
Help Desk Procedure (ISD-P002)

Milford Public School District

1.0 SCOPE:

- 1.1 This procedure describes the process in which the Information Systems Department services personnel from the Help Desk in the Milford Public School District.

The on-line version of this procedure is official. All printed versions are uncontrolled copies.

2.0 RESPONSIBILITY:

- 2.1 Deputy Superintendent of Operations

3.0 APPROVAL AUTHORITY:

- 3.1 Director of Information Systems

Authorized Signature on File

Signature

Date

4.0 DEFINITIONS:

- 4.1 IGPro – Integrate Pro is an electronic grade book that can be accessed from school or home.
- 4.2 IS – Information Systems
- 4.3 Classxp – ClassroomXP is software used for attendance, progress reporting, and grade reporting.
- 4.4 NetSupport Manager - Software used to remotely control desktops.

5.0 PROCEDURE: -

- 5.1 The Information Systems Department Help Desk is a service provided for personnel classified as Administration.
 - 5.1.1 This categorization includes all personnel in Central Office, Principals, Assistant Principals, Guidance Counselors, Social Workers, Psychologists, and Secretaries in all 15 schools.
 - 5.1.2 The help desk also supports high school and middle school teachers for Classxp and IGPro applications.
 - 5.1.3 Technical support is provided for Adult Education and Food Service as needed.
- 5.2 In the event an employee is experiencing problems with any hardware, software, or associated peripherals, the following steps are taken.
 - 5.2.1 Employees contact the Help Desk at extension 3446.
 - 5.2.2 The Help Desk call coordinator who answers all level 1 calls answers the call.
 - 5.2.3 If the problem is solved, the call is logged into the Help Desk database and closed.
 - 5.2.4 If he/she cannot help them, the call is forwarded to the next level of support based on the nature of the call. The following procedure is followed.

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- 5.2.5 If a specialist is available immediately to take the call, it is transferred him/her. The call is transferred to the Specialists direct extension in order to free up extension 3446 for future calls.
 - 5.2.6 The Specialist accepting the call will log it into the helpdesk database. (Sometimes the call is not logged until the call is complete.)
 - 5.2.7 After listening to the problem, the Specialist will take control of the remote PC using Netsupport Manager. This allows the Specialist to both view and take control of the caller's computer remotely to correct the problem.
 - 5.2.8 If the problem cannot be fixed using this method and requires on-site assistance, a visit is scheduled. The on-site visit is scheduled based on the level of severity.
 - 5.2.9 If a Specialist is not available, the call is logged into the Help Desk database. The call is logged and assigned to the appropriate personnel based on the nature of the call.
 - 5.2.10 When the Specialist is available, he/she checks their open call log.
 - 5.2.11 The calls are reviewed and returned in the order determined by the Specialist. This could mean, a quick call is taken first so the end user does not have to wait and the calls that appear to be lengthier based on the description that has been logged would follow. The calls are not taken on a FIFO basis.
- 5.3 Some calls go directly to voice mail because another call is being taken. The caller leaves their name, number and the nature of the call.
 - 5.3.1 The Help Desk call coordinator retrieves the calls and distributes them accordingly based on the process noted in steps 5.2.
- 5.4 The average call is resolved within 45 minutes.
 - 5.4.1 It is safe to say that the majority of calls are responded to within a 3-hour window.
 - 5.4.2 Critical calls that require research or repair are resolved by next business day.
 - 5.4.3 Occasionally, calls that are not designated as critical and require research or repair may take longer based on the volume and severity of other calls coming into the department.

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6.0 ASSOCIATED DOCUMENTS:

6.1 None

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
None				

8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
08/25/2003	A	Initial Release
10/22/2004	B	Remove entire section of existing 5.4, 5.4.1 and 5.4.2; Remove wording from 5.5

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