

---

<b>Series:</b>	<b>Information Technology</b>	COA: RPM 5.01 CFOP:
Procedure Name:	Help Desk Procedure	
Procedure Number:	IT- 812	
Revision #/Date:	NA	
Effective Date:	12/5/2011	
Applicable to:	Any/All Persons who have access to the Brevard Family Partnership (BFP) network	

---

**PURPOSE:** To ensure a standard procedure for Help Desk support which uses an automated system and prioritizes the needs of users to address the issues in a manner that positively impacts productivity and efficiency for both users and the help desk support role.

**PROCEDURE:** To request support for IT related issues, each user (BFP staff and provider staffs) will create a help desk account in the Track-IT help desk system. The process is outlined below:

To create your help desk account, enter <http://helpdesk> into your web browser to access the Track-IT system.

Once there, you will see a log in screen. Below the log in box you will see a link that reads 'Register for an account'. Click on that and you will be presented with a form to fill out in order to create a log in. For simplicity it is suggested you use the same log in name as you do for the network.

Once you have completed the form and click "submit" you will receive a message that you are ready to use the helpdesk Track-IT system. Right below that you can click 'CBC of Brevard Helpdesk' to return to the log in page.

It is recommended that **all users** create a helpdesk account within their **first week of employment** with BFP or BFP supported provider agencies.

#### REQUESTING SUPPORT:

**All support requests must be submitted and documented through the Track-IT help desk system.** This serves to ensure that user issues are handled in a priority manner ensuring operational effectiveness and addressing the highest critical issues immediately. It also provides proper and consistent documentation for all IT Department activities as well as a historical record that can be referenced for future troubleshooting issues. **If a user is unable to submit** a help desk work order due to a connectivity issue, it is requested that when the issue is resolved, that a help desk ticket be entered retroactively. In this event, **another network user** can submit a help desk work order on behalf of co-workers. Administrative staff may be asked to submit help desk work orders for members of the BFP Strategy Team.

Once logged in to submit a work order, on the left hand side there is a list of links. To create a work order, click 'Create Task' and complete self-explanatory form. Please provide as much

information as possible as the more information you give the easier and faster your issue can be resolved.

Once the form is completed, click submit.

All work orders submitted will be prioritized for processing according to the guidelines listed below. If delays in completion are experienced outside these guidelines, please feel free to contact the Help Desk Technician directly with any concerns.

### **Work Order Prioritization Guidelines**

All work orders submitted will be prioritized according to the severity level as outlined below. This is necessary in order to effectively schedule technicians to resolve issues in a timely manner based on the overall needs of the organization, and to ensure maximum system availability:

**Critical** (Single or Multiple Users): A critical issue is defined as an absolute work stoppage or other issue that prevents one or multiple users from completing primary/critical job functions. Critical issues will be addressed immediately, with a target response time not to exceed one (1) hour and target resolution within four (4) hours or less; when possible.

**Routine** (Single or Multiple Users): A routine issue is defined as an issue that impedes but does not prevent one or multiple users from completing primary job functions; however, may hamper overall productivity of one or multiple users. Routine issues will be resolved promptly, with a target response time of three (3) hours and target resolution time of less than one (1) business day; when possible.

**Low** (Single or Multiple Users): A low priority issue is defined as an issue that creates an inconvenience but in no way impedes or prevents one or multiple users from completing any job function, an issue that would improve or enhance functionality for a single user or more than one user, or an issue that involves long range planning. Low priority issues will be scheduled around critical and routine issues and resolved as expeditiously as possible, with a target response time of two (2) business days or less and target resolution time of five (5) business days or less; when possible.

Examples of each severity level include, but are not limited to:

#### **Critical (Single or Multiple User)**

1. Network/computer completely down (cannot boot, cannot login, etc.)
2. Inability for one or multiple users to print to any printer.
3. Unable to access shared drives, network resources, my documents, etc.
4. Critical application down.
5. Phone system down.
6. Email system down.
7. User account locked.

**PROCEDURE FOR REQUESTING ASSISTANCE FOR CRITICAL PRIORITY NEEDS:**

1. If possible, enter or cause to be entered a Help Desk work order in the Track-IT system.
2. If this is not possible, call the Help Desk Technician's work and/or cell phone.
3. If there is no response from the Help Desk Technician within fifteen (15) minutes of work order submission or first call attempt, place a second call to the Help Desk Technician followed by a call to the Chief Personnel & Administrative Officer.
4. If your need is not addressed within 30 minutes of your initial call or work order, contact the Executive Assistant who will locate the Chief Personnel & Administrative Officer or another Officer of the Agency to access IT support to address your need.

**Routine (Single or Multiple User)**

1. Unable to send/receive email.
2. Unable to print to a printer of choice or convenience when other suitable printers in close proximity are available.
3. Create/Terminate user accounts
4. Laptop synchronization issues
5. Troubleshooting application error messages/freezing (if not mission critical)
6. Requests for assistance with projectors, meeting setups, etc. (please provide as much advance notice as possible)
7. Software installations

**PROCEDURE FOR REQUESTING ASSISTANCE FOR ROUTINE PRIORITY NEEDS:**

1. Enter or cause to be entered a help desk work order in the Track-IT system. IT Staff will then prioritize the work based on the order the request was received and the nature of the support requested.
2. If the user is unable to enter the help desk work order or have someone else enter the issue, the user can place a phone call to the Help Desk Technician to report the issue.
3. Once the issue is resolved, the user will retroactively enter the help desk work order.

**Low (Single or Multiple User)**

1. Purchasing of software and/or equipment (not classified as low, but requires 30 day lead time)
2. Office moves
3. Individual training
4. Create new shared folders/groups
5. Name change
6. Change default printer

**PROCEDURE FOR REQUESTING ASSISTANCE FOR LOW PRIORITY NEEDS:**

1. Submit a help desk work order in the Track-IT system. IT Staff will then prioritize work based on the order the request was received and the nature of the support requested.

Personally Owned Equipment

IT Department staff and/or IT consultants are not required to offer professional advice or services on any system, hardware, or software not owned, operated, or controlled by BFP. It is at the sole discretion of the individual IT Department staff member and/or IT consultants, if applicable, whether to accept or refuse requests for support outside the normal business hours and scope of BFP for personally owned equipment. Such potential 'outside work' and the ensuing relationship are outside the control, oversight or responsibility of BFP.

Subcontracted Partner IT Issues

BFP provides specific network support to our Case Management partners. There may be occasions when CMA staff has difficulties with IT issues that are internal to that Agency. As BFP provides specific services to these Agencies and staff, but not all, it is recommended that staff with the CMA partners follow their internal IT helpdesk procedures to determine if the issue must be solved internally prior to contacting BFP staff. This will save time if the issue must be addressed by the CMA IT staff to affect a quicker solution for the CMA staff person.

BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER:



DR. PATRICIA NELLIUS  
Chief Executive Officer  
Brevard Family Partnership

APPROVAL DATE: 12/12/11