Neumann University ITR Help Desk Policy – Draft

Summary:

To better serve the Neumann community, all issues needing ITR attention must be communicated through a help desk ticket.

Key benefits include:

1. The ability to track common issues and take measures to prevent,
2. The ability to measure and improve ITR response times,
3. The use of the system's automated messaging to keep issues 'in mind' and
4. Improved clarity on areas of needed user training that can be addressed to head off issues in the first place.

To realize these gains, consistent use of the system is vital as a first step, this policy is narrowly defined to address that. Improved training, creation of active user groups, documentation, FAQ's and feedback sessions are all in the works as follow up to this policy. This policy is not tied directly to the SysAid system we currently use but represents higher level workflows that will be appropriate whichever system we are using.

Users will initiate help desk tickets one of several ways:

1. Enter Help Desk ticket directly – preferred as it helps us with categories to assign faster
2. Send email to helpdesk email system. Discouraged but tolerated as best second choice. A ticket will be created automatically by our system but with no category assigned, Help Desk team will then sort and assign a category before addressing directly or assigning to tier 2 support.
3. Phone call to help desk line. This is discouraged unless the situation demands it – such as a professor in a classroom with an issue and students waiting, or an issue with high urgency.
4. Email or phone call directly to a member of ITR staff. This is no longer appropriate and will be pushed back to the user to enter a help desk ticket.

Help Desk team will commit to the following responses.

1. Once a ticket is submitted the user will receive an automated email from the system acknowledging that the submission was accepted.
2. A member of the Help Desk Staff will take action on the ticket within one hour that will result in an email back to the user with updated status. This may be a direct response with action steps, a simple response that 'We got it, will get back to you shortly', a request for more information from the user, a re-assignment to a tier 2 person in ITR who will take the next steps, or an immediate visit from a member of the Help Desk team to directly resolve the issue, and then a ticket close.
3. In the case of an escalation, the ITR tier 2 recipient will reply to the ticket within 4 hours to either resolve or acknowledge receipt and give an estimate of resolution. They could also ask for more information. In either case the user will receive an email to indicate that a tier 2 person has seen the ticket and to provide updated information.

Automated Messaging : we will utilize SysAid timing and activity rules to generate automated emails to users and/or ITR staff as follows:

1. A ticket that is assigned to an ITR team member and is open for 1 week and idle (no updates to the ticket). This will generate a reminder to the support person the ticket is assigned to that they need to take action, even if only updating the status. This will happen every week that this condition exists and will help keep issues 'in mind'.
2. If the ticket is assigned back to the user for more information, this same 1-week rule will apply, although both the user and the ITR assignee will also get the email.
3. A ticket that's deemed resolved and assigned back to the user for confirmation but is not responded to for a week will be closed automatically, and a follow up email to the user will be generated. This replaces the need for Help Desk team to chase these users unnecessarily.
4. A ticket that is assigned back to the user for more information, but we don't hear from that user for four weeks after several automatic reminders will result in an automatically closed ticket with an email to the user.

Help Desk coverage hours:

Fall/Spring in session – Library hours will be covered with either ITR staff or student workers

Summer/Winter in session – 8:30 – 5 weekdays

'Event' or special course coverage – if needed must be scheduled in advance (2 weeks minimum)

Evening or weekend courses – ITR will proactively check scheduled rooms before leaving for the day or weekend.

An emergency 'on-call' system for non-coverage times is being developed.

Help Desk Ticket System instructions

a. Select and log into Neumann ITR Help Desk icon from either your desktop or the Help Desk icon in MyNU Portal.
b. Select category from drop own list:

- Account – related to your login account and permissions
- Classroom Computer – any classroom technology issues
- Ellucian – Colleague, Web Advisor, Self-Serve, Recruit,
- My Computer – any issues with your own equipment
- Network / Wi-Fi – connectivity issues
- NU Learn – Blackboard
- Printing – any issues related to printers, copiers, toner, paper
- Purchasing – questions or issues related to ITR purchasing
- Software / Applications – general software questions, non-Ellucian
- Telephony / Voice – all phone related issues

c. Enter short issue 'title' (ex 'Printer not working', or 'Access to Colleague')
d. Enter full description of the issue
e. Add attachments if appropriate - click Add and browse for files
f. Submit