9 January 2014

<div align="center">Training Support</div>

ARMY TRAINING HELP DESK FEDERATION

FOR THE COMMANDER:

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History. This publication is a new United States Army Training and Doctrine Command (TRADOC) regulation.

Summary. This regulation prescribes policy and provides guidance to Commanders in the Army Training Help Desk (ATHD) Federation for oversight and management.

Applicability. This regulation applies to active Army, United States Army Reserve and the Army National Guard (ARNG) at the Service schools, Army training centers, or other training activities under Headquarters, TRADOC or non-TRADOC proponent control.

Proponent and exception authority. The proponents for this regulation are the United States Army Combined Arms Center and the United States Army Training Support Center (ATSC). Proponents have the authority to approve exceptions or waivers to this regulation that are consistent with controlling law and regulations.

Army management control process. This regulation does not contain internal control provisions.

Supplementation. Supplementation of this regulation and establishment of command and local forms are prohibited without prior approval from the Combined Arms Center and the Army Training Support Center (ATSC), ATTN: ATIC-E, 1900 Jackson Avenue, Fort Eustis, Virginia 23604.

Suggested improvements. Users are invited to send comments and suggested improvements on Department of the Army Form 2028 (Recommended Changes to Publications and Blank Forms) through channels to the Combined Arms Center, Army Training Support Center (ATSC), ATTN: ATIC-E, 1900 Jackson Avenue, Fort Eustis, Virginia 23604.

Availability. This publication is distributed solely through the TRADOC Homepage at http://www.tradoc.army.mil/tpubs/.

Summary of Change

TRADOC Regulation 350-40
Army Training Help Desk Federation

This new regulation, dated 9 January 2014-

o Establishes purpose and formalizes the Army Training Help Desk Federation policy and procedures for oversight and management of help desk operations (chap 1).

o Establishes Army Training Help Desk Federation tiers of support, standards, reviews, and responsibilities (chap 2).

o Prescribes trouble ticket escalation procedures (para 2-3).

o Establishes Quarterly Army Training Help Desk Federation management reviews (para 2-4).

o Provides workflow processes and procedures (app B).

o Incorporates Army Training Help Desk Agent Application Form (figure 2).

o Reflects mandates and changes from various governance forums throughout the publication.

Contents

Table List

Figure List

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Chapter 1
Introduction

1-1. Purpose. The purpose for this regulation is to formalize the Army Training Help Desk (ATHD) Federation policy and procedures for oversight and management of help desk operations that include all tiers of help desk support.

1-2. References. Related publications and references are listed in Appendix A.

1-3. Explanation of Abbreviations and Terms. The glossary contains and explains abbreviations and special terms used in this regulation.

1-4. Responsibilities. Army Training Support Center (ATSC) is responsible for managing the ATHD Federation. ATSC has direct responsibility for overseeing the ATHD central contact desk that provides Tier 0 and Tier 1 support. The Federation includes United States Army Training and Doctrine Command (TRADOC) and non-TRADOC proponent organizations that provide learning content, training information, or have course content hosted on the Army Learning Management System (ALMS) or Enterprise Life Long Learning Center (ELLC). These proponent organizations are required to provide adequate Tier 2 and Tier 3 help desk agent support. The Program Director, Distributed Learning System is a component of the Program Executive Office, Enterprise Information System (PEO-EIS) and directly manages the ALMS. ATSC manages the ELLC. Program Director, Distributed Learning System and ELLC have responsibility for providing Tier 2 and Tier 3 support for those capabilities.

Chapter 2
Army Training Help Desk (ATHD) Federation Support, Standards, and Reviews

2-1. Tiers of Support and Responsibilities.
Tiers of customer assistance listed below have become a standard business practice for a customer assistance contact desk (help desk) and are used within the ATHD Federation. Tiers 1 through 3 indicate the level of expertise and authority required of an agent. An incident report is initiated by either the customer or the agent and becomes the means to manage the help desk process through resolution.

     a. Tier 0. Help is obtained through self-help or automated means. Tier 0 help does not involve direct contact with a customer service agent. Frequently Asked Questions (FAQs) developed or maintained by proponent agents are the most common form of self-help and exist for easy to answer, simple, and/or common problems. Other forms of Tier 0 help include web links, taxonomy–building search engines, and automated intelligent tutors.

