

Reference : ADMINISTRATIVE SERVICES - MIS
Section : ADMINISTRATIVE SERVICES
Title : HELP DESK
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I PURPOSE

The primary role of the MIS Department is to support end users in completing business tasks. In order to ensure this role is carried out in a timely and high quality manner, a policy has been established to help assign priority levels to problems or issues reported by end users to the MIS Department.

The MIS department utilizes an automated Help Desk System designed in Lotus Notes.

II POLICY

The MIS Help Desk is to be utilized by all Authority personnel.

Contact the Help Desk when a problem arises in any of these areas:

1. Ellipse
2. Lawson HR Payroll
3. Lotus Notes
4. Network Access
5. Hardware malfunction
6. Business software application malfunction

The MIS Help Desk is staffed Monday through Friday from 7:30 am to 4:30 pm. For level 1 emergencies after normal business contact the Manager of MIS at home 877-2921 or cell 913-0941.

General Guidelines:

1. Before contacting the help desk, try the following:
 - If data loss isn't a concern, reboot your system if possible.
 - Try to find a resolution to the problem yourself by reviewing available documentation, help sheets, and posted FAQs for the system that is presenting problems.
1. Problems and requests designated, as Level 1 Severity will take priority. Level 4 Severity issues hold the lowest priority.
2. Problems and requests within a specific priority category will be handled on a first come, first served basis.
3. In some cases, special consideration will be given to remote employees whose access to company resources is more constrained.
4. In the event of a natural disaster, failure of a third-party utility (such as electrical power), or some other catastrophic event, stated response and resolution times may be longer.

Priority Categories:

The following table shows different priority levels for requests, a brief description of what MIS Department.

Severity	Description
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Level 1	<p>Critical system is down.</p> <p>Functions not usable.</p> <p>No workaround or alternative is available.</p> <p>Data is corrupted.</p> <p>Many end users are affected.</p> <p>Regulatory/legal deadlines will be missed.</p>
Level 2	<p>Some functions are usable with severe restrictions.</p> <p>No workaround or alternative is available.</p> <p>Several end users affected.</p>
Level 3	<p>Basic functions are usable with minor restrictions.</p> <p>Workaround or alternative is available.</p> <p>One or more users affected.</p>
Level 4	<p>Minor problem.</p> <p>Functions are usable.</p> <p>Defect is cosmetic or simply a nuisance.</p>

Contact Information:

To report a problem or submit a request, use one of the mechanisms listed below

- Call Robert Geraghty at 7370.
- Fill out the online form located on the intranet

The following resources is assigned support staff for the systems listed:

APPLICATION	CONTACT
GENERAL LEDGER	GREGORY CWIKLINSKI or ANN ZIEMBA
CASH MANAGEMENT	ANN ZIEMBA ext. 7658
BUDGET	GREGORY CWIKLINSKI or ANN ZIEMBA
PURCHASING	GREGORY CWIKLINSKI or ANN ZIEMBA
ACCOUNTS RECEIVABLE	GREGORY CWIKLINSKI ext. 7374
ADJUDICATION	ANN ZIEMBA
PAYROLL/HUMAN RESOURCES	ANN ZIEMBA
ACCOUNTS PAYABLE	GREGORY CWIKLINSKI or ANN ZIEMBA
FIXED ASSETS	GREGORY CWIKLINSKI
VEHICLE MAINTENANCE	GREGORY CWIKLINSKI
INVENTORY CONTROL	GREGORY CWIKLINSKI
PROJECT REPORTING	GREGORY CWIKLINSKI or ANN ZIEMBA

APPLICATION	PRIMARY CONTACT	SECONDARY CONTACT
PC HARDWARE	THOMAS CARROLL ext. 7229	DONNA DANNER ext. 7291 KENDALL RUSH ext. 7370
PC SOFTWARE	THOMAS CARROLL	DONNA DANNER KENDALL RUSH
NETWORK ACCESS	DONNA DANNER	KAREN HARGROVE
LOTUS NOTES	KENDALL RUSH	KAREN HARGROVE
ELLIPSE/LAWSON	STEVE GNOZZO	THOMAS CARROLL KENDALL RUSH

III PROCEDURE

Requestor:

1. Contact the MIS Help Desk and supply a concise explanation of the problem you are experiencing.

If the problem occurs after 4:30 pm and is classified as a category level 1 problem contact your supervisor and inform him/her of the problem. The supervisor will then contact the manager of MIS at one of the numbers listed above.

