Help Desk Year in Review Report FY2016

Executive Summary

The LANDFIRE FY2016 Help Desk Year in Review Report summarizes the amount and type of LANDFIRE inquiries received at the LANDFIRE Help Desk from October 2015 through September 2016.

In 2015, the LANDFIRE Help Desk was relocated from the University of Idaho to the USGS Earth Resources Observation and Science (EROS) Center to improve customer experience and communication with LANDFIRE experts, providing a mechanism (Kayako) to record, track, and report interactions with external contacts. This report offers a look at the first 12 months of the LANDFIRE Help Desk activities.

LANDFIRE Help Desk Results

Number of Inquiries

The LANDFIRE Help Desk was relocated from the University of Idaho to the USGS Earth Resources Observation and Science (EROS) Center in September 2015. This move was implemented to improve inquiry response, customer experience, communication with LANDFIRE experts, and to provide a mechanism (Kayako, a unified customer service platform) to record, track, and report interactions with external users.

From October 1, 2015 through September 30, 2016, the LANDFIRE Help Desk received a total of 180 inquiries. These inquiries were logged (tickets) by the following categories:

- Reference
- Disturbance
- Vegetation
- Fuels
- Fire Regimes
- Topographic

- Data Distribution
- Tools and Services
- Product Updates
- Website
- Other

As shown in the chart below, most inquiries were about Tools and Services, Data Distribution, Vegetation, and Website followed by Fuels, Other, Disturbance, Product Updates, Reference, Fire Regimes, and Topographic.
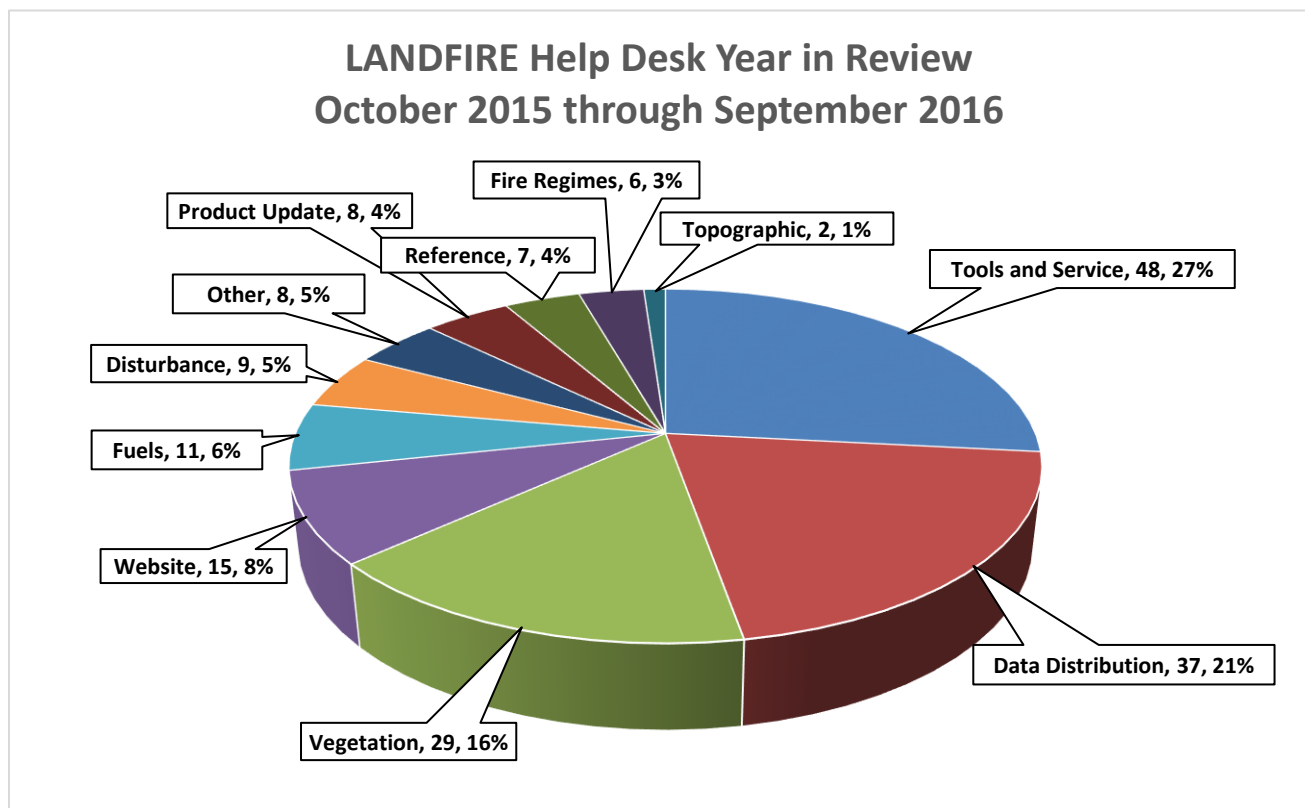

Figure 1: The chart above shows the number and percentage of inquires each category received from October 2015 through September 2016

Each category was further broken down into classifications. This allowed the Help Desk to refine the descriptions to provide more efficient responses, as well as to help with subsequent reporting.

