Improving Global Technology Solutions Communications

2020 Internship Showcase

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RTI INTERNATIONAL

Background

Global Technology Solutions (GTS) sends out emails to affected RTI International staff about maintenance and other updates on RTI services.

Many RTI staff believe GTS emails are often too long and technical and contain too much GTS jargon and unclear language.

The goals for my internship were to update current email templates, create a newsletter for GTS, and increase traffic on the GTS Insider page and My Service Portal.

GTS Communications Survey

Responses **300**

8. How satisfied or dissatisfied are you with the following? *

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Clarity of GTS communications	○	○	○	○	○
Relevance of GTS communications	○	○	○	○	○
Usefulness of GTS communications	○	○	○	○	○
Overall GTS communications	○	○	○	○	○

Major Survey Themes

RTI staff are unaware of the purpose of GTS.

RTI staff want access to trainings or refreshers on GTS tools.

GTS should use a maintenance calendar and send weekly maintenance emails.

GTS should consider international end users when sending out communications.

Communications should include graphics and less technical language.

Yammer is not often used by staff.

GTS Communications Plan

Create weekly maintenance emails

Create a GTS newsletter

Improve the GTS Insider page

Weekly Maintenance Email

[IMPORTANT NOTICE] GTS Weekly Maintenance Update - July 20 – 26

GC GTS Communications
Mon 7/20/2020 9:13 AM
To: GTS Communications

Weekly Maintenance Summary

	Tuesday	Sunday
Who is affected	GTS staff	RTI Intranet Developers, ESN Developers, Call Center & GTS staff
What is occurring	Category 0 servers will be temporarily unavailable	Password change on SQL service accounts—a short outage is expected
When	Tuesday, July 21, 6 a.m. – 6 p.m. EDT	Sunday, July 26, 6 a.m. – 12 a.m. EDT
Click for more details	Click here	Click here

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Contact the GTS Help Desk via GTSHelp.rti.org, 919-541-6600 (x26600) / 800-334-8571 (x26600) or My Service Portal.

ALL GTS STAFF

Category 0 servers will be temporarily unavailable

TUESDAY, JULY 21
6 A.M. – 6 P.M. EDT

Category 0 Servers Temporarily Unavailable

Who is affected: GTS staff

What is occurring: GTS will perform server patching on Category 0 Linux and Windows servers.

How this affects you: During the update window, access to Category 0 servers may be temporarily unavailable. A list of specific server names being patched is available here.

When: Tuesday, July 21, 6 a.m. – 6 p.m. EDT

Why is this occurring: Category 0 servers are being updated with the newest July patches to improve security and performance and to address vulnerability findings.

Questions? If you have any questions regarding this maintenance, please contact Catherine Cassell. For technical details, refer to CHG0200444.

Click here to return to the top.

GTS Newsletter Issue 1

Global Technology Solutions presents
THE GTS REBOOT

This first issue of the GTS newsletter will answer the questions we know you're dying to know and share some great resources. **What are you waiting for? Check it out!**

Who You Gonna Call?

GTS Help Desk at
+1 (919) 541-6600 x26600
(or Ghostbusters)

Email helpdesk@rti.org
Visit GTSHelp.rti.org

The GTS Help Desk is available 24 x 7 x 365 days of the year!

Quick Links

GTS Help Desk
GTS Insider
My Service Portal

WHEN TO CONTACT GTS

Something is broken → Call +1 (919) 541-6600 x26600 or email helpdesk@rti.org

You need something → Complete form in My Service Portal

Anything else (new project/service, etc.) → Search My Service Portal or visit GTSHelp.rti.org

HOW DO I UNLOCK OR RESET MY ACCOUNT?

Utilize the Password Reset Tool at GTSHelp.rti.org, available from any device. When you change your RTI password you will also need to update it for the Guest WIFI network.

WHAT DO I DO IF MY AUDIO OR VIDEO ON ZOOM IS NOT WORKING?

Ensure no other programs are using the camera/webcam and that it is plugged in and turned on. If you do not hear anyone talking, ensure the volume is turned up and not muted. Restart your computer if you are having repeated issues.

HOW DO I SET UP MY RTI EMAIL AND OFFICE 365 FROM MY MOBILE DEVICE?

You can enroll any IOS or Android device by downloading the Intune app from your app store. Click here for instructions.

WHAT DO I DO ABOUT SLOW INTERNET SPEED?

Reboot your modem and router by unplugging the power cord. Count to 30, then reconnect the power cord. Wait about 10 minutes for the modem and router to fully come back online and try again.
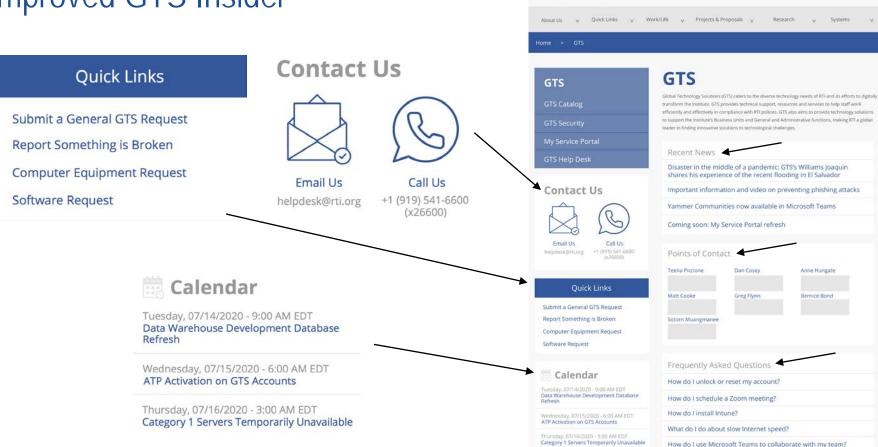
Tip of the Week

Live Captions on Teams

Did you know that Teams has a setting for live captions during meetings?

To turn it on, click on the "more actions" button in the meetings menu. This can be helpful when the audio quality or broadband connection makes it difficult to hear someone in a meeting.

Thanks for tuning in to the GTS Reboot. Have a great week!

Improved GTS Insider

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Thank you

Contact: Elena Price| email: internships@rti.org

Image Sources

o All the images and graphics are ones I created