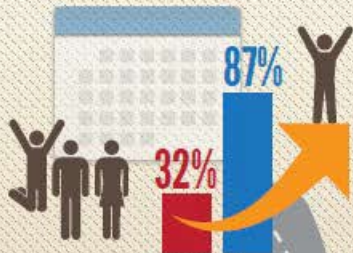## RESULTS:

Employee satisfaction increased from 32 percent to 87 percent— in one month!

87%

32%

HDI CERTIFIED

FINISH

ACTION:

HDI certification for ITS staff

CHALLENGE:

Lack of motivation and an inability to meet customer needs

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THE BACKGROUND: Information Technologies & Services (ITS) provides comprehensive IT infrastructure, management, service, and support for the Weill Cornell Medical College community. With more than 150 employees, ITS supports more than 10,000 computer users, more than 100 servers, and numerous clinical, research, and administrative software applications. ITS also creates innovative computer systems and applications for specific clinical and research projects, including cutting-edge work in genetics and structural biology.

THE CHALLENGES: The technical service and support team at Cornell Medical ITS struggled with customer service, suffering from a lack of motivation and frequently misunderstanding customer needs. The failure to provide consistent, quality customer service across all three customer bases made it difficult to assess and respond to customer feedback. Furthermore, the ITS team didn't have the structure to meet its goals, resulting in low-quality, reactive service. As a result, the department saw low satisfaction scores as its customers questioned the team's concern for their needs and its ability to meet those needs.

THE ACTION: To address the department's issues, Cornell Medical ITS made HDI certification a requirement for ITS staff. Today, over 80 percent of the department is HDI-certified, and Cornell Medical ITS is a proud recipient of the HDI Team Certified Award. In addition, the ITS staff has been introduced to ITIL framework through HDI's ITIL Foundation training.

THE RESULTS: In one month, employee satisfaction increased from 32 percent to 87 percent. HDI training and certification motivated the team to provide a higher quality of service and set goals to ensure that the department adheres to its policies and honors its vision.

ADVICE: "You have to have an organizational vision and goal in mind—you have to be moving in the same direction, and you have to have the tools you need to accomplish you goals. HDI training gave our staff the tools they needed to set and achieve our department's goals and vision."

Robert Pereda
Service Desk Manager, User Support Group
Weill Cornell Medical College

Learn more about HDI Corporate Training at
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