Classifications

The classifications cover a broader area and were developed based on inquiry trends. The classifications used are:

- application issue
- bulk/mosaic download
- contact information
- data citation
- data notification
- distribution
- file format/metadata
- not LF - forward

- product availability
- product clarification
- security issue
- suggestion
- technical/download
- unable to locate
- user error
- web content

Categories broken down into classifications

The following charts show the categories subdivided into classifications. This breakdown gives us a view into user concerns, how well LANDFIRE is communicating with users, and any potential issues.

Tools and Services

Questions about Tools and Services topped the user inquiries with 48 tickets. The largest number of these inquiries involved LFDAT 2.6's incompatibility with ArcGIS 10.3 and later Windows 10, followed by the then pending release of LFDAT 2.6, and how to use LANDFIRE tools. The lone security question was from a DOI agent in regards to the https transition.
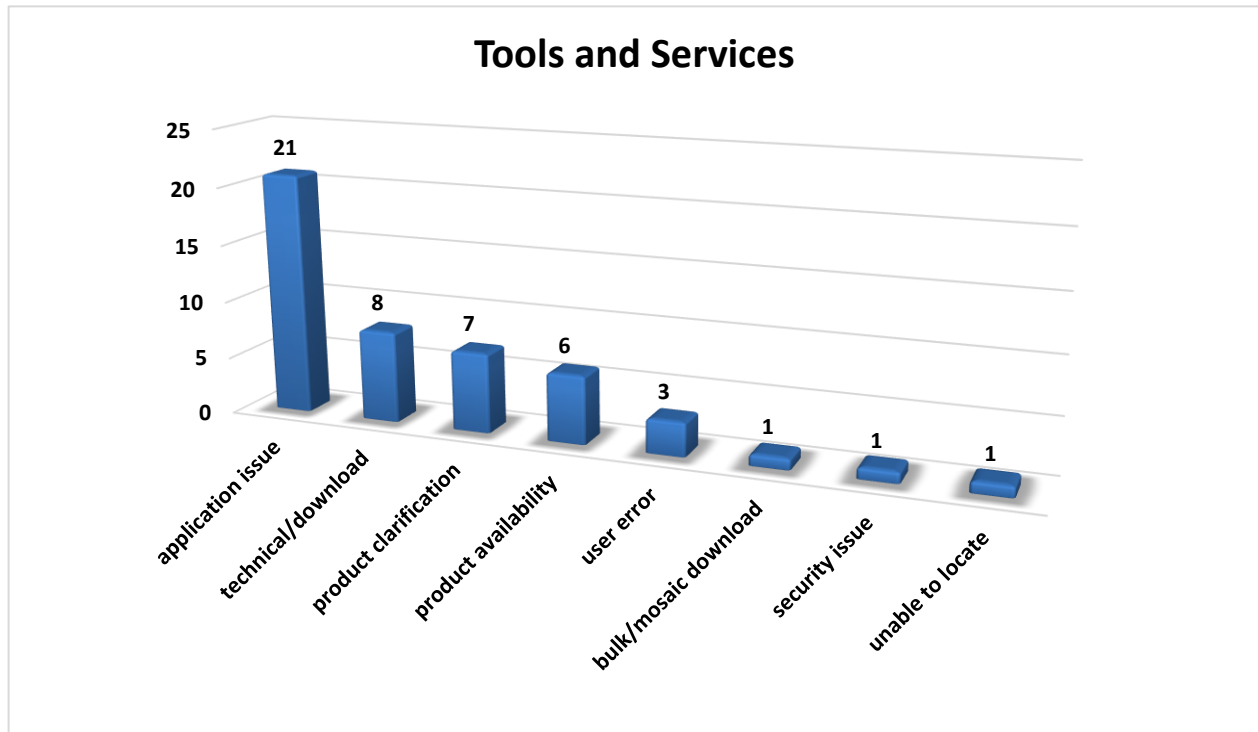

Figure 2: Twenty-seven percent of user contacts with the LANDFIRE Help Desk dealt with LANDFIRE's Tools and Services. LFDAT 2.6 was the center of most of these contacts.

