

Wilson School District #7

Technology Department Helpdesk Support Procedure

Date: August 3, 2020

Version: 01.2020

Overview

The goal of this procedure is to establish service expectations and inform staff and students at Wilson School District #7 of the method by which Technology Helpdesk requests will be prioritized and what resolution times can be expected. The Helpdesk is the first and single point of contact for technology support for all Wilson School District #7 staff and students. The Helpdesk provides technology assistance through a web-based Helpdesk platform. The Helpdesk uses Zoho Desk trouble ticket system to record and track all technology requests and to triage service. This document provides procedures for operation of the Helpdesk and technology support. The document defines the processes necessary to ensure technology problems and requests for service are resolved in an efficient and timely manner.

Scope

This document is intended for all Wilson School District #7 staff and students.

The Technology department is committed to providing hardware, software, network, telephone, video cable, media, event, and lab support for Wilson School District #7 staff and students during business hours and all other times for priority events. A standard process and single point of contact for all technology problems is necessary to eliminate confusion over whom to call for each type of issue.

Roles and responsibilities in the Technology Department support model

Technology Technicians are to strive for first contact resolution. Technology Technicians are to use remote control when possible, always requesting permission prior to taking control of a user's machine. If a desk visit is required to resolve a problem, the Technology Technician is required to make note of the time of interaction on the ticket.

Technology department staff who receive calls directly, rather than a Helpdesk Ticket should advise the caller to create a helpdesk ticket. The caller should be informed that calls made directly to technology department staff are subject to delays, missed calls, and delayed resolution of problems.

If a helpdesk ticket requires escalation, the Technology Technician is to maintain ownership of the problem and escalation process. Technology Technicians are to advise the ticket contact that the ticket is being escalated to the Technology Coordinator and will be contacted shortly.

When entering or updating tickets, the Technology Technician is to describe the problem accurately and include detail. Generalizations such as “broken” or “fixed” are not sufficient to communicate worthwhile information. Technology Technicians are to remember to update tickets so that when users call the Technology department for status updates, anyone taking his or her call can provide meaningful information.

The Technology department is staffed from 6:30 a.m. until 3:30 p.m., Monday through Friday. Technology Technicians are always required to maintain a courteous and professional manner when interacting with Wilson School District #7 staff and students. Technology Technicians will receive the initial support ticket and will use all available technology to attempt first contact resolution or perform domain and email password resets. Unresolved tickets are escalated via the helpdesk to the Technology Coordinator for further resolution.

Technology Technicians are responsible for keeping the end user informed of the status of his or her ticket and to set realistic expectations. Technology Technicians are responsible to confer with each other and escalate problems, to the Technology Coordinator, that they cannot fix within a reasonable timeframe. All Technology Technicians are required to meet the Service Level Agreement (SLA) based on the severity of the problem.

In the case of a system wide service outage, the Technology Coordinator is responsible for posting event notifications via email. Examples of system wide service outages include a power failure, partial or widespread network failure, etc. An event notification at the beginning of a service outage describes the nature of the outage and impacted services. When the problem is resolved, the Technology Coordinator is responsible for posting a service restored event notification so that all components of the Wilson School District #7 are aware that service has been restored to normal operations. Progress notifications will be sent via email to keep key members of the district informed of the status of the outage.

Service Level Agreements

The following table shows different priority levels for requests, a brief description of what constitutes each priority category, and timelines for problem response and resolution by the Technology department.

Severity	Description	Response Time	Resolution Time
1	<ul style="list-style-type: none"> • Critical system is down with little to no functionality or workaround • Data corrupted • Many users affected • Regulatory or legal implications • Password Resets • Classroom session is interrupted 	30 minutes	< 2 hours
2	<ul style="list-style-type: none"> • Functionality severely restricted • No workaround • Several users affected 	1 hours	< 4 hours
3	<ul style="list-style-type: none"> • Basic functionality with some restrictions • Workaround available • One or more users affected 	4 hours	24-48 hours
4	<ul style="list-style-type: none"> • Minor problem • Functionality unaffected • Cosmetic or an annoyance 	Next business day	48-72 hours

Guidelines for Technicians

1. Problems and requests designated as Level 1 severity will take priority. Level 4 severity issues hold the lowest priority.
2. Problems and requests with a Level 1 category will be handled on a first come first served basis.
3. In some cases, special consideration will be given to mobile and remote staff whose access to district resources is more constrained.
4. In the event of a natural disaster, failure of a third-party utility (such as electrical power), or other situation resulting in multiple Level 1 issues, stated response and resolution times may be longer.
5. On a regular basis log into ZOHO Desk to check priority escalations and assignments in the helpdesk queues.
6. Check the technology helpdesk notification tab as well as email for any event notifications issued for outages or system failures.
7. Utilize time between calls to monitor job queues and resolve any tickets able to be handled remotely.

Procedures

Staff or students requesting Helpdesk support:

Contact the helpdesk in one of the following ways to report a problem. Provide your name, ID number, email address, telephone number, problem type, problem location and problem description. This information serves to verify identity and contact information and identifies equipment location if applicable. After entering a service request, you will be furnished a ticket number to be referenced when checking the status of the ticket.

- Call 602-683-2415 to have a Technology Technician log in a ticket.
- Enter a self-service web ticket at the following URL:
 - <https://Helpdesk.wsd.k12.az.us>
- Walk-in assistance is available at the Primary School Multi-purpose building in room 911.
- To schedule support for a campus event, email wsd-it@wsd.k12.az.us. For more information, refer to the School Event and Media Support Request Procedure in ZOHO Desk. Support for campus events are coordinated through the Technology Coordinator.

Agreement

As an employee of the Wilson School District #7 Technology department I understand the Technology Department Helpdesk Support Procedure and will follow this procedure as written.

Employee Name:

X

DATE:

Employee Signature:

X

DATE:

Review


This procedure shall be reviewed every three (3) years by the Technology Coordinator and approved by the Director of Business Services and Technology and the Superintendent of Wilson School District #7

Approvals

Effective Date: August 3, 2020



Superintendent DATE: 8/25/2020



Director of Business Services and Technology DATE: 8/25/2020

Technology Coordinator DATE: _____