

ICC Help Desk Service Level Agreement

Table of Contents

Help Desk Mission, Scope, and Availability.....	Page 2
Phone Response.....	Page 3
Phone Script.....	Page 4
Service Level Response.....	Page 5
Priority Levels, Help Desk Responsibilities.....	Page 6
How Issues Are Handled.....	Page 7
Issue Resolution.....	Page 8
Other Help Desk Tasks.....	Page 9
Customer Responsibilities.....	Page 10

Help Desk Mission Statement

The mission of the Illinois Central College Technology Services Help Desk is to provide a first point of contact for the college community for problems involving computer hardware or software. It is our goal to meet and exceed the expectations of our customers by providing consistent communication and support for all Information Technology services in a professional, competent, and timely manner.

Scope

Technology support services are provided through the Technology Services Help Desk. To ensure the fulfillment of our mission statement, the Help Desk provides the ICC community with this Service Level Agreement outlining services, priorities, and responsibilities related to the support of technology.

Availability of Services

The ICC Help Desk is located on the first floor of the Library Administration Building in room L122. Assistance is normally available during weeks when school is in session during the Fall and Spring semesters: Monday through Thursday, 7:00a.m. through 10:00p.m., Fridays 7:00a.m. through 4:00p.m., Saturdays 8:00a.m. through noon, and Sundays 4:00p.m. through 10:00p.m. except when the college is closed due to holidays, administrative closings, or inclement weather. Please check the website (www.icc.edu) for current availability. Phone coverage may not be available at all times due to staffing limitations, however, requests for assistance can be submitted via email or voicemail 24 hours a day.

Assistance can be accessed via the following options:

- Phone – contact the Help Desk at (309)694-5457. If we are not available when you call, please leave a voice mail. We will return your call by the end of the day.
- Issue submission – you may report problems by accessing the Online Help Desk on the Technology Services or Help Desk web page. Click on the graphic as shown below in the Technology Services or Help Desk sections of the ICC website.



If you are a registered ICC student or employee, you can submit your own Help Desk issues.

You will receive email correspondence regarding the status of your issue.

- Email – request assistance by emailing icchelpdesk@icc.edu. We will respond to your email by the end of the business day.
- Walk In – Stop by the Help Desk in room L122 and an available Help Desk staff member will assist you.

Please refer to the Customer Responsibilities section for a list of information the Help Desk may need in order to solve your problem. We appreciate having as much information as possible upon first contact.

Phone Response

If calls are placed during manned hours, Help Desk will make every effort to answer them before they roll to voice mail. Our goal is to pick up on 90% of the incoming calls within the first 4 rings. Of course, there are times when every Help Desk technician is either on the phone or busy with other tasks. Our work load is also very cyclical depending upon the business activities of the college. During most working days, voice mail calls are responded to within an hour. It is helpful if as much of the following information as possible could be left on the message:

- name
- login/user id (if known)
- phone number and best time to be reached
- a brief description of the problem.

Help Desk will maintain good customer service by utilizing the following telephone techniques:

- Speaking clearly
- Listening carefully, not jumping to conclusions
- Being courteous and treating the customer respectfully
- Being patient and empathetic. Not all callers have the same technical knowledge
- Waiting to gather all pertinent information and asking for needed that was not provided
- Not interrupting the caller
- Documenting all details provided in the database
- Evaluating the urgency of the issue by asking questions and determining implications
- Informing the customer of the course of action that will be taken (ie

- resetting the password, submitting a ticket)
- If the issue has been resolved, being sure the customer is satisfied with the resolution

Phone Script

Answering the phone:

Good morning/afternoon/evening. Thank you for calling Technology Services Help Desk. This is How may I help you?

Calling a voice mail customer back:

Good morning/afternoon/evening. May I speak to? This is from Illinois Central College Technology Services Help Desk. We received your call from this morning/afternoon/evening. How may I help you?

Concluding a call

Is there any other way we can help you? Thank you for calling.

Service Level Response

In an effort to provide the best service possible to our customers, Help Desk strives to:

- Solve 98% of password reset calls on first contact. This includes those for the network/email, eServices, and Blackboard. Password resets that cannot be resolved upon first contact are usually due to accounts not being set up or disabled. These issues must be ticketed and passed to the network or PC technicians.
- Solve 95% of callers on eServices navigation issues on first contact.
- Instigate immediate attention to mission critical problems 100% of the time upon receipt by the Help Desk. These are assigned as Priority 1 issues. While a problem may take some time to solve, these issues given top priority and any information provided from the Help Desk or received from Network or PC Support as to the problem status is relayed to the user community as soon as possible.
- Answer 90% of the calls on the first 4 rings.
- Respond to emails or voicemails left during manned shift within 2 hours.
- Respond to emails left during unmanned hours within the first 2 hours of of the next manned shift.
- Respond to voicemails left during unmanned hours during the best contact time as indicated by the caller or within the first 2 hours of the next manned shift.

Priority Levels

Priority levels are determined by the number of people affected by the issue.

