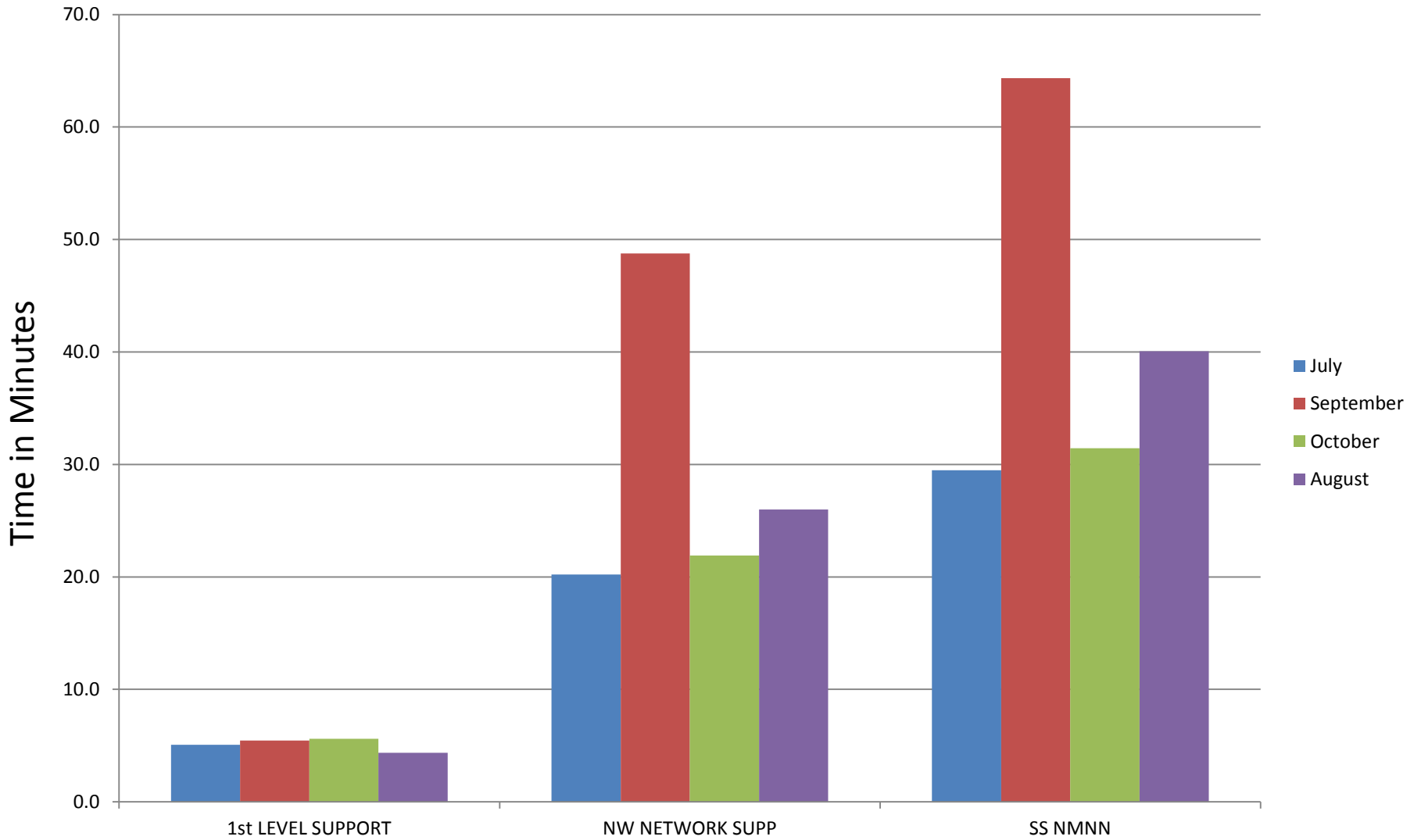
Ticket Priority by Month for MHSI



Ticket Priority by Month for SMC

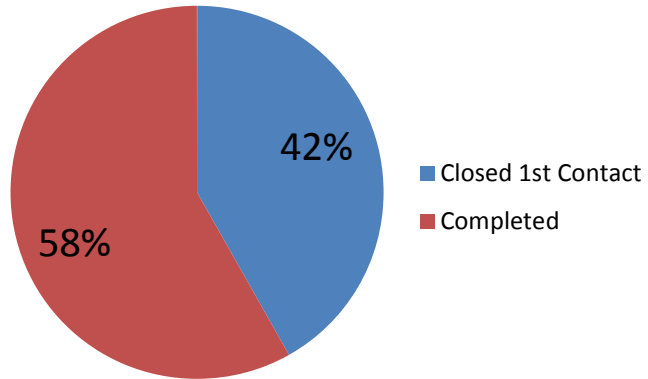


Ticket Priority by Month for SRHS

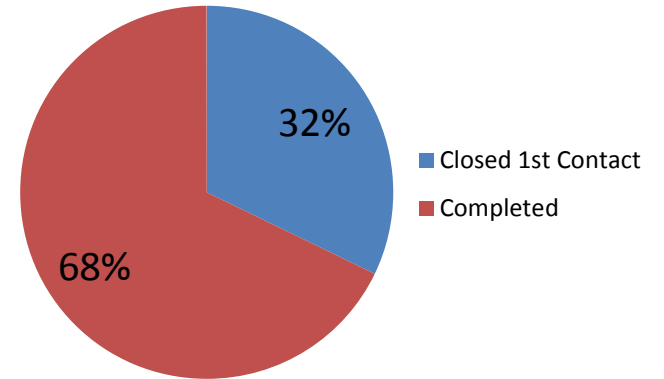


Average Time a Group Worked on a Ticket by Month

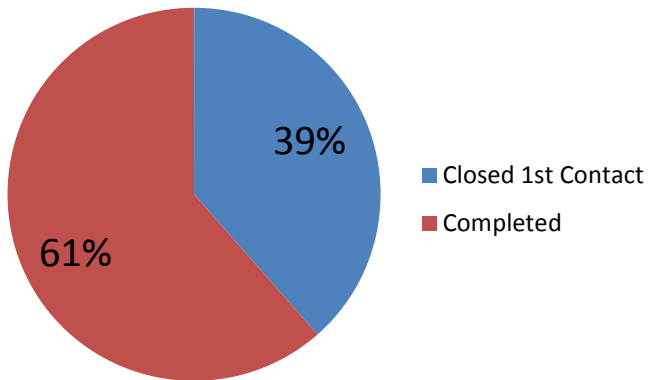
July 2011



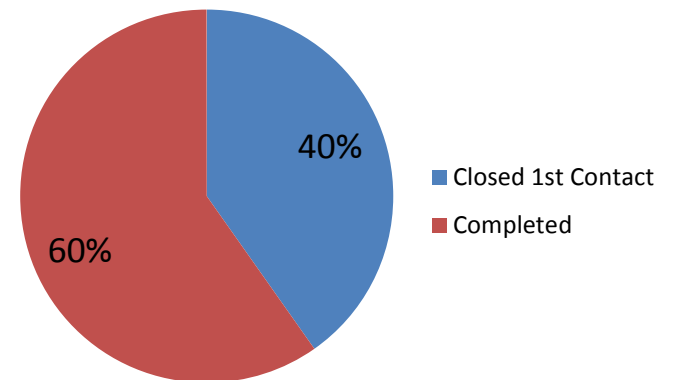
August 2011



September 2011



October 2011



Using The Data

- Identify common issues
- Develop appropriate training
- 15 minutes of training = hours of less frustration
- Match support resources to volume of tickets