

PROGRAM DESCRIPTION

Department Information Technology Services Division

HB Section(s): 5.025 & 5.030

Program Name Client Engagement Services

Program is found in the following core budget(s): Information Technology Services Division

1a. What strategic priority does this program address?

- Technology Solutions: Looking to the future, implement technology that will improve how we work and provide a better customer and team experience

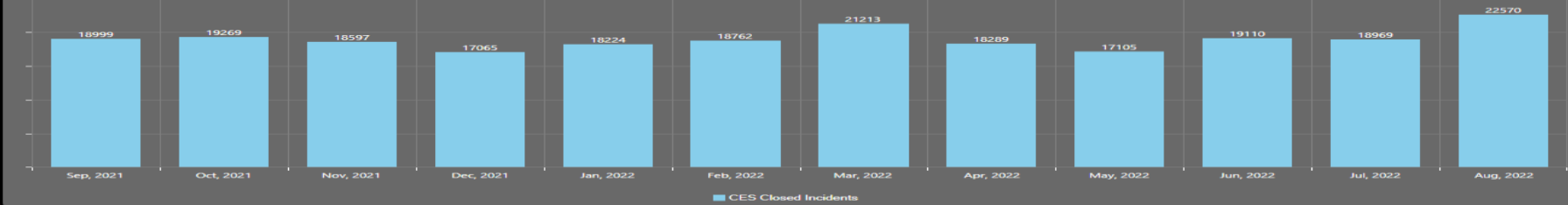
1b. What does this program do?

Client Engagement Services (CES) consists of a Call Center, Desktop Services, Inventory Control, Service Technicians, Customer Care Team, and Virtual Services. CES provides customer service to 14 executive agencies, the Governor's Office and Lt. Governor's Office. CES provides a Call Center for support issues, installs computer equipment, troubleshoots technical issues, manages windows security/updates, installs software, runs reports, manages inventory for all ITSD equipment, 5 year refresh, ewaste of ITSD equipment, on call 24/7 for VIP issues, manages the virtual desktop environment, and RSA administrator for State team members across the state to allow them to provide vital services to Missouri citizens.

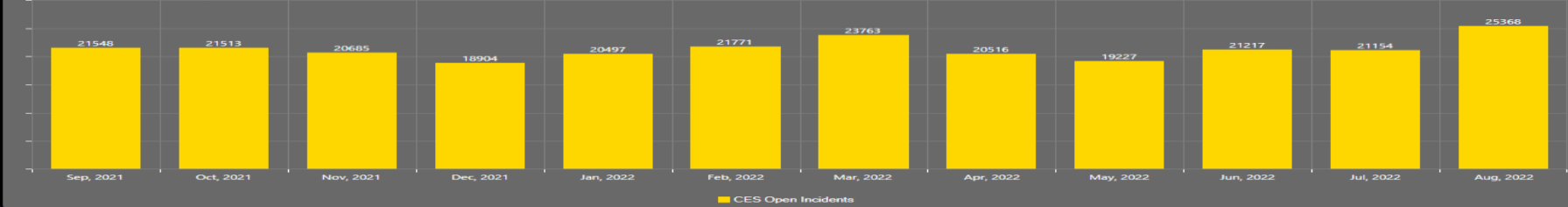
2a. Provide an activity measure(s) for the program.

- ITSD works help desk tickets entered by agency clients every day.