Data Distribution

Data Distribution received 37 inquiries. The most common issues were accessibility and notifications.
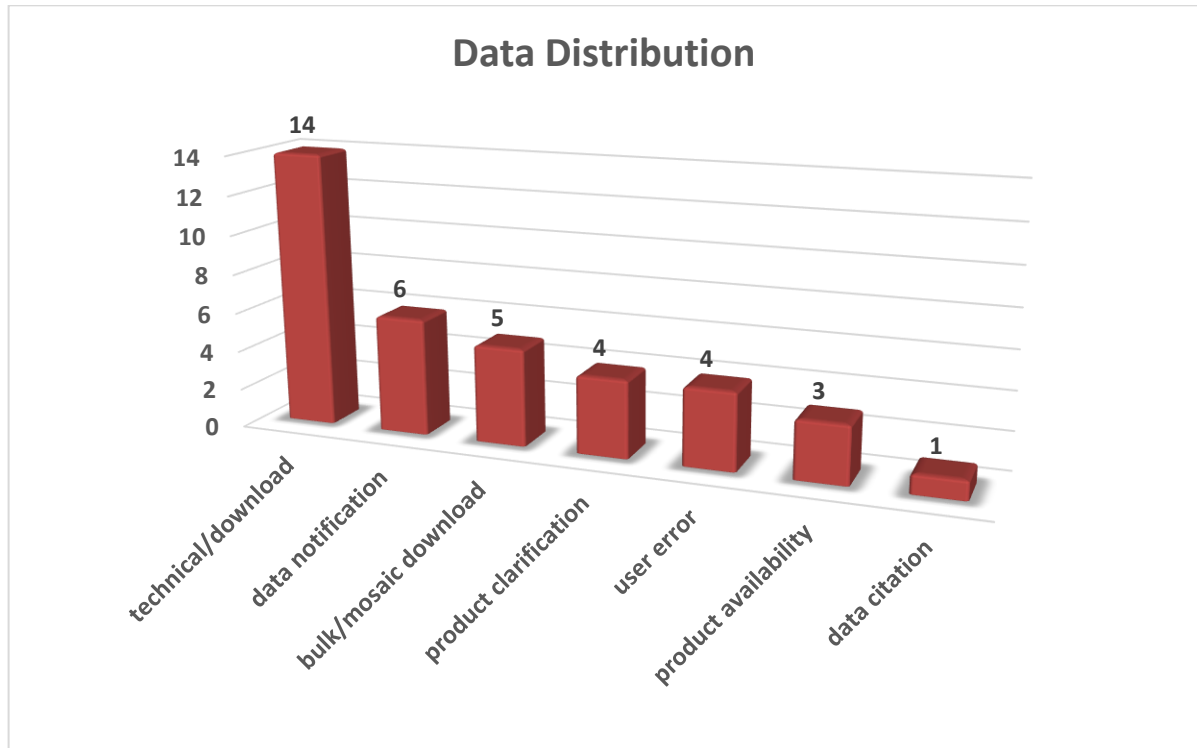

Figure 3: Accessibility was the largest concern among users for Data Distribution.

Vegetation

The 29 inquiries registered for Vegetation products were mostly from users looking for guidance on vegetation products and how to access the data. The suggestion received can be found toward the end of the report.
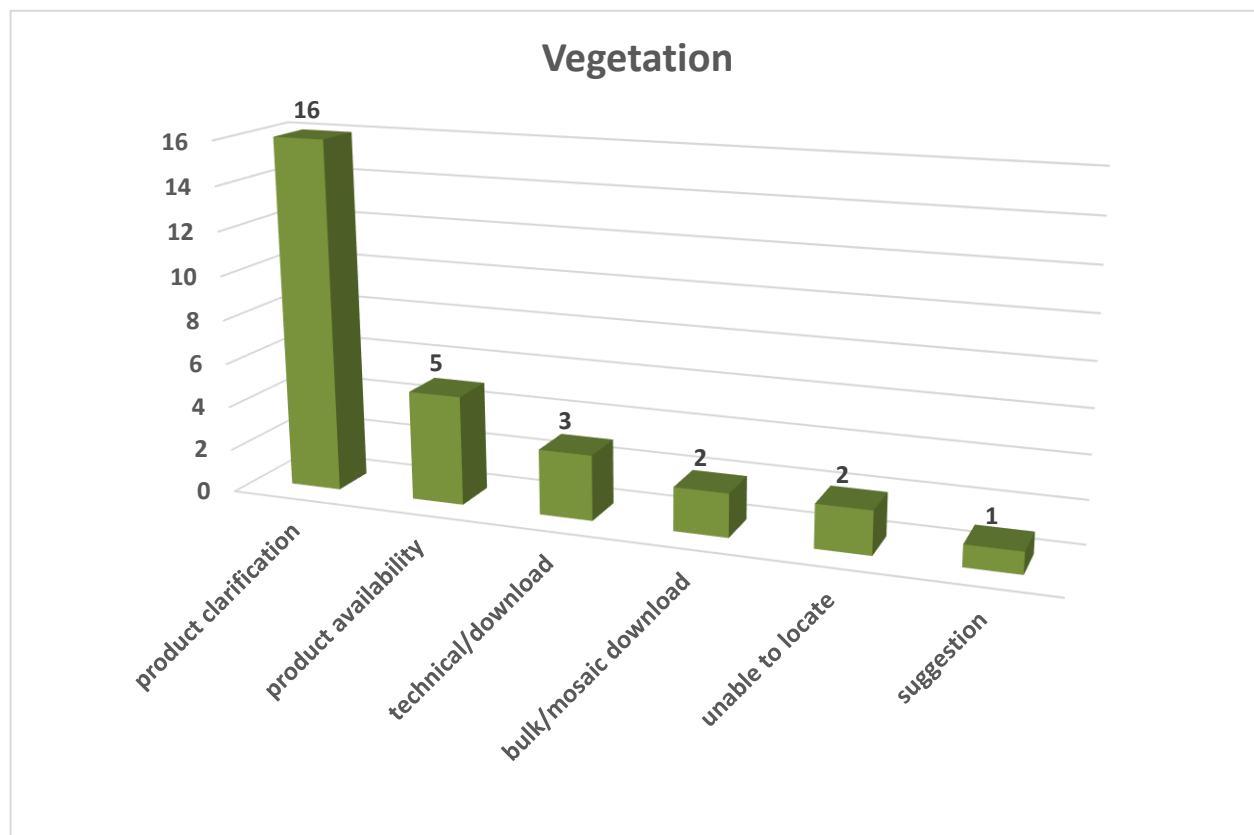

