Dundalk Institute of Technology

IT Support Desk Information Sheet

Version 1.0

Document Location

..\DkIT_Policy_Documents\Procedures

Revision History

Date of this revision:				Date of next revision:	

Version Number/Revision Number	Revision Date	Summary of Changes	Changes marked
V1.0	26/01/16	Document new Helpdesk system installed w/c 18-Jan-2016	

Approval

This document requires the following approvals:

Name	Title	Date
Michael Denihan	Computer Services Manager	26/01/16
Barry McGuinness	IT Helpdesk STO	26/01/16

This IT support Desk Information sheet will be reviewed on a periodic basis.

1   Table of Contents

1   Purpose

The purpose of this document is to provide the steps which must be taken to capture record and escalate IT related issues and requests for all systems within Dundalk Institute of Technology.
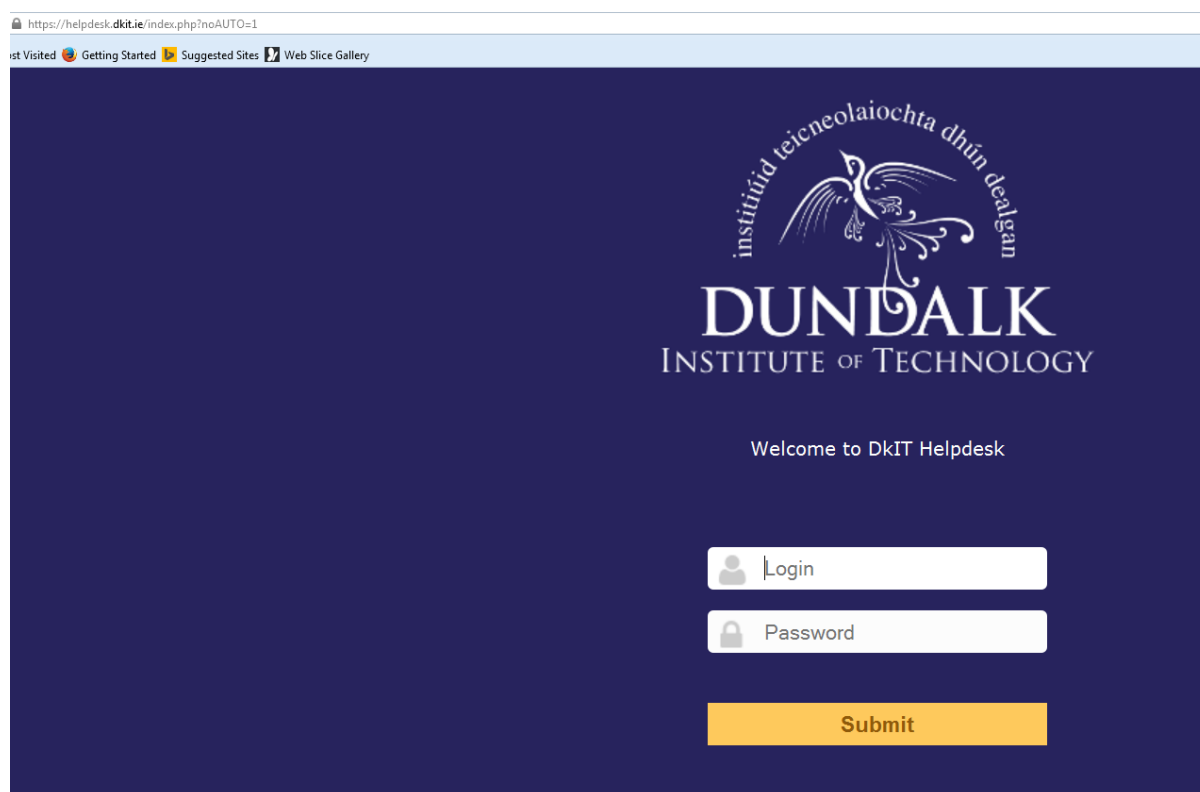
2   IT Support Desk Information Sheet

The IT Support Desk is located at the Information Office directly across from Main Reception in the Whittaker building. You can contact the IT Support Desk in the following ways:

2.1   Contact us:

1.   The most effective way is to log a ticket at **helpdesk.dkit.ie**
2.   Ring on extension 2300 or 0429370300 from outside/mobiles between 9.00am and 5.00pm Monday to Friday.
3.   Call down to the Support Desk between 10.30am and 1.00pm Monday to Friday.