     b. Tier 1. Agents possess broad but general subject knowledge. Tier 1, the first point of contact for customers, involves direct e-mail, web, or telephone support from a customer service agent. Tier 1 Agents initiate incident reports, answer common content, training information or known technical questions, and work with the customer to determine solutions. All Tier 1 Agents identify and route incidents for which they do not have the ability and/or authority to resolve to the appropriate Tier 2 Agent.

c. Tier 2. Agents possess in-depth knowledge of specific learning content, training information, or technical areas and the skills to resolve emergent problems within their area of responsibility. Tier 2 agents may or may not be dedicated help desk agents, but are responsible for their area of expertise to provide solutions for any incident report a Tier 1 agent cannot resolve. They use the information collected by Tier 1 agents to efficiently resolve incidents. They recommend updates for ATHD Tier 0 FAQs, and reassign unresolved issues to a Tier 3 Agent.

d. Tier 3. Consists of teams of subject matter experts (SMEs) who have experience as Tier 2 Agents, and/or as senior/functional area managers. Tier 3 resolves complex problems that may require changes in policy, technical information, or any similar issue which may require an extended period to resolve. Tier 3 agents review incident reports not resolved by, or forwarded from Tier 2 agents; provide input for changes in doctrine or policy; and request funding to resolve the issue (e.g., new tools, contract to update courseware, etc.), or make changes to technical information/software redesign.

2-2. Response Times and Closure Standards.
Telephone Responses. ATHD Tier 1 agents have thirty seconds to answer an incoming call that goes to an available agent's desk. Tier 1 agents have one (1) business day to resolve or reassign the incident to a Tier 2 Agent. Tier 2 agents have three (3) business days to resolve or reassign the incident to a Tier 3 agent for resolution. For incidents requiring Tier 3 action, the user will be notified by the assigned Tier 2 Agent that the incident has been escalated to Tier 3 for resolution.

Web Responses. Tier 1 agents will resolve incidents within one (1) day or forward the incident to a Tier 2 agent. Tier 2 agents have three (3) business days to resolve or reassign the incident to a Tier 3 agent for resolution. For incidents requiring Tier 3 action, the user will be notified by the appropriate Tier 2 Agent and the incident closed pending Tier 3 resolution.

2-3. Trouble Ticket Escalation Processes and Rules.

a. Escalation Procedures. The escalation procedures are intended to ensure incidents are addressed within the prescribed standards listed in Paragraph 2-2 above.

1. Tier 1 supervisors will ensure that all Tier 1 incident calls will be resolved or referred immediately after the call is terminated. ATHD incidents will be resolved or referred to a Tier 2 agent within one (1) day.

2. Incidents are tracked in the database and reports are retrieved daily to determine the status of incidents, which are generally, in-process, resolved, or escalated. When a Tier 2 Agent has been assigned a ticket, but fails to address the incident within three (3) days, ATHD is required to contact the first-line supervisor within the next 48 hours.

3. If the first line supervisor does not take the appropriate action, and the incident is still unresolved after nine (9) business days, ATHD contacts the Director of Training at the Proponent School or Center.

b. Contact information for newly assigned ATHD Agents. Proponents must provide the ATHD system administrator all essential agent, supervisor, and Director of Training contact information to ensure the correct individuals receive automatically generated notices from within the help desk system. Information should be updated on a quarterly basis.

2-4. Recurring Management Reviews.
ATSC will lead recurring ATHD Federation management reviews on a quarterly basis made up of Tiers 1/2/3 Agents. A report will be provided to all stakeholders that identifies problems, trends, and other issues related to courseware, the network, and relevant policies. The purpose of these reviews, performed primarily through Defense Connect On-Line, will be to inform stakeholders via review and assessment of selected metrics, share lessons learned, and generally improve the ATHD processes across the Federation.

Appendix A
References

Army Regulations (ARs), Department of the Army Pamphlets, Field Manuals, and Department of the Army forms are available at www.apd.army.mil. TRADOC publications and forms are available at http://www.tradoc.army.mil/publications.htm.

