



INTERNATIONAL SOCIETY FOR DISEASE SURVEILLANCE

ISDS Webinar Report
JIRA Service Desk:
The New Portal for NSSP/BioSense Technical Assistance

Date: Time and Date: Tuesday, February 3, 2015 from 1:00 – 2:00pm EST
Title: JIRA Service Desk: The New Portal for NSSP/BioSense Technical Assistance

Presenter(s): NSSP/BioSense Technical Team – ICF International
Soby Tadjalli
Terence Merritt
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Description:

An introduction to the NSSP Service Desk portal for technical assistance, which is replacing the existing BioSenseProgram@cdc.gov help desk email.

Agenda:

- Create Your Service Desk Account
- NSSP Service Desk Dashboard
- Manage Your Service Desk Account
- Enter, View and Respond to Your Requests
- Service Desk Walkthrough
- Questions

Slides and recording:

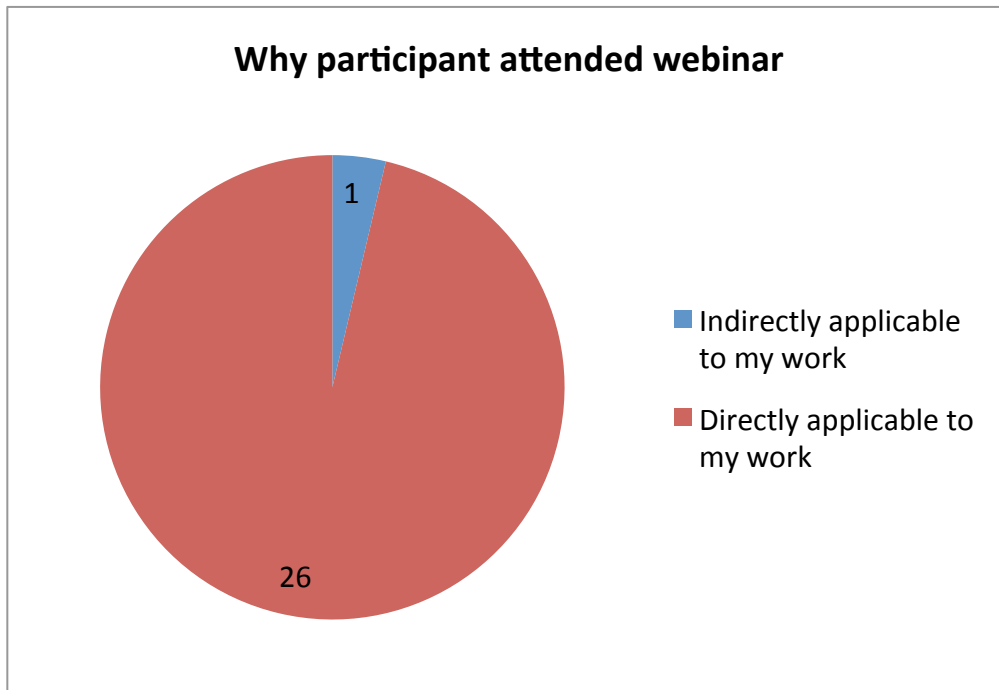
Available at: <http://www.syndromic.org/component/content/article/37/839>

Attendance:

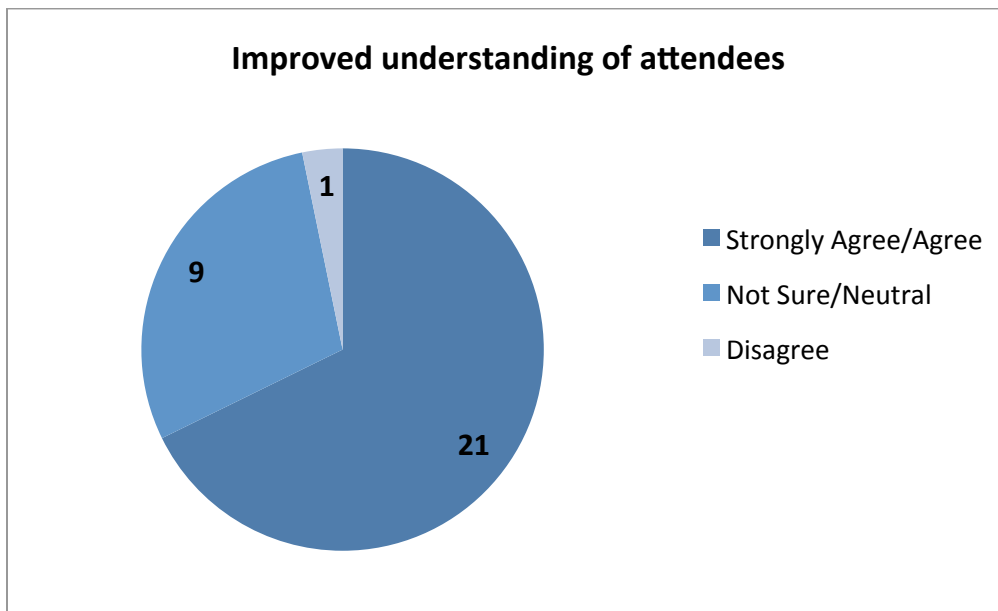
	# People
ISDS Sent Announcement via E-mail	2288
Opened Announcement	493 (23%)
Clicked on Announcement Email (percentage based on # of opens)	55 (11.5%)
Registered for webinar (percentage based on # emails sent)	88 (3.8%)
Attended (percentage based on # of registrants)	56 (63.6%)
Completed Exit Survey (percentage based on # of attendees)	27 (48.2%)

