Discussion on Improving the Service Quality of Users

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Abstract. With the popularity of IT technology, the problem of IT service quality is becoming more and more cause the attention of the relevant customer, at the same time, the user demand for with the IT service quality are also improved. Customer service as a direct user-oriented service organization, must correspondingly enhance their professional skills and optimize management system to gradually achieve discovered by passive user problem, again into the request itself can take the initiative to found the problem, in the process throughout the entire process of IT service management, improve the efficiency of operational management, ensure the company's IT service system is reliable, stable and efficient operation, this paper combined with the existing of the service work system, from two aspects of system of prevention and to explore the method of how to improve the quality of the user IT service.

Introduction

In a great age of information, a company is usually dependent on the IT services, not just because IT service department can provide information security, prevent users because of human error caused the company information leakage, common, such as files are printed, screenshots and take photos, through the mobile media copy files or data through the computer hacking the company of others sensitive server and affect the normal conduct business, at the same time, the company information equipment as time goes by, there will be more and more hidden trouble to affect the user experience, such as common computer caton, equipment, not with problems such as lower efficiency. IT seems that not only need to provide IT service department can support the organization's operation, also need to realize the goal of the company to provide more choice. At the same time, the IT service provider is no longer only focus on technology and their internal organization, now have to consider the services offered by the quality, and focus on relations between the communication with its clients. So, improve the quality of IT services, in the promotion of modern enterprise production and operation, has a positive meaning.

Technical Support Background of Power Plant

According to the power plant project tasks, the construction of the power plant work contains multiple engineering construction company and technical support, which means providing IT services department will maintain multiple sources of client devices, not only need to maintain the client in accordance with the requirements of the different, as well as access network, the client will not be because of security problems lead to information leakage.

Service Content

Customer service goal mainly include the following contents:
1) Personal client;
2) Public client;
3) Projection equipment and conference room support;
4) Office printer equipment and its maintenance;
5) Mobile office equipment configuration and maintenance.
**One Person One System**

With the increasing of users, we need to maintenance of equipment, to solve the problem are also increasing, the organization of the service of the service system and the support mode also needs to constantly improvement and optimization, to meet the diverse needs of users, at present, the group USES the special service personnel of the service system:

To the support of the service content modular, assigned to each team member, by special processing this part, the crew by messengers processing special tasks to improve the professional skills of engineers, can provide users with more high-quality service;

The rest of the project is responsible for all areas of the client fault handling, this can be more timely response to the needs of users.

Every cycle, can exchange each crew working content, make each customer service engineer can learn various skills, to meet various needs.

<table>
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<tr>
<th>System</th>
<th>Function</th>
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<tr>
<td>Meeting room inspection</td>
<td>Enhance common client management</td>
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<td>Personal client inspection</td>
<td>Protection of Personal Client system stability</td>
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<tr>
<td>Gho making</td>
<td>Optimize the GHO production technology, saving the time of engineers for the computers configuration</td>
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<tr>
<td>Vulnerability Check</td>
<td>Scan existing client vulnerabilities and eliminate potential pitfalls</td>
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<tr>
<td>Support of printer sever</td>
<td>Unified management of office area printers for easy maintenance</td>
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<tr>
<td>The system installing of Inventory computer</td>
<td>Update the inventory client to ensure that devices are available when a failure occurs</td>
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</table>

Figure 1. What the system can do.

**System optimization**

**Security Optimization**

In the great age of the information construction as the main body, information security is every company, and even national focus on the object, because information security itself including bearing is very big, big to the national military political confidential security, such as the location of a small also include how to prevent the disclosure of the business enterprise, the leakage of personal information, etc. Is information security, information systems (including hardware, software, data, people, physical environment and infrastructure) receive protection, from accidental or malicious reasons and destroyed, change, leak, a continuous and reliable system running normally, information service is not interrupted, ultimately achieve business continuity. Information security mainly includes the following five aspects, namely, to ensure the confidentiality of the information, authenticity, integrity, unauthorized copying and parasitic system security.

Technology center in order to solve the problem of information security, widely used for inspection, assessment methods to guarantee the security of information, and set up a corresponding system and specifications to ensure information security.

**Public Client Inspection.** For the client to use the number of users, will be used by multiple users, and users are not sure the client is divided into public clients. Such public client security problems, mainly due to the following respects:

1) The user identity can not be sure;
2) Left the meeting when users in the use of the conference room computer files;
3) The conference room computer use frequency is high, the legacy multiple user information;
4) When used for access to update software cause cannot be connected to the Internet.

Rule out way: every month the regular checking utility equipment (including meeting room equipment and the training of the classroom) availability;
Check whether public account permissions closed;
Need to clear the legacy on the conference room computer information, such as the users to use the meeting documents, user information, etc;
Update the access software virus.

**Personal Client Inspection.** 1. **Client inspection.** For the client to issue to the individual, and safekeeping by the users themselves are divided into individual clients, and according to the client's ownership is divided into owner company assets, and the owner company's assets. Such personal client security problems mainly concentrated in the following several aspects: 1) in order to facilitate work, download the use of the company; 2) the diversity of personal computer use, easy to cause system hidden trouble; 3) long-term use computers left many useless files, etc.;

**2. Corporate Assets.** Rules: twice a year inspection the client, users use inspection content is as follows: 1) software installation; 2) virus check; 3) the Shared file security; 4) patch updates; 5) redundant files to remove. 3. Out of Corporate Assets. Rules: 1 time every year inspection personal client security software installation, strengthen the main company client control; To cultivate the owner company technical personnel.

**Efficiency Improvement**

**Optimization of gho Making.** Because each employee recipients after client, need customer service engineer for the user's client configuration, and install the required software, so if installed in advance in the clone package standard software, and set the general preset in the administrator account, then set the mapping in the subsequent login account, you can save the time needed for engineer to configure a client account.

**Improve the Service of User Experience**

**Satisfaction Survey.** Due to the professional IT services is stronger, the needs of customers and feedback if they are not polished or processing, are difficult to translate into the force to promote the development of the IT service quality. Because, Only keep good communication with customers, to confirm whether IT service quality in the user is looking forward to the direction of development, through regular interaction with the customer to improve IT service quality.

**Outlook**

**Micro Customer Service**

Micro customer service system is carrying on WeChat platform of IT service support platform, the platform is connected to the customer service engineers used the repair service system, not only convenient customer service engineer timely query existing tasks, also convenient for the user to contact engineering dealing with follow-up, at the same time, the platform is configured with intelligent self-service robot, can help users solve the problem of some relatively simple.

1) The platform is the derivative IT100 network, convenient user service failure, also convenient for engineers to accept tasks;
2) Can improve the work efficiency, in the mobile terminal in a timely manner to check the work order, timely response, save users and engineers on the way back and forth the time spent;
3) Strengthen the communication between the user and, the user can use the customer service platform and orders in real time communication, timely and quickly solve the problem of users, enhance customer satisfaction;
4) Intelligent robot can target user questions, appropriate to give the user the solution of problems encountered, improve user self-help ability to solve fault, at the same time, the workload of engineers.

**Conclusion**

With the development of Internet technology, the company's information security will face more and more problems, in this paper, based on the research of the quality of IT services company, can
put forward several effective improve the quality of IT services, the company information security advice, hope the idea can improve the quality of IT services for other company, the research to provide the reference.

References