CES Closed Incidents by Month



CES Incidents Open by Month



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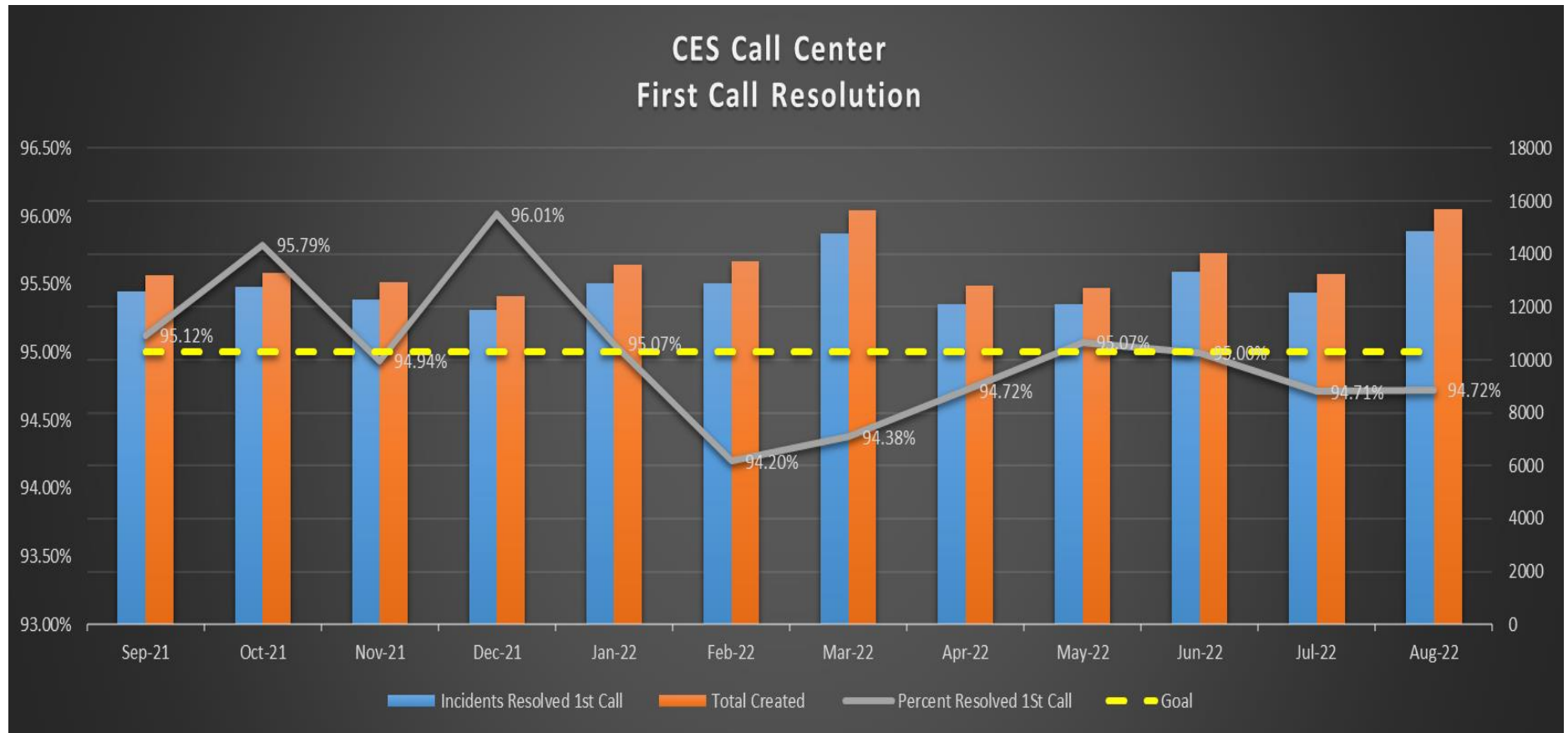
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2b. Provide a measure(s) of the program's quality.

- CES strives to resolve customer issues on the first call or contact with ITSD.



