Help Desk Method of Operation

1.0 **Introduction**

     The purpose of this document is to establish guidelines for technology-related Help Desk support provided by the Loyalsock Township School District's Technology Department.

2.0 Times of Operation

     Monday – Friday 7:45 to 3:30.

3.0 Method of Operation

     Support Calls

- All support problems are to be directed to the Help Desk: www.ltsd.k12.pa.us (helpdesk link) or x 1216 in an emergency.
- When possible the Help desk technician will attempt to correct the problem over the phone.
- If the Help Desk technician is unable to correct the problem through phone support, the call will be logged, given a priority, and assigned repair time.
- Response to help desk calls will be within one working days on the highest priority, two days on normal priority and four days on the lowest priority.
  - This response period does not mean the problems will be solved within this time but that the technician will look at the problem and establish the corrective action.
  - If additional time is required (i.e. ordering of parts), the user will be notified through the Help Desk system, and a spare piece of equipment will be given if available.

Priorities defined

     High or Emergency calls

- The user(s) cannot work due to computer/network problems. The PC/iPad or a key program(s) is completely unusable and the system is required to do normal classroom instruction. All curriculum based software/apps and all damaged iPads.

Or

- A class that is planning on using technology where no other equipment can be used. (ie. computer/video projector/smartboard/AppleTV)

Or

- A problem was previously logged and has not been resolved after a reasonable amount of time (generally three days)

Normal

- The computer is functioning but an application/file/peripheral is not. The problem is significant but not severe enough to prevent fulfillment of normal lessons or duties that cannot be carried out though other means.
  - Examples could include a corrupted Office file, email errors, an error message that can be bypassed, a computer move/install, slow network/application service.

Low

- The computer/iPad is functioning normally except a minor irritant such as a broken-keys, voice mail, inter-office computer moves.

- Each call will be logged based on the above ranking criteria. In the event of a high priority call arrives and conflicts with a low/normal call, the high priority call shall be given first response, even if work has begun on the low priority call.
- In some instances it may not be possible to resolve a particular problem or have a situation return to the way it worked before the problem. If the problem restricts operational performance, a different approach or alternative solution may be recommended. (i.e. send out for external repair)
- The Director of Technology will set priorities when there are several problems of the same priority based on when the calls were received. The Director will have final authority on what priority calls will have and the order they are processed if questions arise.

4.0 User Responsibilities

Before Calling the Help Desk

1. Write down any error messages. If you can tell us the wording of any error messages you are getting, it makes it much easier for us to identify your exact problem and help you fix it.
2. Remember what you were doing when it happened. What software were you using at the time? (Word, Excel, Internet Explorer, Student Records) What were you trying to do? (Print, Save) Access something you haven't accessed before? When was the last time you did this successfully? PLEASE provide all the information.
3. We cannot accurately diagnose a situation unless we know EVERYTHING that has happened to your computer.
4. Find out if anyone near you has the same problem. If there is a problem with one of our central software services, such as the Student Management systems, then other people will be having the same problem. If other people near you can do whatever it is and only you can't, that helps us narrow down the source of the problem. It also

means that we will get fewer calls reporting the same problem, giving us more time to fix the problem.

5. Restart your computer. Often problems can fix themselves if you close down the program you are having the problems with and then open it again – save your work first! More extreme problems can often sort themselves out if you close all your programs (save your work!) then close down your machine completely, then start it up again.

6. Information you will need to complete Help Desk ticket/calling: Name, Building, Room number, phone number, equipment type and number, problem description, any other information that will help the technician.

5.0 Unsupported Applications and Products

The Help Desk will provide "best effort" assistance for unsupported applications and products. If the Help Desk is unfamiliar with an unsupported application or product, assistance will be provided if possible. In cases where research or extra steps might need to be taken before assistance can take place, no support may be provided. The Help Desk will not provide assistance for any type of third-party Internet Service Provider configuration, such as AOL, MSN, etc.

Computers from home or for personal use will not be supported.