



Defense Logistics Agency (DLA) was established in 1961 to consolidate disparate and redundant service inventory management and distribution operations. This was primarily viewed as a cost savings opportunity by the Department of Defense. Over time, DLA's role expanded to include a variety of new areas, such as cataloguing operations, wholesale distribution operations and management, disposal reutilization, and document productions.

DLA'S CHALLENGE

DLA has been using BMC Service Desk Express (formerly Magic) to support its call center operation since the mid-1990s when it first purchased about 50 seats. In August 2000, DLA purchased 500 more seats, and the latest contract, included an additional 800 seats.

DLA consolidated its different versions of SDE and the databases housed at its four customer contact centers -- Richmond, VA; Columbus, OH; Battle Creek, MI; and New Cumberland, PA to make SDE an enterprise tool in an effort to increase the efficiency of the agency's customer service agents.

Accessing a single database via the web enables DLA customer contact center agents to create a ticket and quickly pass reports among any of the physical locations in a virtual environment. SDE's thin-client architecture enables the seamless integration of SDE into DLA's existing infrastructure. The main challenge in moving toward the virtual customer service environment has been getting everybody together and developing standard business processes.

DLA's customer contact center agents answer about 80 percent of questions within the virtual customer service environment, but when a subject matter expert is needed, the system makes that process easier and faster to execute. The new system also tracks all requests and questions coming in and how they are completed, regardless of the physical location. Even if an expert is needed the first time a question is asked in Richmond, for example, subsequent requests for the same information nationwide can be directly handled by the contact center agents.

If someone has called before, a window will pop up on the agent's screen with the requestor's vital information, which means the contact center needs only to confirm that person's identity to proceed rather than having to take time to repeat a past information collection process. Previously there were four databases and that knowledge was not available enterprise-wide.

SOLUTION APPROACH AND OUTCOME

Specifically, RightStar was contracted by the Defense Supply Center Richmond (DSCR) to provide on-going SDE support and customizations. DSCR has been an early adopter of SDE using it for multiple functions aside from CRM and IT help desk. RightStar's on-site support includes database administration, screen creation, software maintenance, and requirements development. In addition to internal help desk support, RightStar has provided technical design and implementation of several applications all running on the SDE platform.

These include:

- **Defense Travel Service (DTS) Support.** To support a new TRW/Northrop Grumman DTS initiative, SDE is now used to track level two trouble calls when issues arise with the DTS automated travel ticketing system. Level three calls that cannot be resolved on-site are transferred to the TRW/Northrop Grumman help desk which also uses SDE. This application will soon be made available to all DLA Centers with DLIS as the application host.
- **Computer Room Security Access.** Entry into the DSCR computer facility is now granted with the assistance of a SDE application. RightStar assisted with the business processes to grant and track visits by contractors, employees, and visitors. Several business rules were designed including a request to automatically close a request when the visitor's expiration date comes due.
- **Oracle DBA SLA monitoring.** Using the SDE SLA module, DSCR DBA activity is tracked in relation to SOW requirements, time frame, and budget constraints.
- **Project (Tasker) Management.** Assignments handed down from both inside and outside the agency are tracked in SDE's Incident and Work Order modules. Taskers are assigned to teams (SDE Groups), and the Team Leaders (Group Administrators) are in turn responsible for assigning the Taskers to individual Staff members. The due date function and email notification reminders are utilized to ensure that Taskers are completed on or before the assigned Suspense date.

BENEFITS TO DLA

RightStar's technical support with SDE software has centralized numerous operations into one system, including computer room access, SLA monitoring for Oracle DBA's, call center support for the Defense Travel Service system, asset management, procurement requests, and tracking of EEO requests and/or complaints. This has resulted in significant process efficiency and increased effectiveness to DSCR. RightStar's primary task was to support the integration of additional software into the existing SDE Software system. RightStar's success in accomplishing this task, including asset management, security request and reminder management, request and complaint tracking, and SLA monitoring, represents a significant lessons learned in terms of service desk consolidation and assimilation of IT infrastructure with the outcome significant cost savings at DLA.