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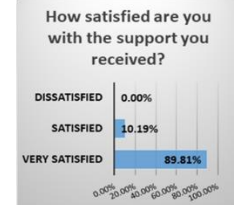
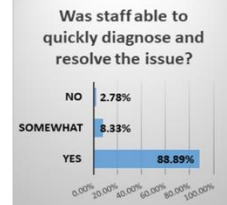
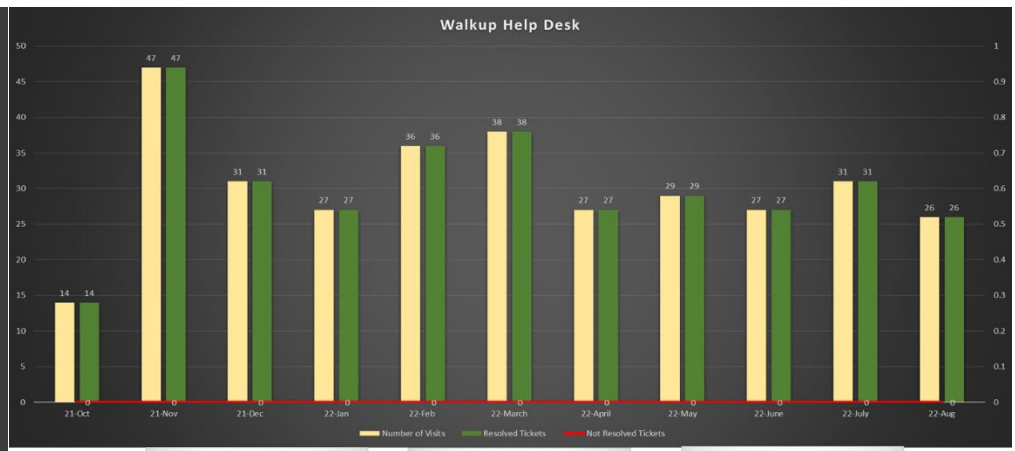
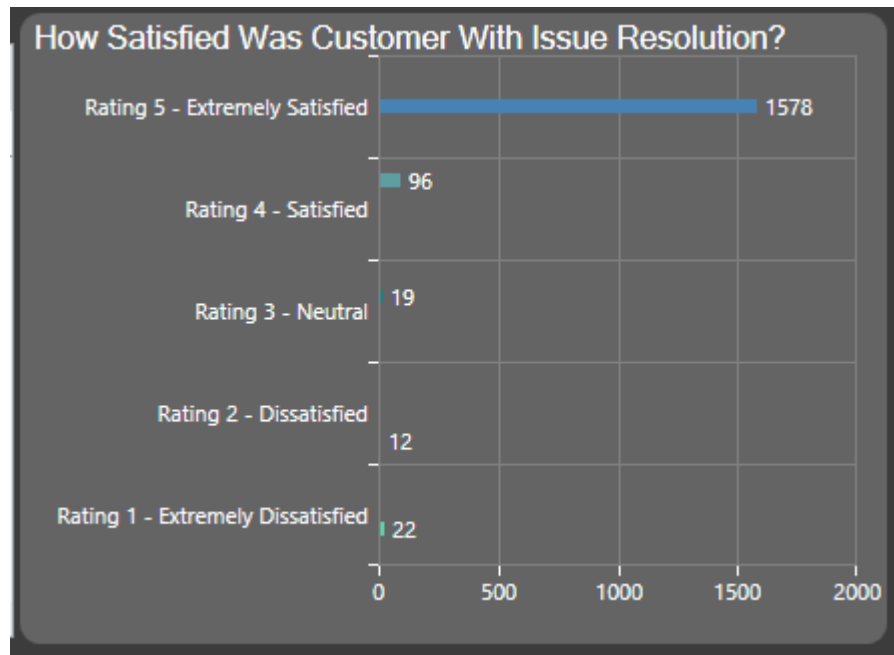
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2c. Provide a measure(s) of the program's impact.

- ITSD seeks customer feedback on help desk tickets through a survey when each ticket is closed. This practice was implemented last with the new ITSD service portal tool. Rating scale is 1-5 : 5- Extremely Satisfied, 4- Satisfied, 3- Neutral, 2- Dissatisfied 1- Extremely Dissatisfied. In October of 2022 we opened a Walkup Help Desk and have also been tracking customer feedback.



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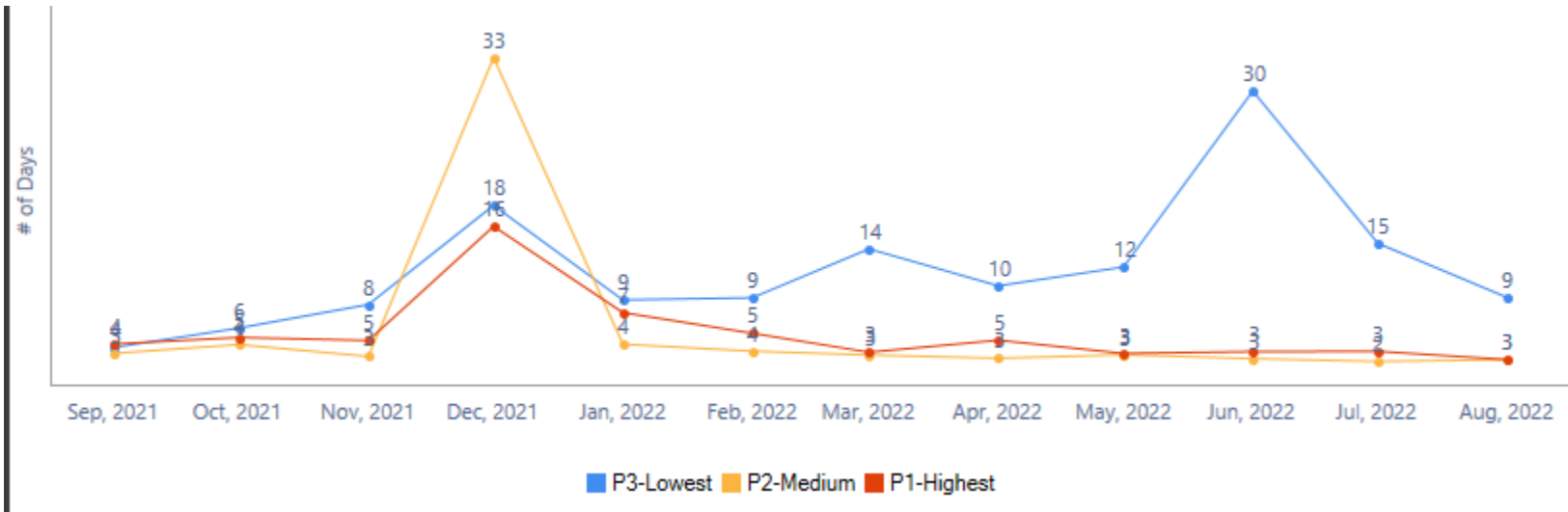
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2d. Provide a measure(s) of the program's efficiency.

