



Helpdesk Policies and Procedures

Purpose

The goal of this policy is to establish service expectations and inform Faculty, Staff and Students at Mississippi State University of the method by which 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 Mississippi Valley State University students, faculty, and staff. The Helpdesk provides technology assistance through a telephone Support Center, responds to emails and Web based queries, and provides service points for all business and academic units for walk-in requests for technology support. The Helpdesk uses Track IT Service Desk a 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 model. The document defines the processes necessary to insure technology problems and requests for service are resolved in an efficient and timely manner.

Scope of Support

This document is intended for all Mississippi Valley State University students, faculty, and staff.

The Technology Support Center's Helpdesk is committed to providing hardware, software, network, telephone, video cable, media, event, and lab support for Mississippi Valley State University students, staff and faculty during business hours and all other times for priority 1 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.

The Support Center is comprised of a team of the director, assistant director/application, network manager, network service technician, information technologist specialist, computer technician, webmaster and network support personnel available to provide students, staff, and faculty support for technology problems or questions submitted via telephone, email, or the online self-service process.

Roles and Responsibilities in Mississippi Valley State University Technology Support Model

Helpdesk agents are to maintain a courteous and professional manner at all times when interacting with the Mississippi Valley State University faculty, staff and students. Calls are to be answered within two rings with a consistent standard greeting, and the technician will identify him or herself to the caller: "Hello. Thank you for contacting the information Technology



Helpdesk. This is (name). May I have your name please?” If caller prefers to be called by his or her title rather than first name, record the title in the ticket and do not use the first name to verify user contact information. If the email address is not correct, automated emails regarding ticket status will not reach the caller. Helpdesk agents are to inform the caller what he or she is doing if the caller is waiting. Helpdesk agents are to request permission before placing a caller on hold. Helpdesk agents are to thank the caller for waiting when the call is resumed. Helpdesk agents are to apologize for keeping a caller on hold for a long period of time.

Helpdesk agents are to strive for first call resolution. Helpdesk agents 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, Helpdesk agents are to first verify the minimum required number of agents that are available in the office to take calls. Support Center staff who receive calls directly, rather than through the Helpdesk should advise to email helpdesk@mvsu.edu.

The caller should be informed that calls made directly to Support Center staff are subject to delays, missed calls, and delayed resolution of problems. Helpdesk agents are to enter a ticket for each caller, even in the event of a major outage. Helpdesk agents are to assist the caller in the event of a major outlet not to just tell the caller we are aware of the problem. If a trouble ticket requires escalation, the Helpdesk agent is to maintain ownership of the problem and escalation process. Helpdesk agents are to advise the caller that the problem is being escalated to a specialist. Callers are to be advised that they will be contacted by Support Technician.

Helpdesk agents should contact callers using the Helpdesk extension, not personal lines. Helpdesk agents are to follow up with Tier I or II to insure resolution is achieved and the ticket is updated. When entering or updating tickets, the Helpdesk agent is to describe the problem accurately and include detail. Generalizations such as “Broken” or “Fixed” are not sufficient to communicate worthwhile information.

Helpdesk agents are to remember to update tickets so that when users call the Helpdesk for status updates, anyone taking his or her call can provide meaningful information. Helpdesk agents are to furnish the caller with his or her ticket number before terminating the call. If the caller does not want to wait for the Helpdesk agent to complete entering the information, the caller is to be informed them that they will receive an automated notification via email referencing the ticket number. The Helpdesk agent is to keep the user informed and updated on the progress of his or her ticket.



Role of the Helpdesk Support Center Tier 1 and 2 Analysts

The Helpdesk is staffed from 8:00 a.m. until 5:00 p.m.

An appropriate number of Helpdesk staff and student workers will be logged in and available to answer support calls, as well as to monitor Helpdesk email. The number of analysts on call will depend upon call and email volume. The Helpdesk Manager will monitor call management software and make appropriate determinations as to resources required.

