CSDS Relationship Manager Responsibilities

1. Represents Best Interests of Assigned Areas/Depts. to CSDS
2. Communication Conduit between Client Areas/Depts. and CSDS
3. Ability to Escalate and Resolve CSDS Service Issues
   - Urgent Support Issues (via CSC Mgmt)
   - Program Issues (via Advisory Board)
4. Occupies a seat on the CSDS Advisory Board to:
   - Participate in the discussion and prioritization of major projects and activities that overlap supported areas
   - Participate in Program Issue Resolution and Change Management
   - Approval of timing of hardware and software upgrades
   - Monitor Services Provided for Currency
5. Assist with CSDS Equipment Needs Assessments
   - Equipment above desktop/laptop baseline (i.e.: dual monitors)
   - Support Strategic Sourcing Participation
   - Equipment Life Cycle Replacement Planning
   - Non-Standard Software Application Requests
6. Assist with Equipment Replacement Funding Issues
   - Coordinates local area/depts. funding model (if present)
7. Assist with CSDS Annual Reviews (prior to budget planning)
   - Support fee assessment
   - Equipment life cycle replacement planning
8. Coordinate User Testing for Hardware and Software Upgrades
   - Schedule and track testing results
   - Escalate testing issues identified
   - Source of approval for supported areas/depts.
9. Coordinates resources to perform previous “desktop support” tasks not adopted by CSDS
   - Item lists vary by area, final lists tbd
   - Examples (ITaP Outage Communication, Business Communication)
10. Ongoing Review of Service Level Agreement metrics; for example:
    - Customer Satisfaction
    - First Call Resolution Percentage
    - Ticket Resolution Times