- Our goal is to close a help desk ticket for P1 and P2 is 3 days for CES.



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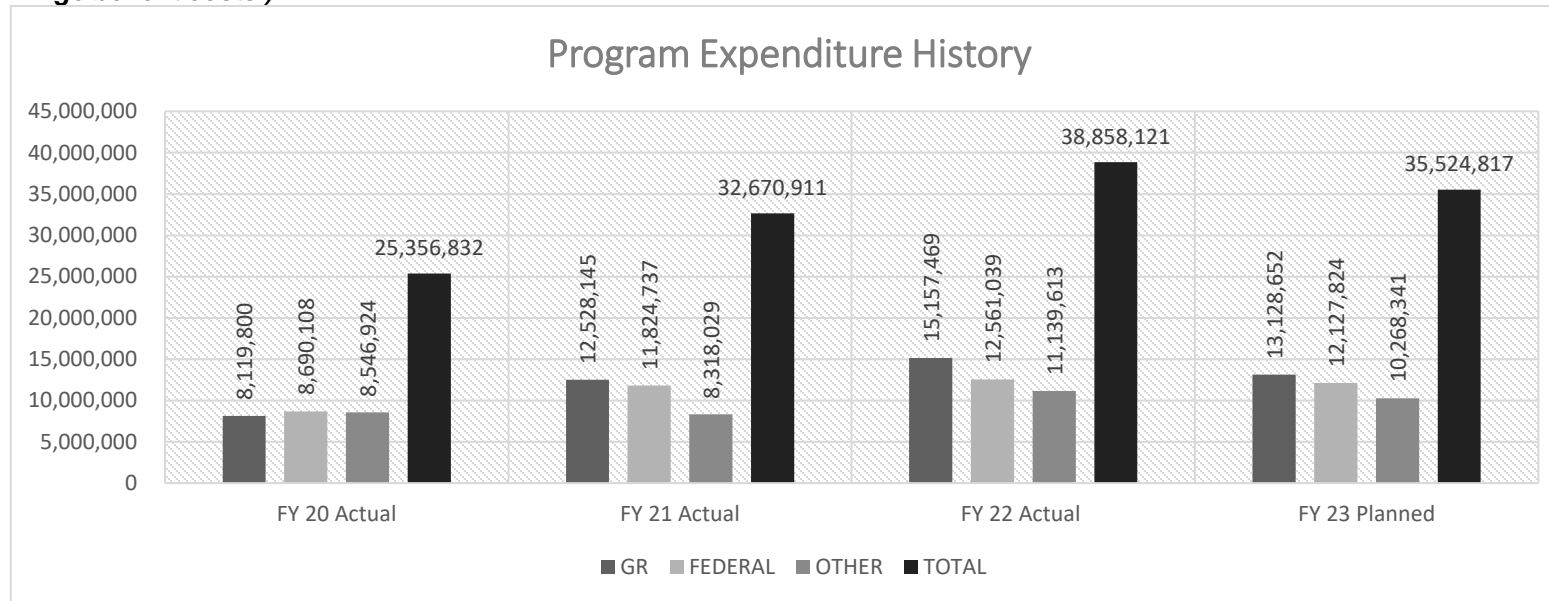
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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the “Other” funds?

- Various Sources- ITSD supports 14 executive agencies as well as the Governor and Lt. Governor

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

- 37.005.8, RSMo

6. Are there federal matching requirements? If yes, please explain.

- No

7. Is this a federally mandated program? If yes, please explain.

- No