Figure 4: Users contacted LANDFIRE to ask about the Vegetation products and how to access them.

Website

There were 15 contacts concerning the LANDFIRE website. The majority of these inquiries were from users having difficulty locating information, many of which were orphan pages, and accessibility. The suggestion received can be found toward the end of the report.
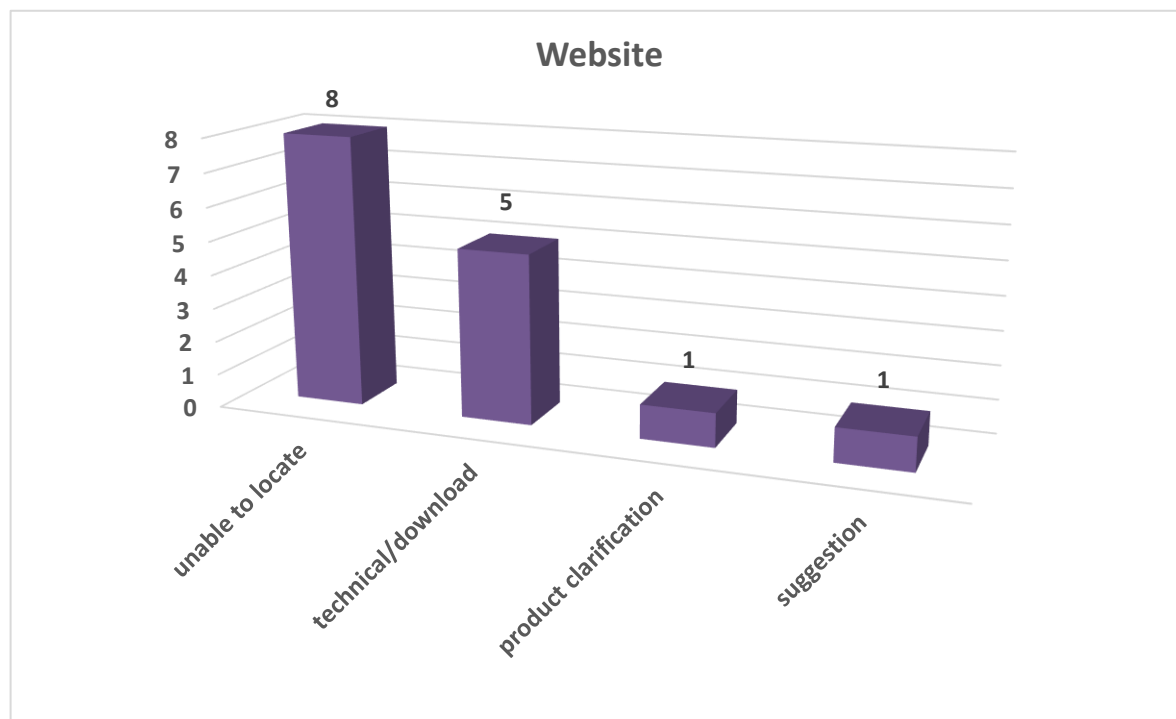

Figure 5: Unable to locate information was the most common user contact for the LANDFIRE website.

