Helpdesk Standard Operating Procedure

Contacting ITS

All ITS customers have the option to place service requests via telephone, Email, or through the Self Service Web Access.

All service requests made by telephone need to be made to the main helpdesk number at 455-3926. Your call will be answered by our new helpdesk analyst or another ITS staff member. If the Help Desk Analyst is not available via telephone, the customer will have the option to hold, leave a voice mail, or access the ITS Help Desk via alternative support methods such as Email or Self Service Web Access.

Voice mails will be responded to within (2) hours during normal business hours. If the request is critical, it is advised that you hold for the next available Help Desk Analyst.

Requests submitted via email to helpdesk@onslowcountync.gov will be responded to within (2) hours if received between Monday – Friday from 7:30 am to 5:00 pm.
Responses to email received after 5 pm Monday - Friday will be made by 9:00 am the next business day.

Critical or very important requests should always be phoned into the ITS Help Desk. Only non-critical requests should be emailed. Since other email systems can sometimes be unreliable, the Help Desk cannot ensure the timely delivery of requests which are submitted from outside the county email system. Email service level commitments are based on the time the request actually reached the Help Desk.

After Hours Support

Calls after 5pm Monday –Friday, Before 7:30am Monday - Friday and all weekends and holidays will be considered after hours support.
Please limit after hours support to Critical issues. All non-critical issues should be entered via alternative support methods such as email or the Self Service Web Access.
After hours support calls will be forwarded to an ITS team member on a rotating weekly basis. If the ITS staff member that is assigned after hours support that week cannot resolve your issue, that individual will contact an appropriate ITS staff member to assist in resolving the issue. The on call technician will be responsible for the call until it is resolved. If additional staff is contacted they will be responsible for contacting the on call technician to let him/her know the status of the issue. If no additional technicians are able to be contacted the on call technician will contact the Deputy Director and then the Director for additional help.

To contact the after-hours assigned technician, simply call the helpdesk, press 1 once the message picks up to be transferred to the assigned tech.

Service request Information

When you call our help desk, you will reach our friendly and informative help desk analyst who may ask you a few questions to help provide the best service possible.
We will need to know:

- Full Name
- Your location (Office, remote site, etc.)
- A phone number you can be reached at if the call gets dropped for any reason
- The inquiry or problem in question
- The asset tag for the computer if applicable
- The last reboot if applicable

Depending on the trouble you are experiencing, we may ask for the make and model of your device, the specific version number of the software you are using or other pertinent information. This would apply if the need arose to remotely connect to your office workstation. We understand that you may be frustrated by the issue but in order to resolve the issue in the fastest manner this information is essential.

Note: If you don't know all of this information, your Helpdesk analyst will help you find it.

Troubleshooting

Once we have the necessary information, we will ask what kind of trouble you are experiencing. If your computer has reported an error, it is helpful for us to know the error message that is displayed. Whenever possible, we will attempt to find a solution to your trouble by assisting you in a troubleshooting process. We may ask you to send a screen capture to us via email. This can be done by either hitting <shift><PrtScn> simultaneously and pasting the image into the body of the email or by using the OneNote Snipping tool by hitting the windows icon key and 's' simultaneously. The technician will then walk you through clipping the area they want to see. This can also be pasted into the body of an email message for further analysis. The tech may also connect to your device remotely and begin work. The majority of calls to the Helpdesk are resolved over the phone during this step.

Logging a request into the service desk

Your request for service will be entered into our online helpdesk database and forwarded to a technician in an appropriate group. Our technicians use this database to respond effectively and efficiently to requests for service from our customers. Your help desk analyst may ask when it is convenient for a technician to contact you. If an alternate time is not set the assigned technician will contact you within 2 business hours (8am-5pm Monday-Friday)

After your service request has been entered into our system, you will be provided with a Service Request Number. This number is used to reference your request for service. If you need to contact the Helpdesk regarding your service request, we will be able to access your information more quickly if you provide this number.

If your technician is unable to resolve the problem to your satisfaction, he/she may escalate the request to an appropriate supervisor. This process ensures that all requests to the help desk are resolved to our clients' satisfaction.

All logged Service Requests are assigned levels of Priority (urgency) based on the following aspects:
•The amount of productivity lost
•The number of customers affected
•The overall business impact to the issues

Dispatching a request

The nature of the issue may require the assigned technician to do additional research, contact outside support or schedule a visit. The assigned technician will schedule any visits with you in advance to make sure you or an individual knowledgeable of the issue will be present. If outside assistance or additional time is needed to correct the issue an appropriate timetable will be communicated to you.

Issue Closure

The assigned technician will log any updates to the request and the resolution to the request in the case management software throughout the lifetime of the Service Request. All updates will be delivered via email to the original client who submitted the request. Sometimes we will do all we can and require the customer to provide information, test a solution, provide direction on how to proceed or other functions. If the customer cannot complete the task in three days we may close the ticket. This closure is not permanent as the ticket can be re-opened or re-submitted at a later date when the customer has the resources required.

Projects/special tasks

A trouble call that will take more than 2 business days to complete may be reclassified as a Special Task. Special Tasks fall outside the typical Break/Fix operation of the service desk and will be treated differently.

Special task lifecycle:

- Task is entered into our online task list and assigned a technician
- An appropriate estimated time of delivery is entered and communicated to the customer
- The tech will provide a brief plan of action with any highlight dates that can be used to judge progress
- As steps are completed and/or the plan is adjusted information will be communicated to the customer.
- Any costs will be identified and forwarded to the appropriate department for purchase or will be directly sent to purchasing to be billed out as needed.
- The task will either be completed or upgraded to a project