

Office of Technology Services

Help Desk Request and Priority Processing

Engaging OTS Services

Office of Technology Services
College of Southern Nevada
Las Vegas, Nevada

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PURPOSE

The purpose of this document is to explain how to engage the Office of Technology Services and to show how support requests are handled. This document also explains the Service Level Guideline for OTS Services. College of Southern Nevada Faculty, Staff, Students and Administration are referenced herein as *customers*.

Office of Technology Services

Technology services are those traditional OTS functions provided to the CCSN customers. Services include; desktop support for hardware, software, audio visual, peripherals and classroom technologies, as well as access to administrative applications, network/servers, websites and e-mail accounts. These services are provided by the respective areas of the OTS department.

Engaging OTS Services

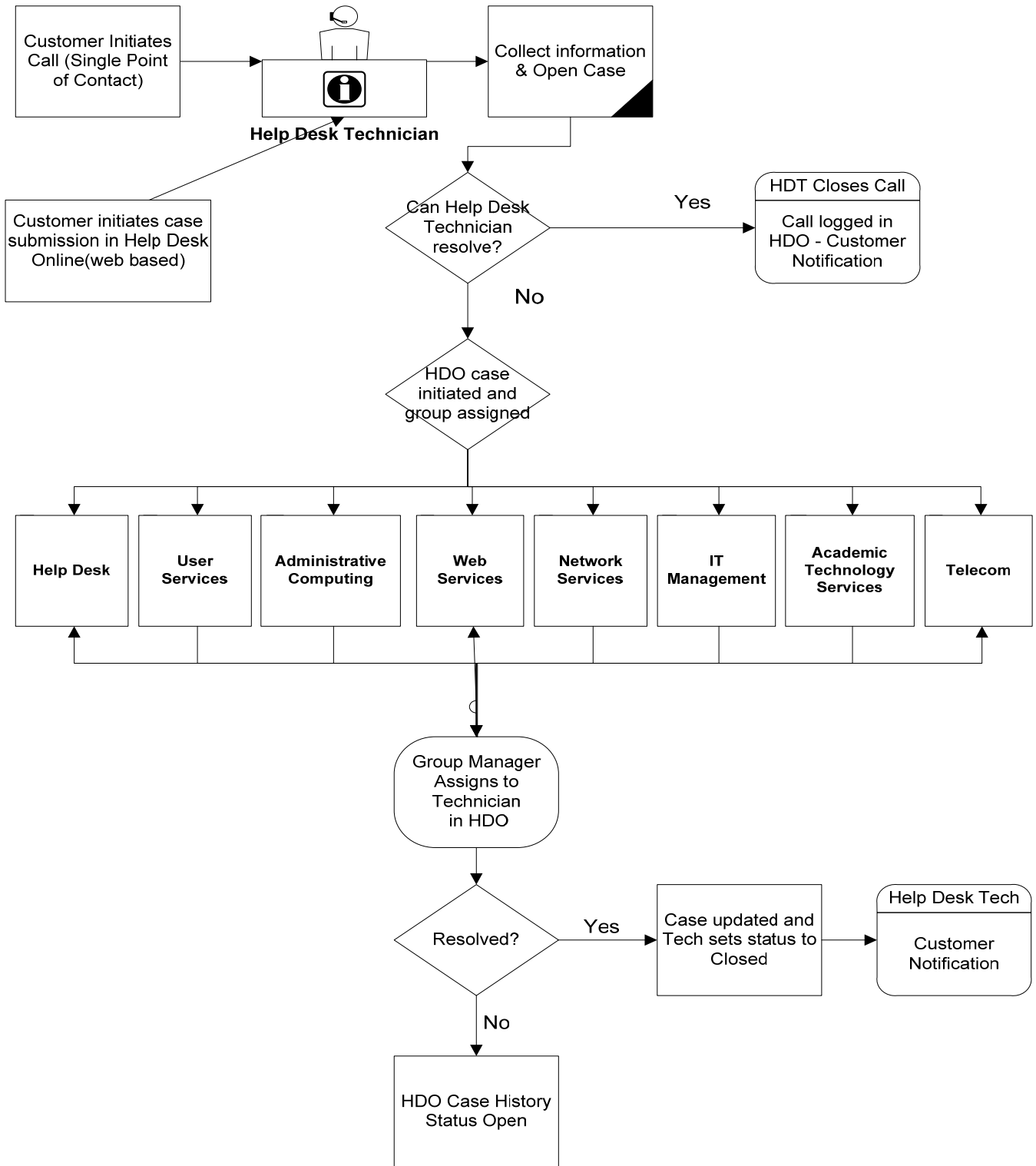
All requests for OTS services may be made by contacting the OTS Help Desk. The Help Desk is staffed 24 hours, seven days per week.

All calls are entered into the Help Desk Online (HDO) project tracking system. HDO is a browser based help desk package and service requests can be generated by the Help Desk staff, customers, or by OTS technicians.