Fuels

Fuel products received 11 inquiries with the majority of the contacts asking for more product information or an expert resource.
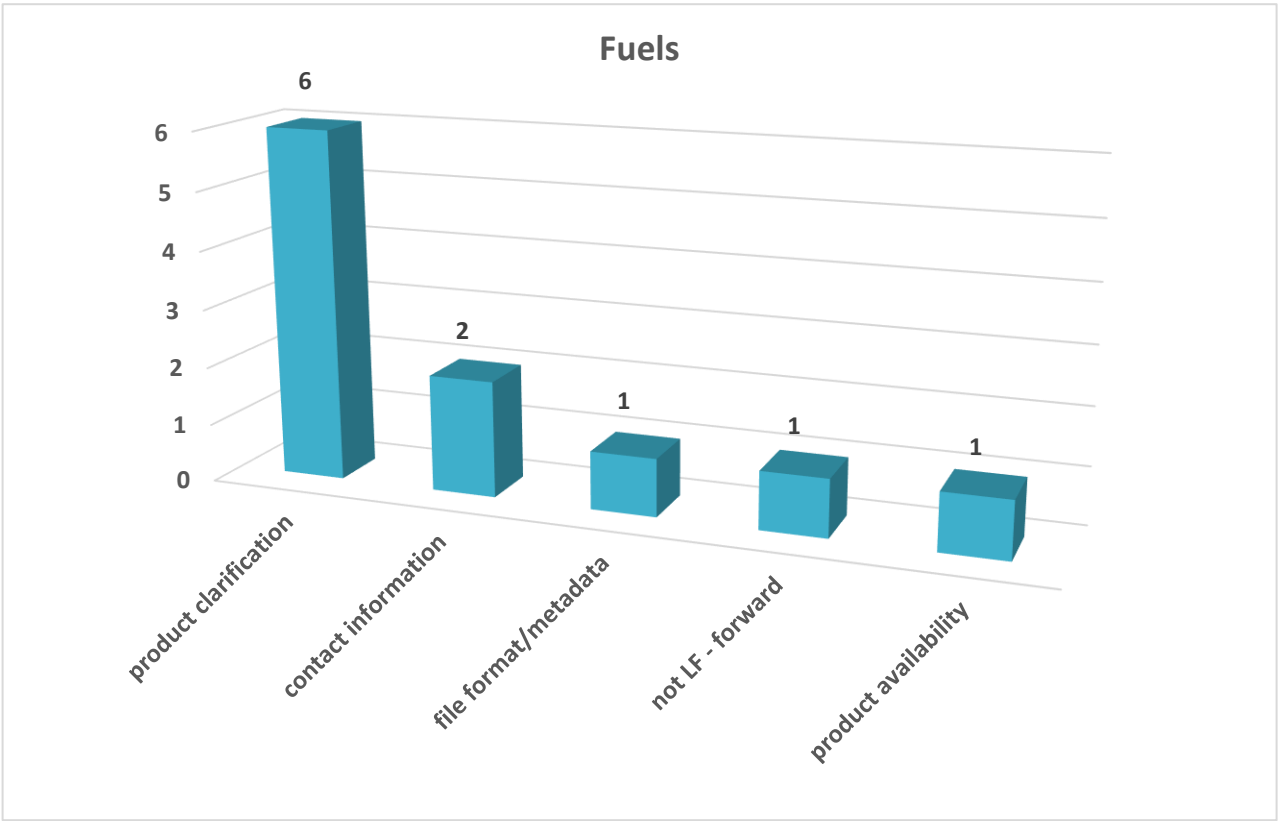

Figure 6: Fuels inquiries were mostly requests to clarify product information. These contacts needed expert input before responding to the user.

