



29-October-2020

HELPDESK MIGRATION PLAN

1. **Introduction.** The Royal Air Force Air Cadets currently use a helpdesk template created by Microsoft when SharePoint was first implemented. Starting 1st November 2020, Microsoft will begin to remove the ability to run or create SharePoint workflows from existing tenants. To maintain helpdesk functionality and response automation a migration of the helpdesk is required.
2. **Purpose.** This plan outlines the recommended approach for the helpdesk migration to the BADER Hub, what happens with old tickets and how we move to the new platform, time scales and impact on users.
3. **Existing Support Requests.** The current tickets within the helpdesk will be placed in a read-only state. The helpdesk will continue actioning these tickets for a 2-week period whilst transitioning but responses will be via manual emails.
4. **Transition Period (1-14 Nov).** New support requests will need to be emailed to xxxxxxx@xxxxx.xxx.xxx.xx during this time explaining the problem and providing details of accounts affected.
5. **BADERHub Helpdesk.** The new helpdesk will use Forms to collect required information. The form will use branching logic to display fields only as required to resolve the issue. The form will be simple as it will be using most of the fields you are already familiar with and the wizard will guide you through the process.
6. **Tracking Support Requests.** The new helpdesk list will default to display your open support requests. There will be additional views allowing you to change to see Resolved or Closed Support Requests. The fields displayed in the view can also be filtered.
7. **Helpdesk Ticket Escalation.** If a ticket has not been resolved or is not progressing within a week, please contact xxxxxxx@xxxxxxxxx.xx explaining the urgency. The Helpdesk Manager will then escalate the incident to other BADER IT staff to aid in the resolution.
8. **BADER POCs.** The My Tickets view will display all support requests in your area of responsibility where you have been assigned permission to view as the support representative. As per the previous helpdesk you will not be able to access any support requests where you have not been assigned to a role in the support request.
 - a. **AEFs.** RAFAC currently provision accounts to 6FTS (OC/General) primarily to access RAFAC key documents and forms. Assignment of their support tickets will be to the helpdesk as they do not have a BADER POC equivalent.

- b. **Combined Cadet Force (RAF).** The CCF BADER POC equivalents will be the SNCOs for the CCF areas.

11. **Project Plan.** The high-level tasks for the replacement Helpdesk project include:

- a. A helpdesk list will be created on the BaderHub and branded in line with the organisation's branding guidelines.
- b. A new Support Request Form will be created for collection of support information detailing the familiar fields and using logic to display additional fields only if required from choices selected. E.g. Utlilearn category will need the utlilearn service number used to login with.
- c. New flow created to assign permissions and email updates to relevant individuals.
- d. Control file created on BADERHub which will control Wing/Region allocation automatically.
- e. The helpdesk will be subjected to internal testing. Any issues identified will be corrected prior to the service going live.
- f. Transfer of any relevant resources from helpdesk site to BADERHub updating where required.
- g. The current helpdesk to become read-only for reference purposes.

12. **Timings.** It is anticipated this work will take around 2 weeks.

- a. Work on para 11a-d has begun.
- b. 11e-f will occur during the transition period of 1-14 Nov 20.
- c. 11g will occur 1 Nov 20.

13. **Risks.** The following risks have been identified for this project:

- a. Insufficient resource to support the timely delivery of the project.
- b. Internal reputational damage due to project delivery failure. Increased dissatisfaction with support over time which may lead to increased numbers of complaints.
- c. Errors, bugs or unforeseen issues encountered during development could delay the project.

References

- [1] <https://news.netcraft.com/archives/2020/05/26/may-2020-web-server-survey.html>

Archived: 18 November 2020 11:29:38

From: Azure DevOps

Sent: Thu, 29 Oct 2020 14:18:49

To: Section 40

Subject: User Story 2029 - Helpdesk Migration Plan

Sensitivity: Normal



Azure DevOps

Section 40

mentioned you in User Story 2029

Helpdesk Migration Plan

Section 40

Document reads

well, but curious as to the working outs of the timescales, are they evidence based or something we strive to achieve?

How many existing tickets are in the old helpdesk that are still in progress or yet to be started? This figure should then drive the amount of time the old helpdesk should stay read only for. i.e if there are 200,000 tickets (figure made up) then it will take longer than 2 weeks, especially as the Helpdesk is currently unmanned...

Other work items to come off the back of this:

- Landing site link to form needs updating in the interim to be a mailTo. After new form stood up link will need updating again.
- Helpdesk links in SMS should ideally be updated but given the short notice and time scale it is probably unachievable. New form should be done however.
- The existing helpdesk form needs to be amended so that it informs users that they should now email the helpdesk, and then once that has moved over an auto redirect to the the new form put in place. This will tidy up and old links or favourites that people/sites might have floating around.
- Helpdesk site updated with interim info and poster.

That is all I can think of off the top of my head.

[View work item](#)

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Sent from Azure [DevOps](#)

Archived: 18 November 2020 11:29:45

From: BADERAnnouncements

Sent: Fri, 30 Oct 2020 14:24:28 +0000

Subject: Helpdesk Site

Good Day,

From Saturday 31st October at 21:00 the Helpdesk will be closed for new tickets whilst we look at transitioning to a new site.

Existing tickets can be managed and updated as normal in the helpdesk site.

New support requests are to be emailed to helpdesk@rafac.mod.gov.uk

Further communications will be forthcoming for the new helpdesk site.

Section 40

0 comments Add tag

Save & Close Follow Settings Refresh Undo More

State New Area RAFAC\Infrastructure\SharePoint Reason New Iteration RAFAC\20-11

Updated by Section 40 Thursday

Details History Links (2) Attachments

Description

The helpdesk must be moved/recreated in the Bader Hub

Acceptance Criteria

The Bader Helpdesk must

1. Be accessible to all (through MS Forms) with login
2. Communicate effectively with users
3. Prompt users for key data - Issue, Repo steps etc.
4. KPIs -
 - a. Resolution stats
 - b. Outstanding tickets
 - c. Average resolution time

Discussion

BA Add a comment. Use # to link a work item, ! to link a pull request, or @ to mention a person.

Planning

Story Points

Priority

2

Risk

Classification

Value area

Business

Deployment

To track releases associated with this work item, go to Releases and turn on deployment status reporting for Boards in your pipeline's Options menu. Learn more about deployment status reporting

Development

+ Add link

Link an Azure Repos commit, pull request or branch to see the status of your development. You can also create a branch to get started.

Related Work

+ Add link

Parent

2018 SharePoint Online - Migration Updated 2020-10-28, Backlog

Successor

2029 Helpdesk Migration Plan Updated Monday, New