The Help Desk can be engaged by calling any of the following telephone numbers:

- **ext. -4357 (internal)**
- **702-651-4357 (external)**
- **1-800-630-7563 ext. 4357 (toll-free)**

Help Desk Workflow OTS Services



HELP DESK REQUEST & PROCESSING

Listed below are guidelines we use to prioritize and process customer requests for OTS Services. The response times that are outlined herein are intended as goals and represent the service levels that the customers should expect. All efforts will be made to exceed these service level commitments.

Help Desk Support Call Process

Step 1: Gather as much information from customer as possible.

Required information:

- Number of users affected
- Detailed description of problem
- Duration of issue
- Customer name, location, phone
- Alternate contact information

Step 2: Based on the priority definitions (defined herein), assign a priority to the support call.

Step 3: Contact appropriate OTS personnel including Manager/Director according to area(s) affected. **For Priority-One calls, contact Manager/Director immediately.**

Step 4: Determine time estimates for resolution and pertinent information to provide to the user and/or user supervisor. Inform customer as soon as possible once the appropriate OTS personnel have been contacted. Update voice mail, and communicate via e-mail where appropriate.

Step 5: Follow up periodically with customer and assigned technician as to status of issue.

Step 6: Once the issue is resolved, it must be documented clearly in HDO. Update status via voice mail, and e-mail.

Service Level Guideline (SLG)

Normal Business Hours

- 24 hours, seven days per week
- User Services is staffed by help desk technicians (trained for 1st level pc/printer support) as well as second level desktop support technicians to provide onsite assistance to customers

Response time commitments do not promise a complete resolution within the stated time frames. Rather, the time commitment is meant to indicate the maximum time interval in which the customer will be contacted by either the technician assigned to the ticket, or by the assigned department's manager to initiate support activities. Every effort will be made to immediately respond to and resolve all Priority One calls.

Priority	Description	Business Hours Response Time
1	Urgent - A problem or issue impacting a significant group of customers or any mission critical OTS issue affecting a single customer.	30 Minutes
2	High - Non critical but significant issue affecting a single user; or an issue that is degrading the performance and reliability of supported OTS Services; however, the services are still operational. Support issues that could escalate to Critical if not addressed quickly.	60 Minutes
3	Medium – Routine support requests that impact a single user or non-critical software or hardware error.	8 hours
4	Low - A minor service issue or general inquiry.	16 Hours
5	Project - A long term project or service request with no specific expectations on response time.	Not specified

**** Priority may be given to Faculty and Staff who are traveling or giving key presentations**

Priority Definitions

Calls that are made to the OTS Help Desk are prioritized based on the nature, severity and time of the call. The following definitions have been developed in order to service the College of Southern Nevada community in the most efficient manner possible.

Priority 1:

Definition: A problem or issue impacting a significant group of customers or any mission critical OTS issue affecting a single customer.

When a Priority 1 situation occurs, it is of vital importance that we have a clear understanding of the severity of the issue and that the proper OTS personnel are contacted immediately so that the necessary resources can be applied to resolve the issue. In addition, the customer/customers **must be** kept informed as to the progress of the situation.

Examples: (but not limited to):
Critical network server is down.
A portion of the network is down (connectivity lost).
Administrative application/system down.
E-mail not routing or down
Internet connection is lost or slows enough to drop connections.
Unable to access shared data resulting in work stoppage.
Designated key users impacted by issues.
Classroom technology is down

Priority 2:

Definition: Non critical but significant issue affecting a single user or an issue that is degrading the performance and reliability of supported OTS Services; however, the services are still operational. Support issues that could escalate to Critical if not addressed quickly.

Examples: (but not limited to):
Setting up new user accounts which have been properly submitted.
Single user unable to use other workstations to remain productive.
Printing issues for multiple users.
Locked or restricted staff or faculty user accounts.

Priority 3:

Definition: Routine support requests that impact a single user or non-critical software or hardware error.

Examples: (but not limited to):
Single user may be able to use other workstations to remain productive.
Printing issues for single users.
User productivity affected but not completely halted.
Frequently used software corrupted and needing re-installation.
Software/Hardware installs, upgrades etc.

Priority 4:

Definition: A minor service issue or general inquiry.

Examples: (but not limited to):
Intermittent problems with workstation but user still able to remain productive.
Non-critical tutorial questions.
User productivity may be slightly affected but never completely halted.
User requesting assistance with copying or moving of non-critical files.
Technical consultations for pending purchases.

Priority 5:

Definition: A long term project or service request with no specific expectations on response time.

Priority 5 issues will be resolved in the order in which they are received. However, there will be times when OTS staff will have to evaluate specific timeliness needs, i.e. programming requests for pending registration.

Examples: (but not limited to):
Customized application programming requests.
Scheduled installs of software and laptop maintenance.