Section I
Required Publications

AR 25-400-2
Army Records Information Management System (ARIMS)

AR 350-1
Army Training and Leader Development

AR 350-10
Management of Army Individual Training Requirements and Resources

AR 351-9
Inter-Service Training

AR 600-20
Army Command Policy

AR 621-5
Army Continuing Education System

TRADOC Pamphlet 350-70-12
Distributed Learning; Managing Courseware Production and Implementation

TRADOC Pamphlet 525-8-2
The US Army Training and Doctrine Command Organizations and Functions (Army Learning Model)

TRADOC Regulation (TR) 10-5
US Army Training and Doctrine Command

TR 10-5-4
United States Army Combined Arms Center

TR 350-18
The Army School System

TR 350-70
Army Learning Policy and Systems

Section II
Related Publications

Section III
Prescribed Forms

ATHD Agent Application Form (Form B-2)

Section IV
Referenced Forms

Department of the Army Form 1059
Service School Academic Evaluation Report

Appendix B
Workflow Process and Procedures

This appendix establishes the workflow and procedures for the conduct of operations within the ATHD Federation, and includes the following information:
- Establishing federation agent accounts and agent training/certification
- Methods of generating an incident report
- Workflow procedures and use cases
- Establishment and use of frequently asked questions (FAQ)
- Help desk standard or custom database reports. (See Tables B-2 and B-3)

B-1. Establishing Federation agent accounts and agent training/certification.

a. Prospective agents must submit an application to the ATHD system administrator at athd@mailds01.csd.disa.mil who will follow-up with the prospective agent to conduct training and certification. An account cannot be established until the agent completes training and certification, and provides the contact information of their first line supervisor. (See Figure B-1)

b. Each primary agent should have an alternate agent assigned who can perform the same duties when the primary agent is not available.

c. Five (5) business days before the proponent reassigns an agent or agent supervisor, the Director of Training or designated point of contact will notify the ATHD application administrator to remove the outgoing agent or supervisor from the system.

B-2. Methods of generating an incident report.

a. Telephone – A customer initiates contact by calling the ATHD 1-800-275-2872. The Tier 1 Agent who answers the call will initiate an incident report. The agent will solve the customer's problem, respond to the customer and close the incident after entering the solution into the incident report. If necessary, the Tier 1 Agent will reassign the incident to a Tier 2 Agent and inform the customer of the action.

b. Web – A customer initiates an incident report from the ATHD website (https://athd-crm.csd.disa.mil). Incidents will be automatically assigned to an ATHD Tier 1 agent and the customer will be sent a preliminary response by the system. The initial response from the agent to the customer will contain either a solution or will inform the customer that their request for assistance has been sent to a Tier 2 Agent.

c. Email – A customer initiates an incident report by emailing ATHD at athd@mailds01.csd.disa.mil. Incidents will be automatically assigned to an ATHD Tier 1 agent and the customer will be sent a preliminary response by the system. The incident will then be worked by an ATHD Tier 1 Agent. The initial response from the agent to the customer will either inform the customer that their request for assistance has been sent to a Tier 2 Agent or it will contain a solution.

B-3. Workflow Procedures and Use Cases.

