

Improving Global Technology Solutions Communications

2020 Internship Showcase

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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

Questions	Responses 300
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8. How satisfied or dissatisfied are you with the following? *

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Clarity of GTS communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of GTS communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of GTS communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall GTS communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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



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



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



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

Quick Links

- Submit a General GTS Request
- Report Something is Broken
- Computer Equipment Request
- Software Request

Contact Us



Email Us
helpdesk@rti.org



Call Us
+1 (919) 541-6600
(x26600)



Calendar

Tuesday, 07/14/2020 - 9:00 AM EDT
Data Warehouse Development Database Refresh

Wednesday, 07/15/2020 - 6:00 AM EDT
ATP Activation on GTS Accounts

Thursday, 07/16/2020 - 3:30 AM EDT
Category 1 Servers Temporarily Unavailable



GTS

- GTS Catalog
- GTS Security
- My Service Portal
- GTS Help Desk

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GTS

Global Technology Solutions (GTS) caters to the diverse technology needs of RTI and its efforts to digitally transform the Institute. GTS provides technical support, resources and services to help staff work efficiently and effectively in compliance with RTI policies. GTS also aims to provide technology solutions to support the Institute's Business Units and General and Administrative functions, making RTI a global leader in finding innovative solutions to technological challenges.

Recent News

- Disaster in the middle of a pandemic: GTS's Williams Joaquin shares his experience of the recent flooding in El Salvador
- Important information and video on preventing phishing attacks
- Yammer Communities now available in Microsoft Teams
- Coming soon: My Service Portal refresh

Points of Contact

Teena Piccione	Dan Cosey	Anne Hungate
Matt Cooke	Greg Flynn	Bernice Bond
Sotorn Muangmanee		

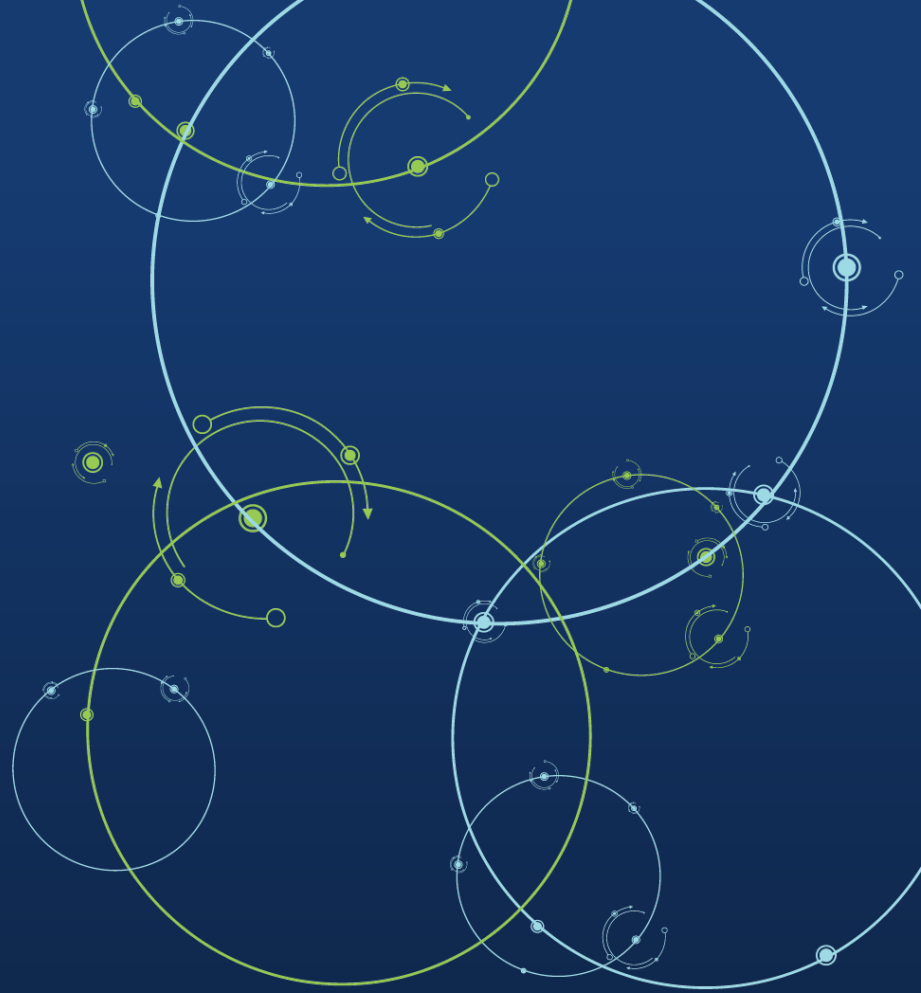
Frequently Asked Questions

- How do I unlock or reset my account?
- How do I schedule a Zoom meeting?
- How do I install Intune?
- What do I do about slow Internet speed?
- How do I use Microsoft Teams to collaborate with my team?



Acknowledgments

- Brian Shipley
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- Jesse Ingham
- Grace Gressett
- Amy Shoop





Thank you

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

Image Sources

- All the images and graphics are ones I created