

IS HELP DESK USER REFERENCE

Give us a call... Ext. 8069

Coverage Hours:

Mon. > Thurs. Fri.> Sat Sun

8:00 AM-10:00 PM 8:00 AM-5:00 PM 1:00 PM- 5:00 PM

**SUMMER weekend hours vary so be sure to call during the week to check for availability.*

Email us... helpdesk@rhodesstate.edu

Employee Intranet Site

<http://intranet.rhodesstate.edu>

User name & password are the standard login (smith.r)

WHAT TO PROVIDE WHEN CALLING THE HELP DESK

TO REPORT A PROBLEM:

- Name / Extension
- Asset Tag Number (e.g. 09453)
- First Call or Follow-up
- Exact Error Messages
- Operating System
- Software Application (Word, etc.)
- Recurring or One Time
- Trouble on All PC's or Just One
- Priority Status: High - Work Stoppage, Medium - ASAP, or Low - Whenever
- **TO REQUEST A RESERVATION :**
 - NOTE: all reservations must be made 24 hours prior to the requested time. Last minute requests may not be able to be filled.
- Name / Extension Reservation is For
- Type and number of Equipment or Training (e.g. PC/Projector Cart, Laptop, Projector, etc.)

- **Instructions For Specialized Setup or Software**
- **Starting & Ending Date (s) & Time (s) Required**
- **Location (Building / Room)**

SERVICES THE HELP DESK PROVIDES

Help Desk Operators consists of many levels of expertise from advanced System Analysts to 1st and 2nd year Workstudy's. By giving the Help Desk operator the information they need, they will be able to quickly and efficiently respond to your problem or request.

The Help Desk

- Serves as a central point of contact for you to report any hardware or software problems and to request reservations of equipment.
- Assists with your User ID management (User Account, Password, etc.)
- Assists with print management (e.g. Cancel, print, status, etc.)
- Initiates communications on upcoming changes and scheduled or unscheduled system outages.
- Logs all incoming calls and facilitates problem resolution.
- Contacts the proper source to correct any problems that we cannot directly solve, and provides solutions in a timely manner.
- Logs and manages the customer requests
- Confirmation & Resolution Emails Sent to Improve Communication & Efficiency

MANAGING CALLS

The Help desk manages calls in accordance with their business impact or severity.

Severity definitions are:

H - System or component down, critical business impact, no alternative available - work stoppage.

M - System or component down or degraded, critical business impact, alternative or bypass available.

L - Not critical, deferred maintenance acceptable, circumvention possible with no operational impact.

IS STANDARDS

STANDARD SOFTWARE

Adobe Acrobat Reader

MS Windows XP Pro (Soon to be Windows 7)

MS Office 2007 Suite

MS Internet Explorer

Fire Fox

Trend Office Scan

Quick Time

Java

Flash Player

Shockwave

WinASO

OPTIONAL STANDARD SOFTWARE

Banner Menu & GUI

Par Score & Par Test

WordPerfect (determined by need)

Microsoft Campus Agreement (currently only for employees)

Home use of Microsoft Office 2007 Professional is available for \$25.00.

Authorization forms are available on the Internal Information Network under Employee Resources & Support

After payment is made to the Business Office, IS will provide a CD of the software.

IS will not support the installation of this software on Home PC's.

IS STANDARD POLICIES

Password Policies

Microsoft passwords - expire every 90 days. You will need to reset your password when prompted. The password must be a minimum of 9 characters long. Must contain 1 Number and 1 Capital Letter also Must NOT use proper names . You will not be able to use the same password again for 5 password changes.

Computer Resource & Facilities Policy

Intranet/Internet access is provided to all employees.

Adherence to the Rhodes State College **Computer Resource & Facilities Policy** is mandatory. See HR Personnel Policies for details.

Data Storage Policy

All critical data should always be saved to a network drive. IS cannot guarantee the recovery of locally saved files lost because of a hardware failure on the PC.

The network servers are:

Backed up daily

Continuously scanned for viruses

Standard Drives:

G: Employee Share

H: Employee Public

I: Class Share (Students H:)

M: Home (Personal Directory)

R: Applications

S: Applications

P: Applications