

Division: Customer Relationship Management Division

HELP DESK (HELP)

Scope of Service

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Prepared by:

HELP DESK MANAGER



Contact Information

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Scope of Service Statement

The Help Desk provides customer-friendly, central user access support for enterprise-wide or mission-wide information technology solutions implemented in the OHSU environment.

This group will provide a central point of contact for the OHSU information systems customer community to resolve and coordinate the resolution of information system customer problems, to act as a liaison between the technical staffs and the customer community, and to respond to the most urgent problems involving Novell network, mainframe applications, core services and standard desktop operating systems related problems. The Help Desk provides Tier 1 desktop support using phone and remote assistance technology.

HELP Support Philosophy

The customer comes first. As the first point of contact for our customers, the Help Desk strives to provide a quality customer experience at every opportunity.

Our goal is to provide a consistently high level of first contact resolutions to the wide variety of computer related issues experienced by OHSU faculty and staff, thus enabling a quick return to production for our customers and a low cost per call for OHSU.

HELP works with all levels in the organization. Building relationships aids in developing solid communication lines to help resolve escalated issues promptly and to spot trends before they become problems.

Service Roles/Responsibilities

- **Provide Tier 1 support for the network including:**
 - Network availability (connectivity)
 - SMS (Microsoft Systems Management Server)
 - File restores
 - Novell and AD domain accounts
 - Passwords
 - Group membership
 - Account lockout
 - Concurrent connections
 - Rights
 - Location of self help documentation
- **Provide Tier 1 support for remote access including:**
 - Network availability (connectivity)
 - Ozone
 - GWSecure
 - Citrix/WTS
 - VPN
 - Passwords
 - User accounts
 - Location of self help documentation
- **Provide Tier 1 support for Core Software Application operability on an OHSU Workstation Build machine (this does not include feature assistance on how to use software except as noted in the Defined Levels of Support section) including:**
 - GroupWise
 - Microsoft Office Suite
 - Internet Explorer
 - McAfee VirusScan
 - HostEx applications
 - Location of self help documentation
- **Provide Tier 1 support for secure wireless including:**
 - Network connectivity (WAP or network related loss of service)
 - Location of self help documentation
- **Provide Tier 1 support for printing including:**
 - Network connectivity
 - Print job management
 - Windows queue
 - Microsoft Print Services
 - UNIX
 - Mainframe
 - IP
 - Adding printers
 - Printer configurations

- **Log all calls, create incident tickets, and document troubleshooting and resolutions in Help Desk problem management software**
- **Prioritize and escalate incident tickets to appropriate Tier 2 or Tier 3 ITG support group if issue cannot be resolved at the Help Desk**
 - Priority 1 – 911; Direct patient care related
 - Priority 2 – Urgent; Mission critical for enterprise business application or system
 - Priority 3 – Normal
 - Priority 4 – Maintenance
- **Provide communications to customers on unplanned system issues, scheduled down times, upgrades and conversions**
 - Web postings
 - E-mail messages
 - Phone front ends
- **Advocate for the customer in ITG projects involving implementation of application and network solutions**



Hours of Support

HELP – Help Desk

Monday–Friday, 6:00 AM to 6:00 PM

After hours phone coverage for the Help Desk is handled by COPS (Computer Operations)

Monday–Friday, 6:00 PM to 6:00 AM

Saturday and Sunday

Minimal Staffing will be provided on the Help Desk when ambulatory care (outpatient) clinics are open during AFSCME-designated holidays.

Defined Levels of Support

Tier 1 Support: Customer contacts the Help Desk by calling 503 494-2222 or emailing helpdesk@ohsu.edu. Help Desk will troubleshoot and resolve the issue or escalate a ticket to the appropriate Tier 2 or Tier 3 ITG group. A Tier 1 support telephone call will not normally exceed 15 minutes in talk time and follow-up after call work. Email Tier 1 support has a turn around time of up to 48 hours.

Operability Support: Operability Support means that a legally licensed application will be made available and usable to the OHSU MAC and PC workstation. Methods include making an installer available to be downloaded from the network and installed on an OHSU workstation, or installing an application on an ITG supported server and available to the customer to run from the network. Operability support may or may not be provided for departmental or local applications.

Feature Assistance: Application feature assistance is support within the application. ITG Help Desk will provide basic feature assistance for "[Core Service](#)" Applications. The scope of support will cover only those features that are taught in OHSU offered courses. Support outside of this scope may require [consultation](#) by [IT Training](#) and a fee will be assessed.

Unsupported: Applications that fall under this category are typically installed locally by the end-user to their desktop. Products available with no support include user-sponsored software, public domain software, and other personal software. End-user's home systems or private laptops fall under the Unsupported category.

Malware and Virus Cleanup: Help Desk Analysts, under normal circumstances, can assist customers on malware or virus infestation problems for up to 15 minutes. At that point, an incident ticket will be assigned to Tier 2 support (FTS) and it is their decision to proceed with the cleanup or to suggest re-imaging the machine.

Remote Access Support: The Help Desk will provide network connectivity support only for the various methods of remotely accessing OHSU resources with non OHSU systems. This includes password or account lockout issues. Issues involving configuration of home systems, installation of hardware or software on home systems, or availability of user ISP are unsupported. The Help Desk will provide the user with the location of self help documentation when possible.