eRA User Support

or

“How I Learned to Stop Worrying and Love the email.”
## Workload

<table>
<thead>
<tr>
<th></th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMPACII Calls</td>
<td>471</td>
<td>656</td>
<td>699</td>
</tr>
<tr>
<td>Commons Calls</td>
<td>184</td>
<td>233</td>
<td>293</td>
</tr>
<tr>
<td>Total Helpdesk Calls</td>
<td>655</td>
<td>889</td>
<td>992</td>
</tr>
</tbody>
</table>

Total number of IMPAC II Users = 5,950  
Total number of Commons users = 2,945
Staffing

Currently at Full staffing levels
8 Contract Staff
2 Second Tier Gov. Support
3 additional staff
1 Chief (me)
Response Time

Goal is to answer as many call as possible on first call or first email response.

Currently reaching this goal on 25% of calls.
Typical Workflows – Application

How do I ....?
Typical Workflows – Data Issues

How do I fix this..
Typical Workflows – Data Issues II

My pcc codes are gone..
Typical Workflows – Policy

I should be able to do this.
I should be able to do this.
Typical Workflows – Typical Bug

I should be able to do this..
Typical Workflows – Typical Bug

I should be able
to do this..
Things we can do...

- Explain how it works
- Point you in the right direction
- Collect detailed information
- Recreate the problem
- Assign calls to appropriate analysts
- Follow up on outstanding tickets
- Keep you informed
Things we can’t do...

Unlock a record
Speed up the system
Fix data problems
Explain or change policy
Make analysts work faster
Work Miracles
Challenges we face...

- Space
- Loss of Staff
- Inexperienced Staff
- LOTS to learn
- Increased workload
- Contract Transition
- Transition to Tier II support
There will be no eRA User Support

There can be only one “User support” or “Helpdesk” area at NIH

User Support becomes: Deployment and Application Management Branch
(Other suggestions welcome)
Transition to Tier II Support

How do I ....?

Current
Transition to Tier II Support

All IMPAC II Calls routed through CIT

How do I ....?

Future

eRA Staff

Customer Support
Transition to Tier II Support

All IMPAC II calls from NIH staff must go through TASC

All Commons calls go directly to eRA staff

All other OPDIV calls (AHRQ, CDC, etc.) directly to eRA staff
Transition to Tier II Support

- Details not yet available.

We are looking to request an exception to the policy.