3   How to log a ticket.

Go to **helpdesk.dkit.ie** and log in using your PC logon username and password. You will then be presented with the following screen:

3.1 Creating Helpdesk call

To Log Calls select the Create Tickets option using the following graphic Plus Sign link.

The following information **must** be included in the ticket:

3.1.1 Staff Information

The priority of the problem

Your room number

Your extension number

What department you are in

The category that best describes the problem

A synopsis of the problem

Title for the ticket

3.1.2   Student Information

The priority of the problem

Your student number

Your mobile number or alternative email address.

What department you are in

The category that best describes the problem

A synopsis of the problem

Title for the ticket

If you do not enter in the above information your ticket **may not** be dealt with effectively.

When you have entered **all** of the information click on the 'Add' button.

3.2   Incorrect Entry

(This screen requires input for Category – This will create an error if field is not entered)

3.3 Correct Entry

Correct entry for Submission

4   Helpdesk system response

The Helpdesk system provides information via webpage and also by responding to requester using emails. Both views are available below.

4.1   Web Page response with Ticket Reference

A Ticket number is automatically assigned when ticket is posted.

4.2   Email Response

User will then receive an email with the ticket details.

=-=-=-= To answer by email, write above this line =-=-=-=
URL : http://helpdesk.dkit.ie/index.php?redirect=ticket_25204&noAUTO=1
Ticket: Description
Title:Please install application on PC
Requesters: Joe Bloggs
Opening date:26-01-2016 11:52
Closing date:
Request source:Helpdesk Application

Assigned to technicians: Barry McGuinness
Status : Processing (assigned)
Assigned to groups: Computer Services STO
Urgency: Medium
Impact: Medium
Priority: Medium

Category :software
Description: ROOM NO: S111
PHONE NO: 2111
TICKET DETAILS: Setup Demo Ticket for Reference Purposes
Number of followups: 0

Number of tasks: 0

-
IT Support Desk
Computer Services
Dundalk Institute of Technology
helpdesk@dkit.ie
ext 2300
Automatically generated by GLPI 0.90.1
=_=_=_= To answer by email, write under this line =_=_=_=

Click on the Web URL reference containing the ticket number 25204 to get update information.
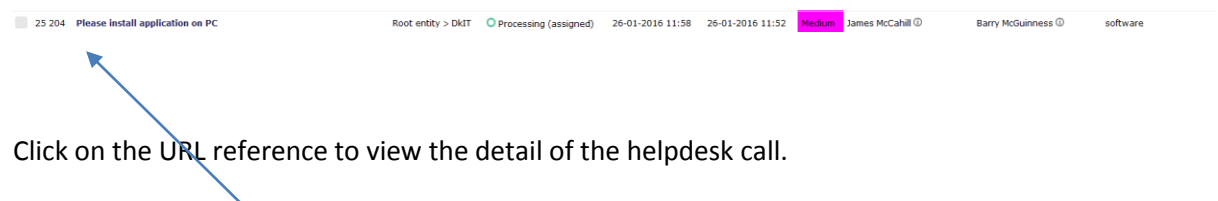
5 Checking for updates on Helpdesk system

- Note any updates relating to the ticket will be forwarded on to the helpdesk requester

