

2023

# Hawai'i Annual Code Challenge (HACC)

<b>Challenge Title</b>	Ask Us
<b>Department / Organization</b>	University of Hawaii, Information Technology Services
<b>Subject Matter Contact</b>	Garret Yoshimi
<b>Contact Phone &amp; Email</b>	808-956-3501, <a href="mailto:gyoshimi@hawaii.edu">gyoshimi@hawaii.edu</a>
<b>The Challenge</b>	
<b>Describe situation to be solved</b>	ITS is the central IT service delivery and support organization for the ten campus University of Hawaii system. We run a 7x24 Help Desk operation, and are available to answer questions and provide assistance to any UH students, faculty, staff and researchers for general IT needs, and to provide assistance in using systemwide IT infrastructure and systems. One of the current services offered by the Help Desk is the "Ask Us" service – an online knowledge base of accumulated frequently asked questions and information articles, that is accessed from our ITS Help Desk website ( <a href="http://www.hawaii.edu/askus/">www.hawaii.edu/askus/</a> )
<b>Preconditions</b> <i>(How does it work now)</i>	The current Ask Us service provides a keyword search to access over 300 general purpose support and resource articles covering various IT related topics of general interest to the UH community. As typical of keyword search functions, your performance may vary based on how you utilize the search function, and depending on your pre-existing knowledge of the answer or solution, how well you can come up with the right keyword(s) to get to your answer.
<b>Assumptions/Issues</b> <i>(list any conditions that could impact the solution)</i>  <b>Current Approach</b> <i>(how is situation currently being handled)</i>	As stated above, those that are already familiar with our systems, terms and operations, will have a better experience using Ask Us – those new to UH are at a disadvantage. Many times, the first call goes to the Help Desk, is answered by a person, who then refers the caller to one of the existing Ask Us articles. Although the keyword search is available at our public site, an initial conversation with a Help Desk human is often the first step in the search.
<b>Users</b> <i>(Who would use the application - employees or constituents or both? How many users would there be?)</i>	UH students, faculty, staff and researchers – in particular, new members of the UH community. In round numbers, a total community of almost 100k individuals, with roughly 10-15k new participants every year.

<b>Business Rules</b>	N/A
<b>Special Requirements</b>	N/A
<b>Technical Platforms</b> <i>(in use or desired to be used)</i>	Generative AI and/or AI enabled chatbot
<b>Data set to be used or collected</b>	Collection of Ask Us articles (>300 total, in html format; all are accessible at the public ITS web site, see <a href="http://www.hawaii.edu/askus/">www.hawaii.edu/askus/</a> )
<b>Data set calculations or reporting needs</b>	Open
<b>Solution Road Map</b>	
<b>Basic Flow</b> <i>(steps of user action/system response)</i>	Conversational UX powered by AI, that supports a flexible and intuitive conversational search function to identify and retrieve relevant Ask Us articles and information
<b>Goal of Solution</b>	
<b>Business Value</b> <i>(potential financial or time savings)</i>	Improved access to EXISTING information addressing frequently asked questions, and empowering customers to find the information by asking plain language questions (rather than first having to ask a Help Desk human)
<b>Success Scenario</b> <i>(how you know a solution is working)</i>	Metrics would include successful searches, and reduction in Help Desk tickets for Ask Us resources
<b>To be completed by the HACC Planning Committee</b>	
<b>Community/Industry Data Available</b>	
<b>Potential Community/Industry Co-Sponsors</b>	