Figure B-1 illustrates the Workflow of the ATHD Federation. The ATHD Federation use cases provided in Table B-3 are designed to familiarize a new agent with the workflow process.
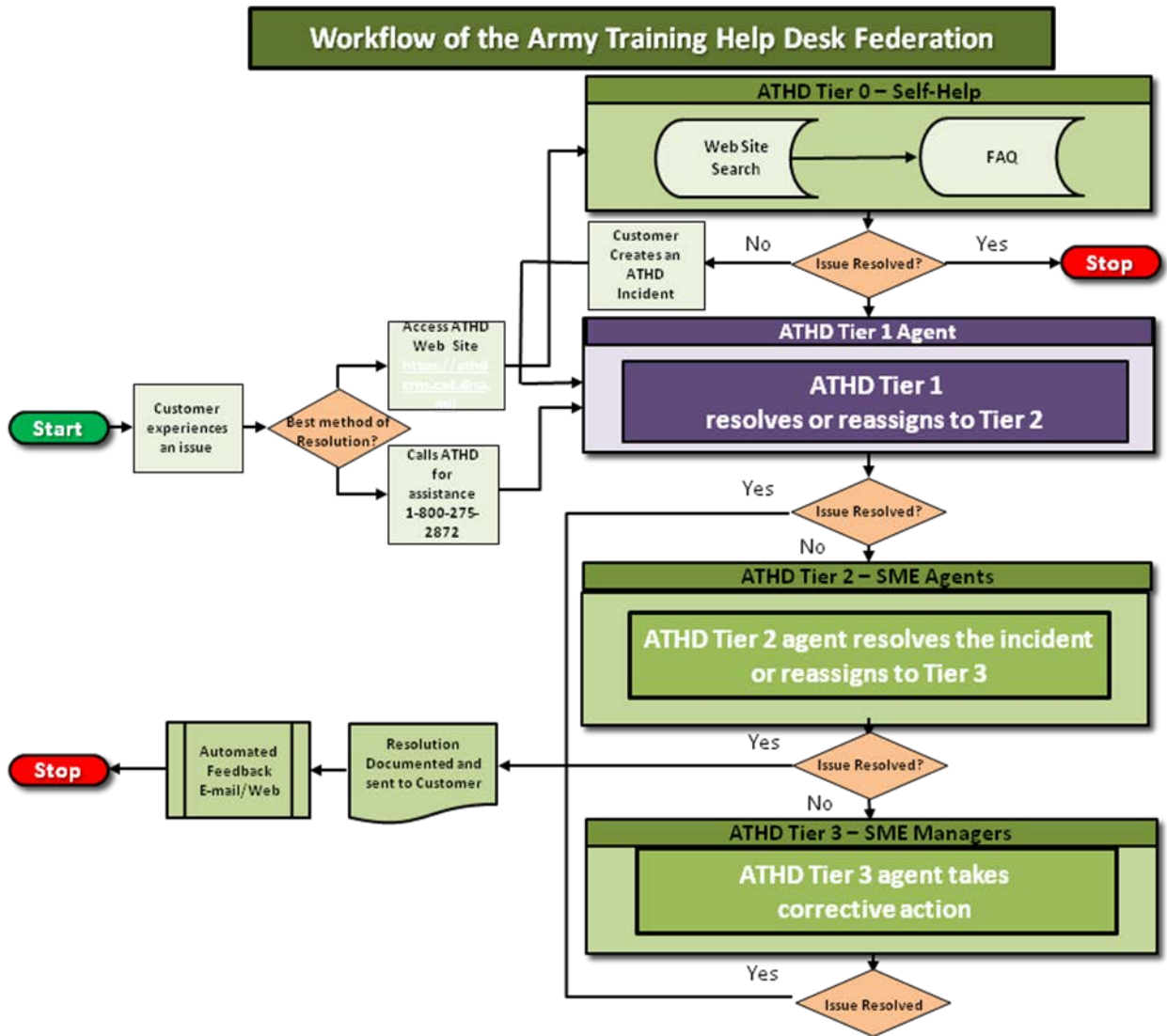
Figure B-1. Workflow Procedures

Table B-1
ATHD Use Cases

Situation	Response
Use Case 1	
A student calls the ATHD and tells the Agent that he is receiving an error code 403, "Restricted" on his mandatory training. He has been told by his company that he must complete this training before he deploys.	1. From the customer's comments, Agent determines that the customer is a contractor who is trying to complete the Theater Specific Individual Requirement Training deployment training. 2. The Tier 1 Agent advises student that an incident ticket is being generated and sent to a Tier 2 Agent who will provide the required permissions for their access to the restricted Theater Specific Individual Requirement Training courses. 3. The Tier 2 Agent grants access to the customer. The agent notifies the customer about the problem's resolution and closes the ticket.
Use Case 2	
SPC Smith submits an incident ticket via the Web, indicating he is having a problem with his Structured Self Development Level 1, Module 1 exam. He states that he completed the exam with a passing score of 92%, however it is not posted as complete in his Detailed Training Record. He needs his exam completion posted so he can proceed to module 2.	1. After reading the student's request, the Tier 1 Agent obtains SPC Smith's Army Knowledge Online (AKO) email address from his contact information in the incident ticket. 2. The Tier 1 Agent logs into the ALMS using "Personnel Administration" rights and the ALMS "Search for People" function. 3. Once the student is located, the Agent goes to the student's profile and selects "Enrollment" from the entry options provided. 4. Using the "View Content" function for the Structured Self Development Level 1, Module 1 exam, the Agent searches for the earned score. 5. Once the passing score is located, the Tier 1 Agent uses the "Mark Complete" option to properly post the score. 6. The Tier 1 Agent then notifies student that the problem has been resolved via the application software and closes the ticket.
Use Case 3	
Ms. Jones submits an incident ticket concerning a problem with her General Fund Enterprise Business System (GFEBS) training. She lost her server connection when she was only two thirds of the way through her exam. She asks that the ATHD reset her exam so she can do it again.	1. The Tier 1 Agent notes that the student is enrolled in a GFEBS course and that due to GFEBS regulatory guidance, all inquiries for those courses must be referred to a Tier 2 Agent for action/processing. 2. ATHD Agent notifies the student that their incident ticket is being forwarded to a Tier 2 Agent for action and reassigns the ticket appropriately.