Priority 7 – Affects 1 person

Priority 6 – Affects 2 – 10 people

Priority 5 – Affects 10 or more people

Priority 4 – Affects part of classroom

Priority 3 – Affects entire classroom

Priority 2 – Affects 2 or more classrooms

Priority 1 – Affects entire college

Priorities 97, 98 and 99 have special uses within Technology Services.

Technology Services will determine the need for escalation of issues. If new information becomes available on an issue, Help Desk should be notified.

Help Desk Responsibilities

Help Desk assistance is provided, but not limited to, the following areas:

- Supported operating systems
- Approved specialized software for labs and offices
- Network drives and access
- ICC owned equipment
- Printing – Labs and offices
- Smart Printing
- PeopleSoft navigation
- System performance
- Blackboard
- E-mail
- Provide instruction for on campus Wireless connection
- Maintaining student and employee logins
- Photo ID
- Citrix server

How issues are handled

1. The Help Desk technician is the first point of contact for callers. The issue is either solved at the time of a call or is submitted into the issue tracking software.
2. Issues that are not solved upon first contact are submitted into the issue tracking system where they are acted upon by technical support. Actions taken regarding issues are noted through the issue tracking system where they are sent to the customer through email.
3. If there are questions regarding the status of an issue, customers may contact the Help Desk.

Issue Resolution

- A Help Desk Technician or Technical Support staff member will initiate or act upon the service request once the right to service has been verified. Right to service will be verified by the UserID, user's affiliation with the college, and the support services list.
- A Help Desk Technician or Technical Support staff member will document actions taken upon the service request into the Issue tracking system. Actions taken upon the issue are reported to the customer via email.
- Many issues are solved upon first contact by Help Desk staff. For those issues that are to be handled by the Technical Support staff, the type of service request determines to which group or individual the issue is assigned.
- Technology Services determines if an issue's priority needs to be changed from the initial assignment.
- It is important to provide all pertinent information necessary to act upon an issue, whether the issue was called in, submitted online or through email. This information includes:
 - Issue submitter's name and logon id
 - Issue type (if submitted online)
 - Issue subtype (if submitted online)
 - Location of problem
 - Computer name (if applicable)
 - Campus of problem
 - Description of problem

** Refer to Customer Responsibilities section below for information that may be helpful to include in the description of the problem.*

Other Help Desk Tasks

Help Desk staff may determine the best way to understand or solve a problem may be through Remote Access tools. These tools expedite the resolution of a call by accessing the desktop remotely.

Help Desk staff are not allowed to work on home computers, install software, or provide instructions to users on how to fix computer problems. They may only recommend possible software solutions that may resolve a problem, but it is ultimately the user's decision whether to try the solution.

Service standards do not apply to requests placed with support staff, other than the Help Desk, through direct conversations, e-mail, or voice-mail. The Help Desk cannot be held accountable for initiating tickets or solving problems when they have not been notified directly of the problem by the Individual seeking help.

Help Desk will communicate information regarding system operation interruptions, both planned and unplanned, to the ICC community through the best means available in a particular situation. These means include network messages, e-mail, ICC website and/or Blackboard site. In the rare occasion that the internal network should be down, Help Desk technicians will attempt to call departments to disseminate that information if it is anticipated the outage will last longer than just a few minutes. Every attempt will be made to provide prior notice to users if the outage is planned.

The Help Desk is the point of contact for customer account information. This includes network, PeopleSoft, and Blackboard accounts. Students should contact the Help Desk either by walk-in or phone when requesting a password reset. The Help Desk will not accept password resets requested through e-mail. Verification of identity needs to be assured through either a picture id or confirmation of identification information. Requests for setting up or terminating employee accounts must be made through notification by the Human Resources Department.

The Federal Privacy Act prohibits the Help Desk from changing passwords for anyone but the individual who owns the account. This includes parents, spouses, and friends. If you are not the owner of the account, please do not ask the Help Desk for information to log in. You will be asked question(s) to confirm identity if you walk or call in.

Customer Responsibilities

When placing a service request via phone or email, please provide as much of the following information as you can:

- Detailed description of the problem
- If the problem relates to software, application name and version
- Length of time the problem has existed
- Isolation – anyone else experiencing the problem?
- A full description of any error message(s) received. A screen shot of the displayed error message sent via email is helpful.
- Your name, number, and time you can be reached for follow-up questions

Depending upon the problem, it may be necessary to provide the ICC machine name. On ICC computers, one place it can be found is on the desktop icons, under the Microsoft explorer icon. It will appear as: “user name” on *machine name*. *Machine name* is what is needed. (For example: HelpDesk on CS09791_L122)

The machine (computer) name can also be found on the Log On to Windows. Log on to: field by using the drop down arrow and locating the computer name. For example: CS06207_L122 (this computer)

Know the operating system that the computer is using, and if you are logging into the ICC network, the domain name, as these factors can make a difference in solving certain problems.

Whether you are on an office or Lab computer, it is best to log off of the machine, instead of shutting it down. If the machine has been shut down, software updates that are being issued through the network will not be applied to that machine and problems may occur.

If additional information is discovered or information reported has changed, please notify the Help Desk as soon as possible so the ticket can be updated.