Post-Webinar Survey:

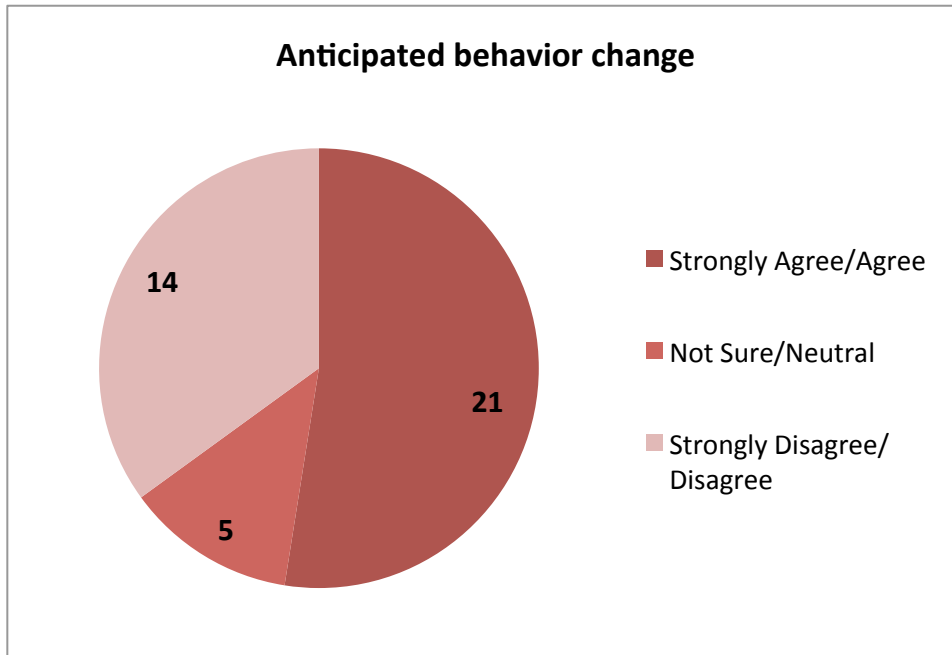
1. *I attended this webinar because the topic is: (check all that apply)*



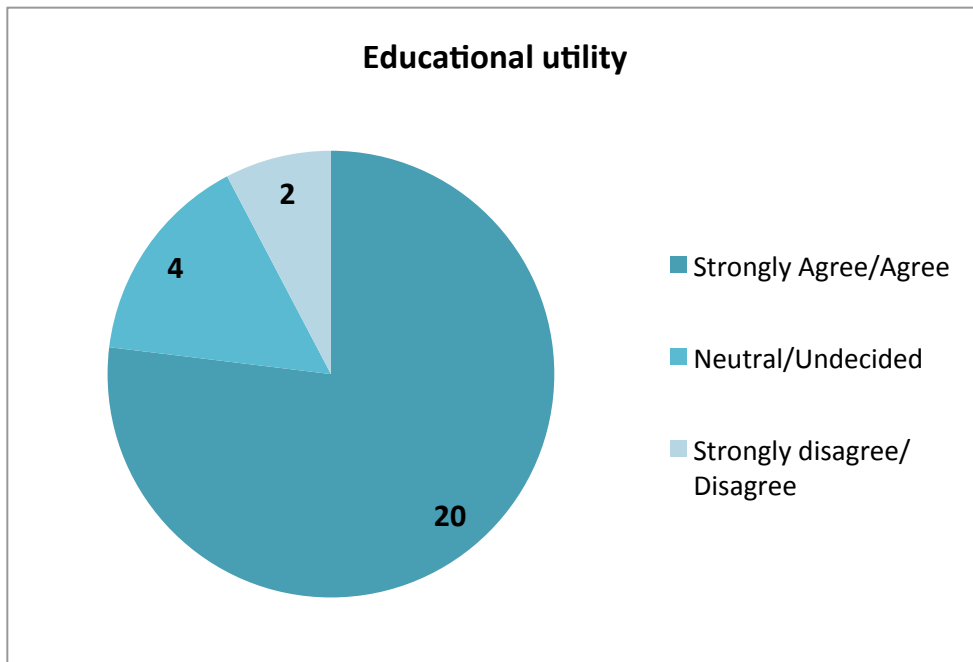
2. *I feel I have a better awareness and understanding of the webinar topic.*



3. *I will consider changing how I do something as a result of this webinar.*



4. *This webinar met my expectations as an educational experience.*



5. *This webinar provided usable ideas and/or techniques that I can integrate into my practice/research.*