B-4. Frequently Asked Questions (FAQs).
FAQs are developed and maintained by all Federation proponents and are the most common form of self-help. They exist for easy to answer, simple, and/or common problems. FAQs are located on the ATHD User Web page and comprise Tier 0 help to the customer with no requirement to speak with an agent. Tier 2 Agents submitting FAQs will ensure content and subject matter accuracy prior to loading into the system. Once loaded, the ATHD Systems Administrator will make a final check for 508 compliance issues and other possible problems prior to publishing the FAQ to the public. Table B-2 provides required fields when creating a FAQ:

Table B-2
Required FAQ Fields

Required Field	Definition	Example
Summary	A brief synopsis of the problem being addressed	"Blackboard Retrieve Student Grade Book"
Question	Detailed description of the problem	"Is there a way I can retrieve a student grade book after the student has been deleted from the course?"
Answer	Viable, complete solution to the problem but no single word response	"No, if the student has been deleted from the course, their entire record is also deleted permanently. There's no "undo" function in the course or class management module to retrieve a record."
Keyword	Include any keyword(s) to ensure matching customer's questions correctly. These words should not appear anywhere else in the FAQ, unless you wish to place added emphasis.	"Blackboard, Grade Book, retrieve, deleted, student."
Categories	At least one category/sub-category must be selected. (Categories/Sub-Categories will be added when needed or as new schools/proponents are added to the database.)	n/a
Hyperlink	Yes or no answer. Do hyperlinks exist? This also includes email addresses.	n/a
Notify Subscribers	How often do you want customers to be notified of a change in the FAQ?	Immediately, the end of the day, end of the week, or the end of the month

B-5. Standard Reports.
Standard reports are inherent to the application software and accessible by any certified agent with manager privileges. Send all requests for custom reports to the ATHD Systems Administrator via email or web interface.

a. Standard Reports – For a list of the standard reports offered by the application software package, see Table B-2. Requests for these reports need to be submitted to the ATHD System Administrator or certified manager.

Each request will include:
1. Federation Partner Name.
2. Name(s) of individual(s) to receive report.
3. Email address(es), and date(s) required.

b. Custom Reports – Custom Reports that will be formatted based upon requests from Federation Managers utilizing the form in Table B-3. As a minimum, all requests for reports will have:
1. The requesting location.
2. A valid email address for reports to be sent (if individual has no access to system).
3. Telephone number.
4. What will be included in the report.

c. Report time frames – Reports will be generated based upon requests from Federation Managers. Suspenses for reports will allow for a reasonable amount of time to respond to the request.

ATHD Agent Application Form

This application is to be submitted by the prospective agent's first line supervisor. The completed form must be submitted to the ATHD Administrator at athd@mailds01.csd.disa.mil.
You will be notified when your submission is received. Your employee will be contacted by the ATHD Administrator to arrange a date/time for the required ATHD agent training/certification.

Prospective Agent's Information

Agent Name: _____

Position/Title/Organization: _____

 Telephone Number: _____

AKO e-mail address: _____

#EDIPI Number : _____
(Electronic Data Interchange Personal Identifier, EDIPI, is a 10 digit number, associated with your Common Access Card.)

Category (Identify the subject matter for which Subject Matter Expert (SME) will provide coverage.)