Disturbance

Disturbance products had 9 inquiries during the first year. Here, too, users wanted more information about the products, how to download, or product availability. The suggestion received can be found toward the end of the report.
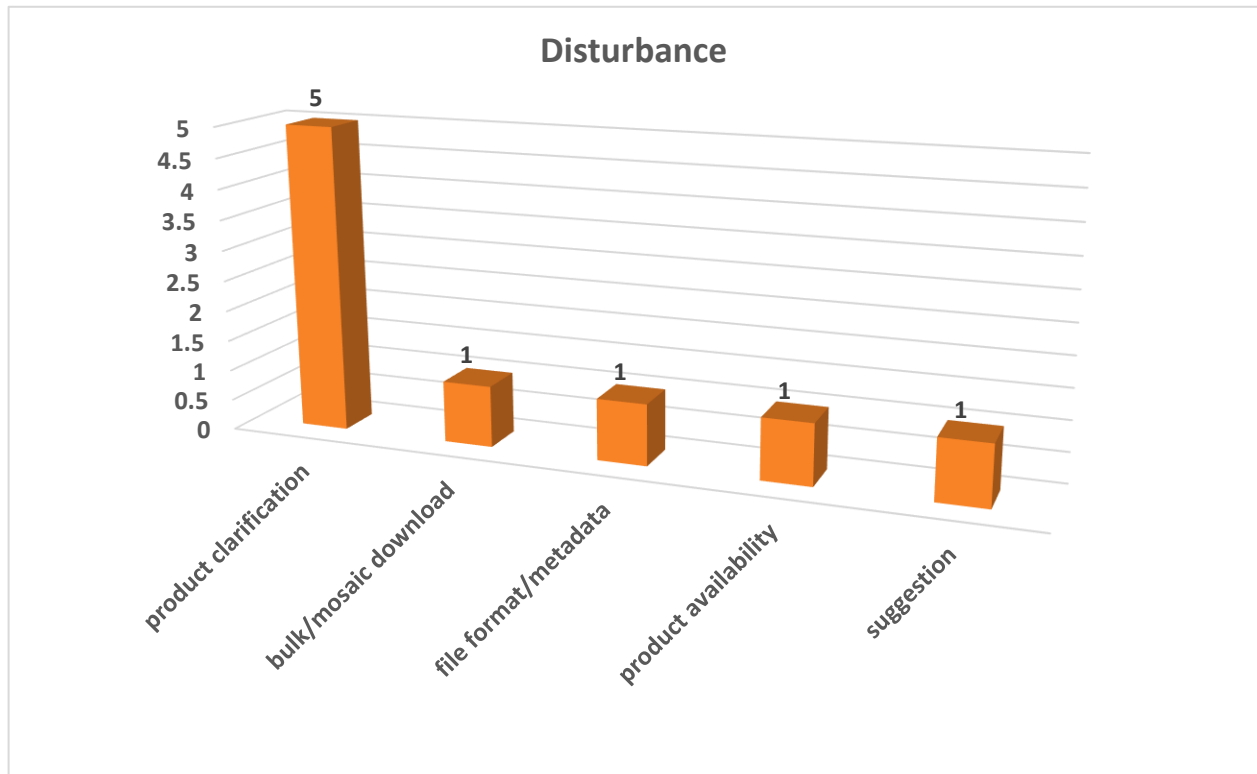

Figure 7: Disturbance product inquiries were mostly requests to clarify information and availability. Expert input was needed before responding to the users.

Other

When an inquiry doesn't fit into the known categories, it is classified as 'Other.' A total of 8 inquiries were received that fit this criteria. Most of the contacts were not LANDFIRE related and were forwarded to the appropriate project/individual. The suggestion received can be found toward the end of the report.
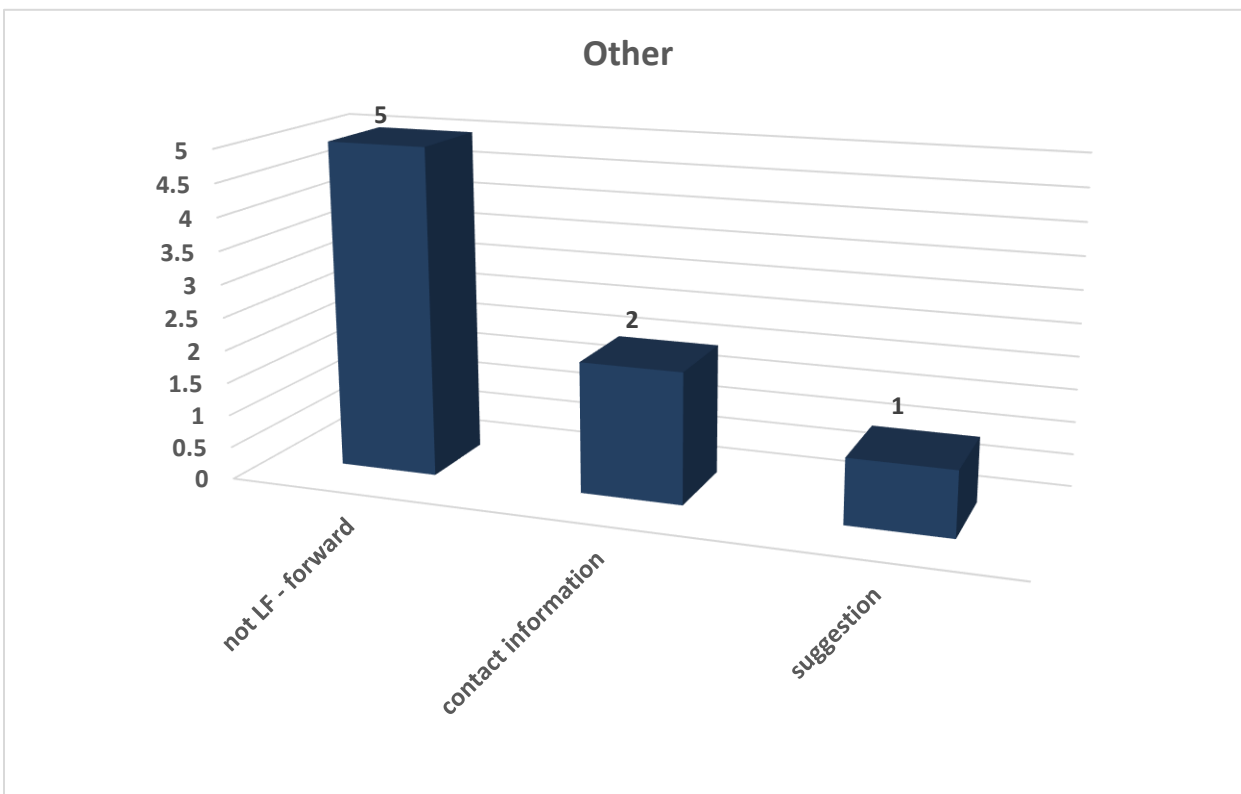

