

# Information technology users get new work order 'remedy'

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Joint Base San Antonio-Fort Sam Houston's Network Enterprise Center will be migrating to a new web-based information technology work order system. The new application – called "Remedy" Information Technology Service Management – is aimed at providing better customer service.

The new trouble-ticket system, will allow users to submit their own work orders online, using the Service Request Management web application, for IT services or by calling the Army Enterprise Service Desk at 866-335-2769. Customers will still have the ability to call

the NEC help-desk number at 221-HELP (4357).

"Simply put, ITSM is a way for the NEC to manage and track user day-to-day requirements in addition to tracking assets, request changes, and anything that causes a disruption to IT services whether an end-user reports the issue or not," said Jonathan Poole, chief of Customer Management Branch.

"Additionally, we will now provide a general '800' customer service number just like calling from home when you inquire about your personal home products."

In the past, each installation had its own system for reporting computer problems. The new system can be ac-

cessed from any computer and will require the Common Access Card authentication to access. The current system available now is web based, but it is not a well known or standardized enterprise system.

Remedy ITSM facilitates implementation of the Army-wide service desk concept that improves efficiency while achieving cost reduction.

The 800 number provides the customer a direct interface with service representatives which allows on the ground technical staff to concentrate on fixing computer problems while spending less time answering telephones.

"This enterprise system is already insti-

tuted Army-wide and the primary focus is the customers" said Maria Sutton, NEC Remedy project manager. "The return on investment of this new work order system will be to better serve our user population efficiently anytime and from anywhere."

The new system will continue to be publicized and training will be available to instruct users on how to use the application.

Instructions for the web application can be found at <http://www.samhouston.army.mil/nec/> under the services menu and by then selecting the Remedy ITSM computer based training system.

The first time you call to place a work order, your user contact profile information will be updated on the new system. Remedy ITSM is scheduled for implementation this week.

## TRICARE from P1

said, adding that the networks are required to connect providers to those who elect to waive their drive standards.

Contractors such as United HealthCare Military & Veterans, Health Net Federal Services and Humana Military will continue to assist beneficiaries in obtaining providers in their regions, she added.

"Health care is best if it's local," Lawhon said. "We've established the drive standards (to enable) people to access their primary and specialty care within a reasonable period of time."

Austin Camacho, TRICARE's benefit information and outreach branch chief, said the out-of-pocket, fee-for-service cost of TRICARE Standard would cost a bit more, depending on

the frequency of health care use and visits.

No cost applies for preventive care such as mammograms, vaccines, cancer screening, prostate examinations and routine check-ups, he added.

Officials estimate the changes will lower overall TRICARE costs by \$45 million to \$56 million a year, depending on the number of beneficiaries who choose to remain in Prime, Camacho said.

Lawhon and Camacho said beneficiaries should speak to their health care providers and families to assess the best course of action.

"We're hoping people will take a careful look at their health care needs," Lawhon said. "We have seen that people using the Standard benefit are very pleased with it, and their customer satisfaction is the highest of all."