Specify Tier 1, 2, or 3: _____

Tier Legend:
Tier 1: Initial entry for ATHD and incident editing
Tier 2: Unresolved ATHD incidents get passed to Tier 2 SMEs to work and edit the incident in the customer service application.
Tier 3: SME Manager addresses incidents in the ATHD system requiring action at Tier 3 level and receives alert on incidents which have exceeded ATHD resolution guidelines.

First Line Supervisor Information

Name/Rank: _____

Position/Title/Organization: _____

Telephone Contact Number: _____

AKO e-mail address: _____

For ATHD Administrator Use Only

Certified by: _____ Date: _____

Figure B-2. ATHD Agent Application Form

Table B-3.
ATHD Standard Reports

Agent Reports	
Report Name	**Summary**
Agent Activity	Displays the total number of incidents that have been responded to or closed by selected groups or staff members.
Agent Effectiveness	Displays the number of incidents assigned, responded to, and solved per group or staff member.
Agent Login	Displays statistics on the amount of time agents spent logged in to customer experience application, how many times they logged in, and the time spent on the Support Console.
Agent Performance	Displays the total number of incidents by group and the average time it took to respond or close the incidents for the specified time period.
Agent Transactions	Displays the total number of transactions by a staff member or group over a specified time period.
Email Reports	
Report Name	**Summary**
Email by Age	Displays data about open incidents that have been submitted by email.
Profile of Email	Displays statistics about incidents submitted by email in customer experience application, including the total received and solved.
Incident Reports	
Report Name	**Summary**
Open Incidents	Displays the number of current open incidents in the customer experience application and the time they have been open.
Activity	Displays statistics about incidents associated with a certain range of contacts or organizations.
Incident Creation Rate	Displays statistics of new incidents created per hour of day, day of week, day of month, or month of year.
Incident Effectiveness	Displays statistics about incidents associated with a certain range of contacts or organizations, grouped by product or category.
Incident Performance	Reports how each product or category's incidents are performing in terms of time.
Incident Trend	Displays statistics about the total number of incidents created, responded to, closed, or still in queue (backlog) for the time period.
Incidents Created	Displays all incidents created in a specific time period and groups them by product or category. You can then drill down to lower product or category levels.
Profile of Incidents	Reports how many incidents were created in a certain date range grouped by product, category, or disposition.
Age	Displays open incidents and how long they have been open.

Edit Time by Incident	Displays statistics about the time spent by agents processing open incidents in the system.
Incidents Created and Resolved	Displays statistics on how many incidents are created and solved during time intervals.

Knowledge Base Reports	
Report Name	**Summary**
Information Gaps	Displays the topics of your incidents and compares them with available answers in your knowledge base, rating your answers based on how effectively they answer incoming incidents.
Questions Avoided	Reports on how effectively SmartAssistant Suggested Answers deter end-users from submitting an incident.

Queue Reports	
Report Name	**Summary**
Max Wait in Queue	Displays statistics about the maximum absolute and relative time incidents spend waiting in each queue.
Queue Activity	Reports on how many incidents are in each queue during a specified date range.
Queue Effectiveness	Reports how effectively the incidents associated with specific queues are being handled.
Queue Incidents	Tracks the number of incidents entering queues at each time interval.
Queue Performance	Reports on how each queue is performing in terms of time.

Site Reports	
Report Name	**Summary**
Answer Notifications	Displays the number of subscribers to each answer, product, or category.
Answers Viewed	Displays the total number of answers accessed over a specified time period.
Keyword Search	Displays the keywords used in searches by end-users over a specified time period.
Operations Dashboard	Displays a real-time snapshot of the system that compares yesterday's and today's activities with the past 30 days, including incident activity, response time, incident backlog, and solution time.
Service Summary	Displays details about the volume of incidents entered, searches done, and answers viewed.
Session Tracking	Displays session length in terms of time and pages, page transitions, time between page transitions, and starting and ending points for sessions.
Site Effectiveness	Displays session statistics such as session activity and question submittal statistics.

