



Case Study

Armed Forces Institute of Pathology

Client Profile

The Armed Forces Institute of Pathology (AFIP) is a tri-service agency of the Department of Defense specializing in pathology consultation, education and research. AFIP maintains 22 subspecialty departments with a combined workforce of over 820 personnel, including over 120 pathologists and other scientists. In 2001 AFIP consulted on over 92,000 cases, including 55,000 sent for an expert "second opinion." 90% are tumor pathology cases -revealing difficult, unusual or rare entities not typically seen in the military or civilian medical communities. AFIP experts also conducted 27,000 cytology cases for the U.S. Air Force in 2001, and another 10,000 cases for quality assurance and risk management.

Executive Summary

In an effort to maintain quality Information Technology support, AFIP's Automation Management Services (AMS) has contracted DYONYX to provide Help Desk and Desktop support to its growing user community.

Scope: The scope of work requires DYONYX to provide technical support, PC repair, and help desk services.

Call Center Management: DYONYX provided comprehensive help desk coordination and management by conducting problem recognition, research, identification, resolution and follow-up support. We coordinate the activities of other help desk personnel and direct response efforts to address any problems presented by users at the Institute. We ensured that quality customer service is provided at all times by monitoring phone calls, document user problems, monitor daily work flow and report on identified metrics. We maintained detailed help desk records and documentation using Government-furnished DP Umbrella software. Using DP Umbrella we tracked all open and closed calls to date, named of the tech assigned to each call, the date / time the ticket was opened, and corrective actions were taken to address the issue. We ensured that work orders are properly closed and the customer is aware of closure. We collaborated with the in-house network and developmental staffs to resolve critical or more complex problems in a timely manner. We recommended escalation procedures for problems that cannot be resolved with available help desk resources. We remain up-to-date on help desk procedures and supporting technologies and through our AFIP membership to the Help Desk Institute, our help desk coordinator received literature, ideas, and information on the latest innovations being developed in the user support industry. We also assisted the department manager in establishing processes, procedures, and policies for the Help Desk and acts as a resource by overseeing training and providing feedback through regular meetings, coaching, and daily interactions.

Technical Support: DYONYX provided level I & II technical support to repair and perform maintenance of the Institutes PCs and Apple/Macintosh microcomputer hardware, desktops, laptops, PDAs, printers and scanners. Magic software is used to document Help Desk inquiries, work orders, resolutions and escalations. We provided support for the NT and XP operating systems, Office 2000, Outlook 98/2000, and antivirus software. We analyze and respond to moderately complex hardware and software questions and problems and repair malfunctioning hardware in accordance with applicable manufacturers' specifications. Direct



Response/Resolution for users at the institute takes place within 24-hours or less. Our technicians diagnosed failures, performed required adjustments, replaced faulty parts, and tested repaired equipment to ensure proper operation. DYONYX was consulted to research, test and make procurement suggestions regarding software applications. We are also relied upon to provide continuity of Help Desk service when civilian/military staffing is limited. In addition, we performed preventative maintenance in accordance with applicable manufacturers' specifications including all manufacturer recommended tests, adjustments, cleanings, and replacement of parts to maximize usage of equipment. We performed installation and configuration of network and/or stand-alone microcomputers, printers, scanners, CD-ROM, and external hard drive and/or software. We maintained a current knowledge of applications including packaged software such as MS Office, FormFlow, as well as custom applications (PIMS, PADSTARS, Credentialing) that are used by AFIP. As part of our asset management support, we maintained all documentation for any repairs and utilize DP Umbrella to manage all AFIP inventory. We maintained appropriate records of Government-furnished replacement workstations, peripherals, and printers for immediate replacement or for loan when installed equipment is removed.

Significant Project Achievements:

DYONYX received training on software that was not originally a part of the current contract/project description. Specialized training has been received on PIMS, CAP SW, AWAR and CHCS by the DYONYX team for continued support.

