

Case Study

Industry: Air Transportation

Miami-Dade Aviation Department (MDAD)

Project: New service desk

Major benefit: Better service for airport employees, vendors, and travelers



A new service desk

In June 2011, the Miami-Dade Aviation Department (MDAD) Information Systems/Telecommunications Division held a ribbon-cutting ceremony to commemorate its new service desk, which was renovated and modernized by Black Box. The goal of the service desk is to provide high-quality customer service and technical support to the airport, its business partners, and its users. The service desk accommodates eight stations manned by Black Box technicians. Each is set up with an MDAD and Black Box computer. The video wall features eight monitors to provide the technicians with network monitoring and troubleshooting tools.

The Miami International Airport service desk receives more than 50,000 calls annually from airport users and tenants who need network support services. The Black Box techs answering the calls go through first-level diagnostics, problem solving, and a guided escalation process. The quality of service is continuously monitored and reviewed with established performance metrics. The ultimate goal is to provide excellent customer service to each caller.

The service desk is available 24 hours a day, 7 days a week. It provides service interruption and incident handling support for:

- Hardware (PCs, laptops, printers, scanners, etc.).
- Software and applications.
- Network access and connectivity.
- Telephone and telecommunication devices and services.
- ISD requests.
- Common Use Terminal Equipment (CUTE).
- Wi-Fi support.

- Flight Information Display System (FIDS).
- Airport Operation Information System (AOIS).
- ERP financial and HR systems.
- Radio and pager support.

A long history of service

Since the mid-1980s, the Miami-Dade Aviation Department (MDAD) has relied on Black Box for its telephony and data infrastructure. Traditional services included voice communications, installation and maintenance of PBX switches, telephones, IT services, data network equipment, cabling, and moves/adds/changes (MACs).

In 2004, the Miami-Dade Aviation Department contracted Black Box to establish the Miami International Airport Help Desk/Network Operations Center based on a Nortel/Avaya® system. Black Box made it a proactive, centralized communications point for all service-related issues within Miami International Airport (MIA) and Miami-Dade County Regional Airports. Black Box now provides Tier 1 service at MIA and operates the 24/7 NOC with a staff of more than 50 on-site technicians and engineers. Black Box also dispatches on-site 24/7 2nd and 3rd Tier support.

In 2008, Black Box achieved ISO/IEC 20000-1:2005 certification for its IT services at the Miami International Airport. To be certified, Black Box implemented and documented an integrated set of management processes for the effective delivery of IT services to the staff, businesses, and customers at the Miami International Airport. Under Black Box's IT management, the airport is the first in the United States and only the second in the world to follow the IT Infrastructure Library® of best practices.

"The Black Box team is an integral part of the day-to-day operations at MIA. They understand what we need to run smoothly and our two teams work seamlessly as one."

Maurice Jenkins, Director, Information Systems and Telecommunications Division, Miami-Dade Aviation Department



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