<u>Sample ATHD Custom Report Request</u>

Location_____

Manager_____

Point of Contact (POC) Phone Number_____

Email Address (es):

     POC _____

     Recipient(s)   _____
                        _____
                        _____
                        _____
                        _____

Report required by (dd/mm/yyyy): _____

Report will cover: _____
_____
_____
_____
_____

Format:
Select the items needed in report –

___ Incident Reference Number
___ Incident Created – Display the date/time an incident was entered in the system
___ Incident Initial Response – displays the date/time when an initial response was sent (if any)
___ Incident Closed – date/time when incident was closed
___ Incident Group Name – group in which staff is assigned
___ Incident Thread Notes – displays the conversations between agent and customer
___ "Find Answer" ID – FAQs system identification number
___ "Find Answer" Question – question posed in a FAQ
___ "Find Answer" Answer – answer to a question in a FAQ
___ "Find Answer" Category – category for a FAQ
___ "Find Answer" Sub-Category – sub-category for a FAQ (if one exists)

Figure B-3. Sample ATHD Custom Report Request

Glossary

Section I
Abbreviations

AKO	Army Knowledge Online
AR	Army Regulation
ARNG	Army National Guard
ALMS	Army Learning Management System
ATHD	Army Training Help Desk
ATSC	Army Training Support Center
EDIPI	Electronic Data Interchange Personal Identifier
ELLC	Enterprise Life Long Learning Center
FAQ	Frequently Asked Question(s)
SME	Subject Matter Expert
STP	Soldier Training Publication
TC	Training Circular
TR	TRADOC Regulation
TRADOC	United States Army Training and Doctrine Command
TRAS	Training Requirements Analysis System
TSP	Training Support Package

Section II
Terms

Active Army
Members and units of the Active Army.

Army National Guard (ARNG)
The ARNG is one component of the Army (consisting of Active Army, the Army National Guard and the Army Reserve). The ARNG is composed primarily of traditional guardsmen -- civilians who serve their country, state and community on a part-time basis (usually one weekend each month and two weeks during the summer). Each state, most territories, and the District of Columbia have its own National Guard, as provided for by the Constitution of the United States.

ATHD Federation
The Federation includes TRADOC and non-TRADOC proponent organizations that provide learning content, training information, or have course content hosted on the ALMS or ELLC.

Category
1. Any of several fundamental and distinct classes to which entities or concepts belong.

2. A division within a system of classification.

Centers of Excellence
An organization that creates the highest standards of achievement in an assigned sphere of expertise by generating synergy through effective and efficient combination and integration of functions while reinforcing unique requirements and capabilities.

Common Core
The combination of common military tasks, common leader tasks, and directed or mandated tasks for specific courses, grade levels, or organizational levels regardless of branch or career management field or program.

Customer
A customer (also known as a client or user) is the recipient of services, products, or ideas, obtained from a supplier. In our case the supplier is the ATHD agent.

Electronic Data Interchange Personal Identifier (EDIPI)
A unique number that is associated with a Common Access Card.

Enrollment
Taking a course on a Learning Management System for a certificate of completion and/or for credit in the Army Training Requirements and Resources System.

First Call Resolution
Help Desk customer's call resolved initially with no further action required.

Initial Military Training
Term that encompasses all initial Army training including enlisted, warrant officer, and officer.

Individual Training
1. Training which prepares the Soldier to perform specified duties or tasks related to an assigned duty position or subsequent duty positions and skill level.

2. Training which officers and noncommissioned officers (leader training) or Soldiers (Soldier training) receive in schools, units, or by self-study.

3. This training prepares the individual to perform specified duties or tasks related to the assigned or next higher specialty code or skill level and duty position.

Policy
A high-level overall plan embracing the general goals and acceptable procedures of an organization in light of given conditions to guide and determine present and future decisions. (TR 10-5).

Reserve Components
Members and units of the ARNG and United States Army Reserve.

Registration/reservation
Taking a course on a learning management system for eventual credit in Army Training Requirements and Resources System.

Training Requirements Analysis System (TRAS)
A system that ensures that students, instructors, facilities, ammunition, equipment, and funds are all at the right place and time to implement directed training. The TRAS is a management system that provides for the documentation of training and resource requirements in time to inject them into resource acquisition systems. TRAS documents include the individual training plan, course administrative data, and program of instruction.

Warrior Tasks and Battle Drills (WTBD)
Selected skills taught in all phases of initial military training to train students how to survive in combat.