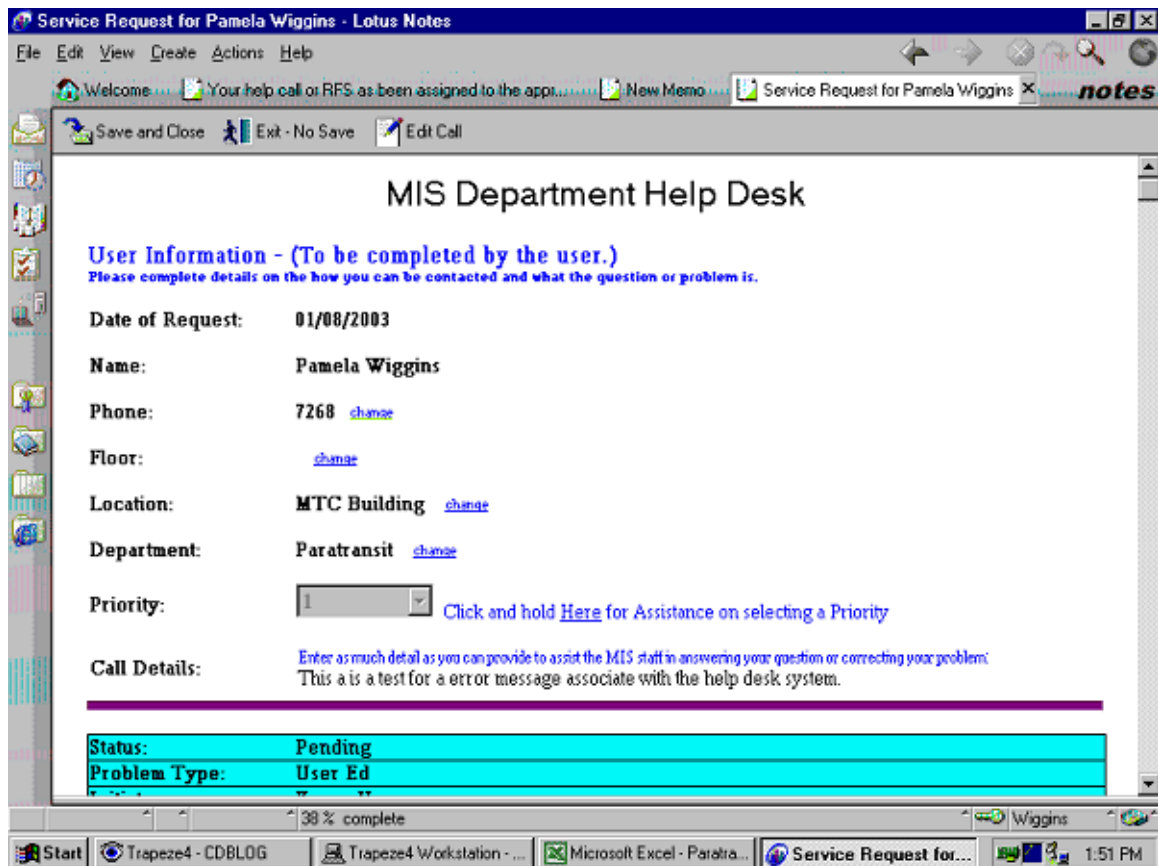
The User will be notified via email once the Help Call has been entered. The call will have a "Pending" status upon creation until changed.

Upon MIS entering in your help call, the caller placing the help call will receive an email message that looks like this:

John Doe 01/03/2003 713 Your help call or RFS has been assigned to the appropriate MIS support staff.

When you click on the document link icon it will open the help call screen for your review. (The doc link is the yellow icon at the end of the message text.)

Upon opening the email, a screen similar to the following one will appear,



Save and Close - which closes the window

Exit - No Save - which closes the window

Edit - which allows you to edit the call details. If you edit the call details an email will be sent to the MIS staff assigned to the call. Once you edit the call you can click the Save and Close icon.

The only section of the help call you can edit is the call detail; do not modify any other section of the help call. The only time you may want to modify the help call is when you feel the call was not properly documented. In all other cases the message should be responded to by clicking on the "Save and Close" icon.

The User will be notified via email once the call has been updated or closed

Help Desk Administrator:

1. Upon receipt of the help call enter the call into the Lotus Notes Help Desk System and assign to the appropriate support staff.
2. An email is sent to the user with an assigned reference number and staff assigned to the call.

MIS Support Contact:

1. A help call status is in a pending state from the time it is entered in to the Help Desk system.
2. Immediately (within reason) inform the requestor that you have received the help call. Obtain any additional information needed to solve the problem.
3. If necessary, you can change the severity of the help call.

If your analysis reveals the problem occurred due to improper User procedures, educate the User on the correct procedure.

If your analysis reveals that a program error exists in a program, initiate the corrective action by completing a Program Error Notification (PEN) form.

If your analysis reveals that a program is not designed to do what ever the User is requesting, instruct the User to complete a Request For Service (RFS) form.

If your analysis reveals that a hardware service call must be placed to resolve the problem, make sure the Help Desk is aware of the call.

If your analysis reveals that a systems software support call is needed, discuss with the manager, MIS. A call will be place to the appropriate support vendor.

If you cannot provide the Requester with a permanent Corrective Action, attempt to provide a temporary solution that allows the User to continue working. If a temporary solution is provided, notify the Manager, MIS. The call remains in a pending status until a permanent solution is provided.

When the Help Call is resolved, complete appropriate section of the Call Detail in the Lotus Notes Help Desk System and close the call.