



**INFORMATION KERALA MISSION**  
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**Proceedings of the Executive Chairman & Director**  
**Abstract**

Information Kerala Mission – Estt – Restructuring Plan - Help Desk Team – TSIM  
Orders issued - Reg

No.IKM/E1/2029/2013

Dated, TVM : 08.05.2013

Read: - Note from the Sri Ghaleel Rahman, Team Leader, TSIM dated 19.03.2013

**ORDER**

As per the note read above, the Team Leader, TSIM has informed that at present, the core Help Desk (HD) team at Head Quarters comprises of 12 resources and their nature of work involves attending field calls pertaining to IKM applications deployed in the LSGIs that are being reported over the 10 VoIP phones installed presently. The present HD team is involved in (a) attending the calls, ( b) testing of applications, (c) for deploying patches and scripts that are being released by the Software Division time to time and (d) finally providing solutions for the field issues, that are being reported through Sookhika Complaint Registration Software, to the field Technical Assistants (TAs).

The names of the present Help Desk team members are given in the table below:

Sl No.	Name of the resource	Name of Application
1.	Soumya V S	Sookhika, Sachithra & Sakarma
2.	Aneeshia C T	Sthapana
3	Risy B	Sevana PDE
4	Priya J M Nair	Sevana CR
5.	Noushad A	Sevana CR
6.	Sasikala A	Sevana CR
7.	Evershine P A	Saankhya
8.	Mayoosh M P	Saankhya
9.	Jetheesh G	Sevana Pension
10	Anoj V Nair	Sanchaya
11	Raji J R	Sanketham
12	ArunKumar S	Sulekha
13	Teena Mol	Sugama
14	Samuel P John	Saankhya

It is also informed that the Help Desk (HD) services of TSIM are getting delayed, and the efficiency and responsiveness of TSIM are affected due to the following reasons:

1. Same resources are handling multiple roles such as attending the call, testing and providing solutions for the issues being reported.
2. The volume of inbound calls is large, and there have been instances wherein the resources had to attend 75 to 100 calls daily.
3. Help Desk services are affected when a resource goes on leave.
4. Issues are being repeated due to the poor quality of testing.

As per the decision of the meeting chaired by the Executive Chairman & Director attended to by the senior staff of TSIM and the Director (Technical) held on 19.02.2013 it was decided to restructure the Help Desk team by constituting a 3-tier mechanism as mentioned below which would ensure that the resources are delegated specific tasks to play specific roles in ensuring efficient, effective and high-quality service delivery.

1. A team for attending calls
2. A team for testing
3. A team for providing solutions

Accordingly the Help Desk is restructured as follows:

**Inbound Call Center - Team attending calls**

The 4 resources for attending the inbound calls shall be imparted training on all applications so that they could attend all types of application and technical related calls.

1	Raji J.R	TSIM HQ
2	Sasikala A	TSIM HQ
3	Teena Mol	TSIM HQ
4	Ragi M K*	Transferred from Chavakkad Municipality to TSIM HQ

\*Till Ragi M K joins HQ Divya S V is temporarily posted in the Inbound Call Center

### Testing Center - Team for testing


1	Samuel P John	TSIM HQ
2	Evershine P A	TSIM HQ
3	Jetheesh G	TSIM HQ
4	Anoj V Nair	TSIM HQ
5	Noushad A	TSIM HQ

### Solution Center - Team providing solutions

The 6 members in the team shall provide pertinent solutions for the issues reported.

1	Aneeshia C T	TSIM HQ
2	ArunKumar S	TSIM HQ
3	Mayoosh M P	TSIM HQ
4	Priya J M Nair	TSIM HQ
5	Risy B	TSIM HQ
6	Soumya V S	TSIM HQ

- The Testing center team and Solution center team members would be made available across the two teams on a need basis or interchanged based on the priority of the tasks in hand.
- If any member in the Solution center is on leave, a member from the Testing center may take the responsibility of the resource on leave and carry out the tasks in hand.
- The members in the help desk team shall also be given thorough training on all applications

*by order*  
  
All Team Members concerned

All staff

**Executive Chairman & Director**

Copy to

Director (Technical)

Director (Implementation) in-charge

Head (Training)

Team Leader, TSIM

Team Leader, SWD

CA to ECD

CA to GD

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