Figure 8: Other contacts were generally not LANDFIRE related, were asking what agency to contact, or offered a suggestion - to use drones in helping to access fires.

Product Update, Reference, Fire Regimes, and Topographic

Rounding out the categories are Disturbance, Product Update, Reference, Fire Regimes, and Topographic with lighter contact amounts of 8, 7, 6, and 2 respectively. Most contacts in these categories were about Product Updates, specifically when LF 2014 would be released. The remainder of contacts in these 4 categories dealt with product information, product availability, or looking for expert resources.
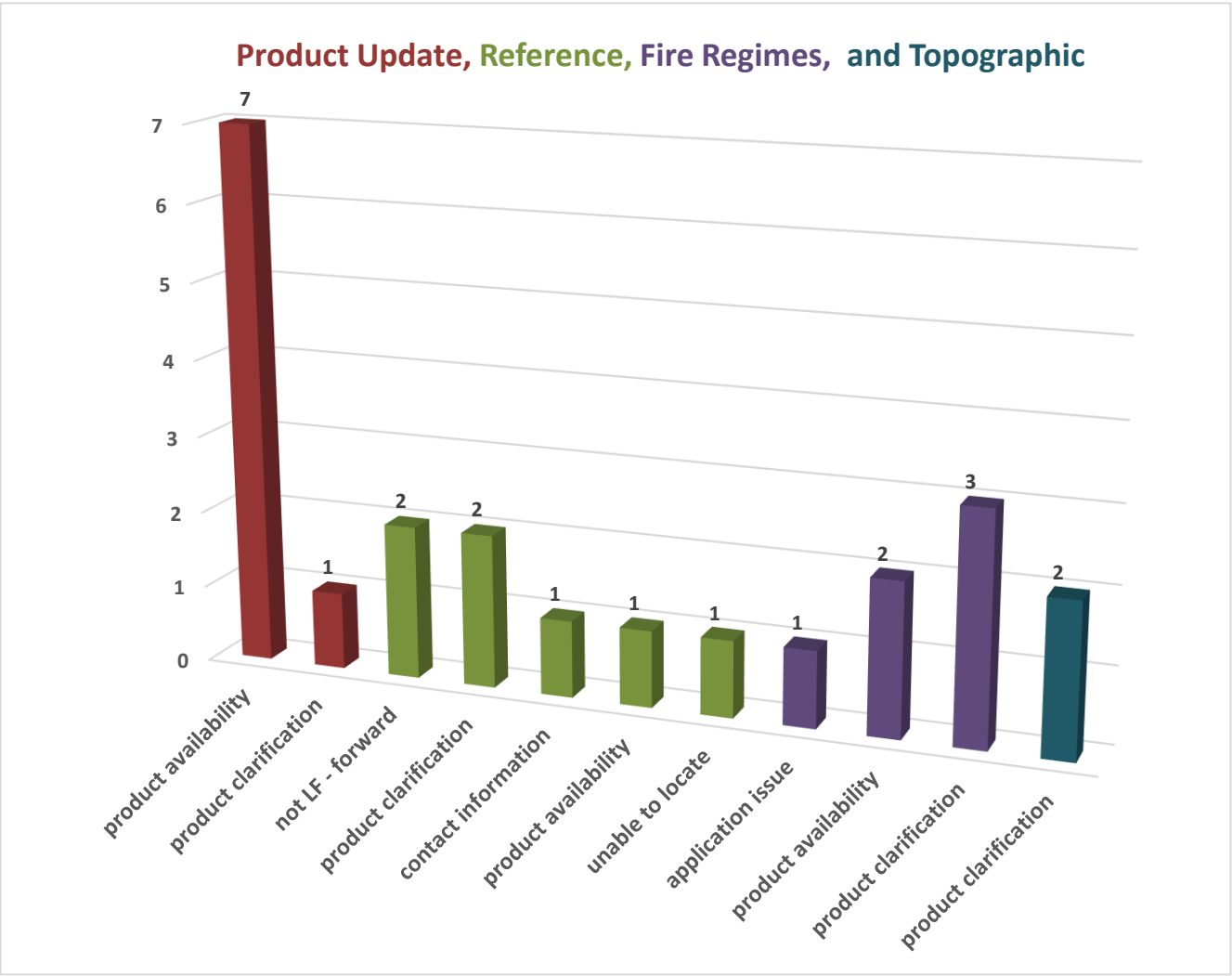

Figure 9: It is clear in the remaining categories that the majority of these contacts were from users wanting to know the status of Product Updates.

