EXCELLENCE IN ACTION
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FILLABLE FORMS HELP STREAMLINE TECHNICAL SUPPORT SERVICE

CHRISTOPHER AU-YEUNG
DESKTOP SUPPORT TECHNICIAN

THE CHALLENGE
In order to support the department’s vision of providing exceptional services and facilities, Desktop Support Technician Christopher Au-Yeung is responsible for assisting Facilities Services staff with their day-to-day technical support needs. As a standard service, the University provides cellphones and service plans to certain staff members based on the nature of the work being conducted. “Every two years, those operating a departmental mobile device are usually eligible for a replacement given the wear and tear most of these devices go through,” says Christopher.

Once a request has been received and eligibility confirmed, Christopher will begin the process of sourcing a suitable device. “When choosing a device, there are a number of standard questions I need to ask in order to understand how to best serve the customer. Whether it’s a standard 64 gig iPhone or if they have a preference on color or other items, once I begin the ordering process I realize there’s always a few more questions I need to ask. So it’s often a lot of back and forth with the customer and that takes time and isn’t very efficient.”

THE OBJECTIVE
To streamline and simplify the cellphone service process by creating a standard fillable form for clients.

THE APPROACH
In 2019, the FS IT team launched an online platform called FS IT Help that provides the department with a one-stop-shop, central point of contact for all IT-related requests. Leveraging the platform’s capabilities, Christopher began working on a comprehensive, easy to understand fillable form which lists all the pertinent information he requires. This includes: selecting available device models, preferences on SIM card types, and accompanying protective phone cases. Although the form takes only a few moments to fill out, it provides Christopher and his team with the necessary details to deliver exceptional customer service. “The form can be fine-tuned at any time with little effort to ensure that the information is current and reflective of the department’s needs.”

THE RESULT
Launched just a few weeks ago, Christopher says he’s already receiving positive feedback from departmental staff who have used the service. “It’s great. The form really streamlines the initial information acquisition process saving me about 30 minutes a month in time. If down the road we want to add different criteria to the form, we can do that so it’s also really adaptable to our needs. Providing great customer service is about making sure we’re fine-tuned to the needs of our staff and that we deliver and I think this is one step in that direction.”

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