Helpdesk staff are required to maintain a courteous and professional manner at all times when interacting with Mississippi Valley State University faculty, staff and students. Helpdesk staff will receive the initial support call and will use all available technology to attempt first call resolution or perform domain and email password resets.

Unresolved calls are assigned via Service Desk to Tier 1 and Tier 2 technicians for further resolution. Tier 1 technicians are responsible for keeping the end user informed of the status of his or her ticket and to set realistic expectations. Technicians are responsible to confer with each other and escalate problems, to management, that they cannot fix within a reasonable timeframe.

All technicians are required to meet a certain SLA based on the severity of the problem. Tier 2 technicians provide second level hardware, software, and network support for problems escalated by Tier 1 technicians and issue escalation to the director when dictated by service level agreements. The network service technician will work closely with the network and infrastructure group to administer network software applications, create desktop images, deploy desktop solutions, and provide patch management. The network service technician is also responsible for assisting with phone support at the when called upon to do so. In the case of a system wide service outage, the network manager is responsible for posting Event Notifications. Examples of system wide service outages include a power failure, partial or widespread network failure, and failure of the Colleague system.

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 Director of Information Technology is responsible for posting a Service Restored Event Notification so that all components of the Mississippi Valley State support model are aware that service has been restored to normal operations. Progress notifications will be sent to helpdesk@mvsu.edu to keep members of the Helpdesk and IT department informed of the status of the outage.



Role of the Helpdesk Support Center Manager

The Helpdesk Manager is responsible for monitoring ongoing performance and productivity of the Helpdesk, striving for continual improvement. He or she monitors the call management and ticketing system to determine when resources need to be reallocated amongst business units in order to provide essential IT and media support.

The Helpdesk Manager supervises and coordinates with all technicians to appropriately balance the workload across the support infrastructure, as well as oversee technology deployments, special technical projects, and support for events across the University. The Helpdesk Manager is responsible for implementing best practice standards and promote a consistent high level of service delivery to Mississippi Valley State University staff, faculty and students.

The Helpdesk Manager will also review service call reports to identify aging or unusual trouble tickets and determine appropriate escalations. The Helpdesk Manager will be responsible for escalating service outages and unresolved Event Notifications to the Director of Information Technology.

The Helpdesk Manager will supervise technicians to ensure that

- Trouble ticket requests are monitored to identify service outages
- Service Outage Event Notifications are posted promptly
- Service Restored Event Notifications are posted promptly 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 IT Department.



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Severity	Description	Response Time	Resolution Time
1	Critical system is down Little to no functionality No workaround Data corrupted Many users affected Regulatory or legal implications Password Resets Classroom session is interrupted	30 minutes	< 2 hours
2	Functionality severely restricted No workaround Several users affected	1 hour	< 4 hour
3	Basic functionality with some restrictions Workaround available One or more users affected	4 hours	24-48 hours
4	Minor problem Functionality unaffected Cosmetic or an annoyance	Next business day	48-72 hours



Guidelines for Technicians

Problems and requests designated

- Level 1 Severity will take priority.
- Level 4 Severity issues hold the lowest priority.
- Problems and requests within a specific priority category will be handled on a first come first served basis.
- In some cases, special consideration will be given to mobile and remote employees whose access to company resources is more constrained. 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.

Regularly check the display console to see if any telephone calls are waiting in queues, and retrieve them.

- On a regular basis log into the Service Desk to check priority escalations and assignments in the Helpdesk queues.
- Check the Service Desk notification tab as well as email for any Event Notifications issued for outages or system failures.
- Utilize time between calls to monitor job queues and resolve any tickets able to be handled remotely.

Procedures

Employees 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 status of the ticket.

- Call 662-254-3744 to have a helpdesk staff to check on a ticket.
- Email: your request to helpdesk@mvsu.edu. Include name, contact information, timeline, and all necessary details.
- Walk-in assistance is available at the Annex I building
- To schedule support for a campus event, email helpdesk@mvsu.edu. For more information, refer to the College event and media support request procedure in Service Desk. Support for campus events are coordinated through the Helpdesk Manager.