  You can also use the application to check the status of any problems you have logged. Click on 'Home > Assistance > Tickets' in the top left hand corner
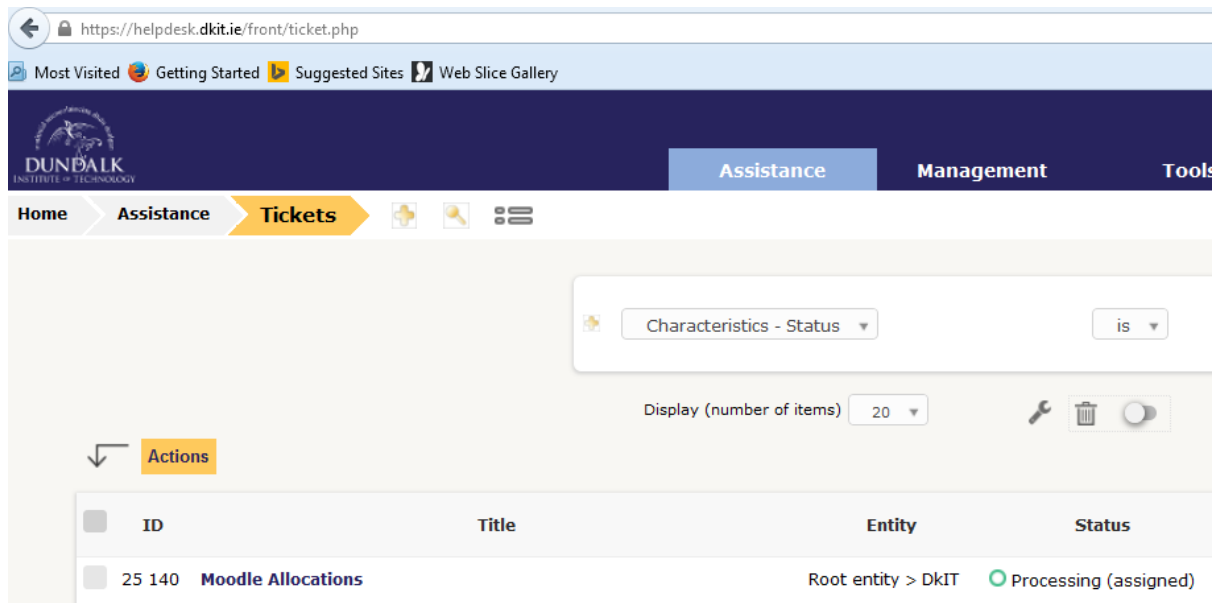
The detail for ticket no 25204 is available as shown below

Click on the URL reference to view the detail of the helpdesk call.

Helpdesk view of Call after it has been assigned to support technician. This also shows any additional follow-ups, tasks associated with call

5.1 Email progress on helpdesk call

When a helpdesk support person adds information to the Ticket , the requester will receive an email with the following email header information.

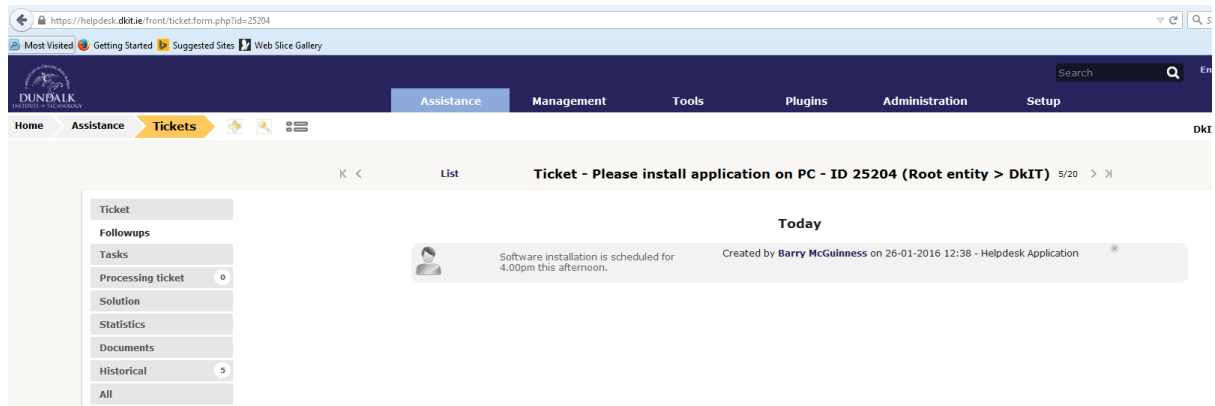[GLPI #0025204] New follow-up. Please install application on PC.

Ticket Reference Number

Title of Support request

Details of the helpdesk contents/follow-up are then in the main body of the email message.

5.2   From Web Page

This is the same information visible from the helpdesk web page.

5.3   Checking for status of helpdesk submissions made

Clicking the 'Assistance page view for Information' section will give you detailed information of tickets submitted , including the status of the problem, who fixed it and what work was carried out. You can see the calls that are solved / unsolved / pending in this webpage view of your submitted calls.