Number of tickets created by month

At this time, the Help Desk is only able to show how many tickets were created each month, as shown in the chart below. There is work on developing additional reports showing how many tickets are closed each month and the time between creation and closure.
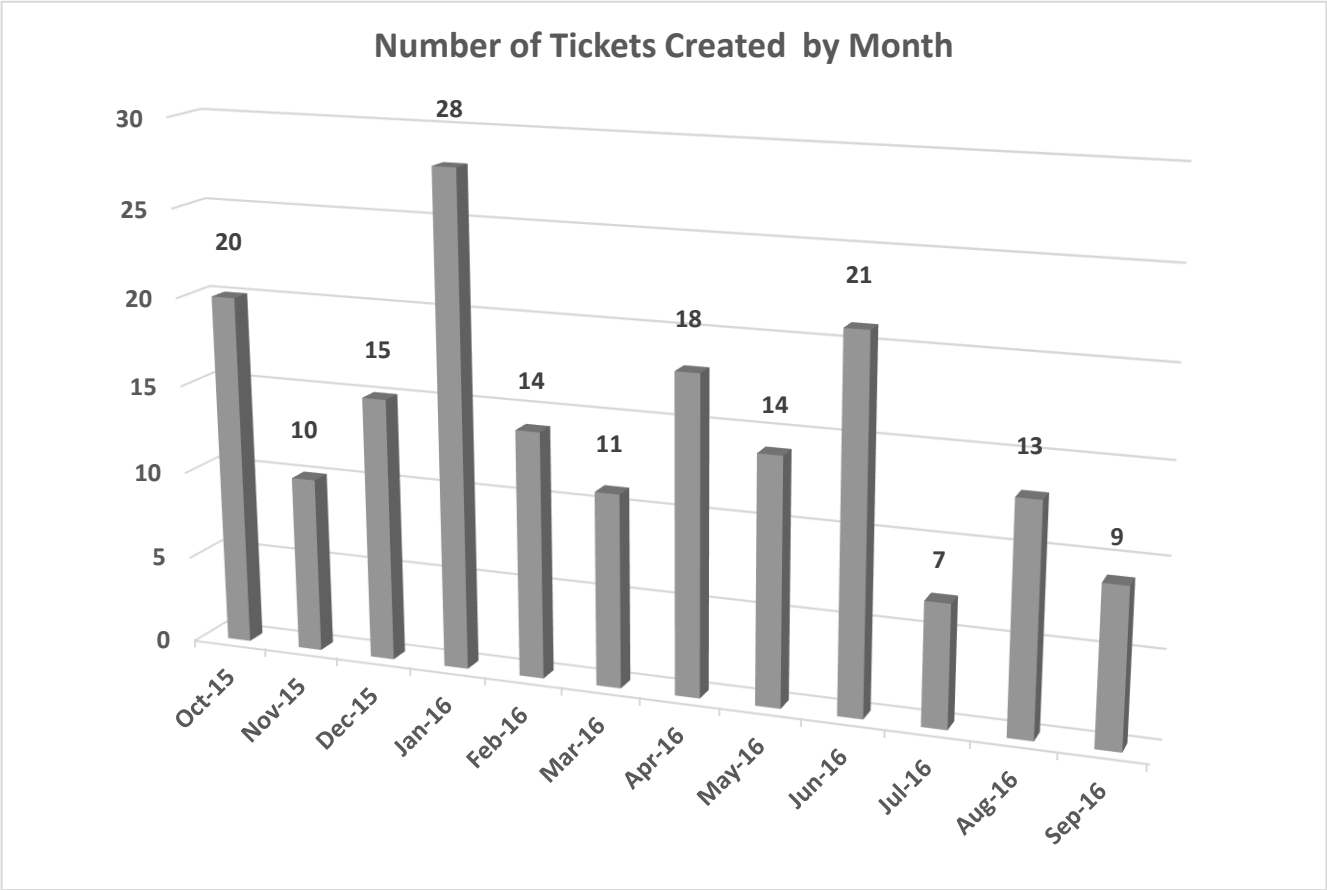

Figure 10: The breakdown of tickets created each month shows activity was highest at the startup in October, January, and June.