

## Dwight David Eisenhower Army Medical Center (DDEAMC), Customer Support Center

### **Ft. Gordon Hospital IM/IT Support Services**

- Provide IT Help Desk Support Staff
- Call Handling
- Research the Problems Cited in the Ticket
- Troubleshooting– Determine the Point of Failure or Cause of the Issue Reported
- Resolve the Reported Problem Immediately or Triage the Problem to a Technical Group for Resolution
- Document Lessons Learned and Frequently Asked Questions
- Training– Instruct the Customer on the cause of the Issue and How to Rectify and Avoid the Issue in the Future
- Categorize and Summarize the Volume and Type of Requests Answered

### **PROJECT OVERVIEW**

PSI currently provides the staff that supports The Customer Support Center (The Center), at Fort Gordon, GA which supports the office automation deployment, configuration, maintenance, and lifecycle for DDEAMC, the Fort Gordon medical campus, remote clinics at Mobilization Camp Shelby (MCS) Hattiesburg, MS; Rodriguez Army Health Clinic (RAHC), Fort Buchanan, Puerto Rico; SOUTHCOM Clinic, Miami, FL; and additional remote support to Warrior Transition Units at Fort Gordon, Orlando, FL, and Puerto Rico. PSI also supports Lawrence Joel Army Health Clinic (LJAHC), Fort McPherson, GA in the Atlanta metropolitan area.

### **PSI SERVICES AND RESULTS**

The PSI Customer Support team focuses on delivering support services that include call handling, problem resolution, and training. This team is the first point of contact for receiving and handling reported problems.

As part of the daily operational processes, PSI categorizes and summarizes the volume and type of requests that are answered immediately and those requiring additional research. At a minimum, the following items are logged for each incident reported: Date, Time, Requestor/Contact Information, Description of the problem, Description of analysis and diagnosis, Technician assigned to resolve the problem, total time to resolve problem, and the Final resolution status of the problem. Retention of the solution data is maintained for future use in a knowledge database or FAQ documentation.

The Center is responsible for the office automation environment at DDEAMC and its remote clinics. The focus of The Center automation support is end-user devices (EUD) that include Microsoft Windows platform PC's, laptops, and tablets and software, BlackBerry devices, cell phones, pagers, and printers. The PSI Customer Support team deploys, configures, tracks, and maintains EUD.

PSI Technicians perform basic Active Directory tasks and utilize remote access tools, such as Systems Management Server (SMS) and Remote Desktop Protocol (RDP) to resolve customer issues as necessary. The PSI team also maintains a software library and tracks software licenses.

### **CONTACT**

#### **Planned Systems International, Inc.**

5201 Leesburg Pike, Suite 1100  
Falls Church, VA 22041

703.575.8400

[www.plan-sys.com](http://www.plan-sys.com)

#### **About Planned Systems International, Inc.**

PSI offers a full-service, single source approach to providing quality Information Technology solutions and services with an emphasis on our core capabilities. Our winning combination of people, service, and integrity helps our clients achieve sustainable success.