



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:
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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	4
2	IT Support Desk Information Sheet.....	4
2.1	Contact us:	4
3	How to log a ticket.	4
3.1	Creating Helpdesk call.....	5
3.1.1	Staff Information.....	5
3.1.2	Student Information.....	6
3.2	Incorrect Entry	6
3.3	Correct Entry	7
4	Helpdesk system response.....	8
4.1	Web Page response with Ticket Reference	8
4.2	Email Response	8
5	Checking for updates on Helpdesk system	10
5.1	Email progress on helpdesk call.....	11
5.2	From Web Page.....	12
5.3	Checking for status of helpdesk submissions made	12

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

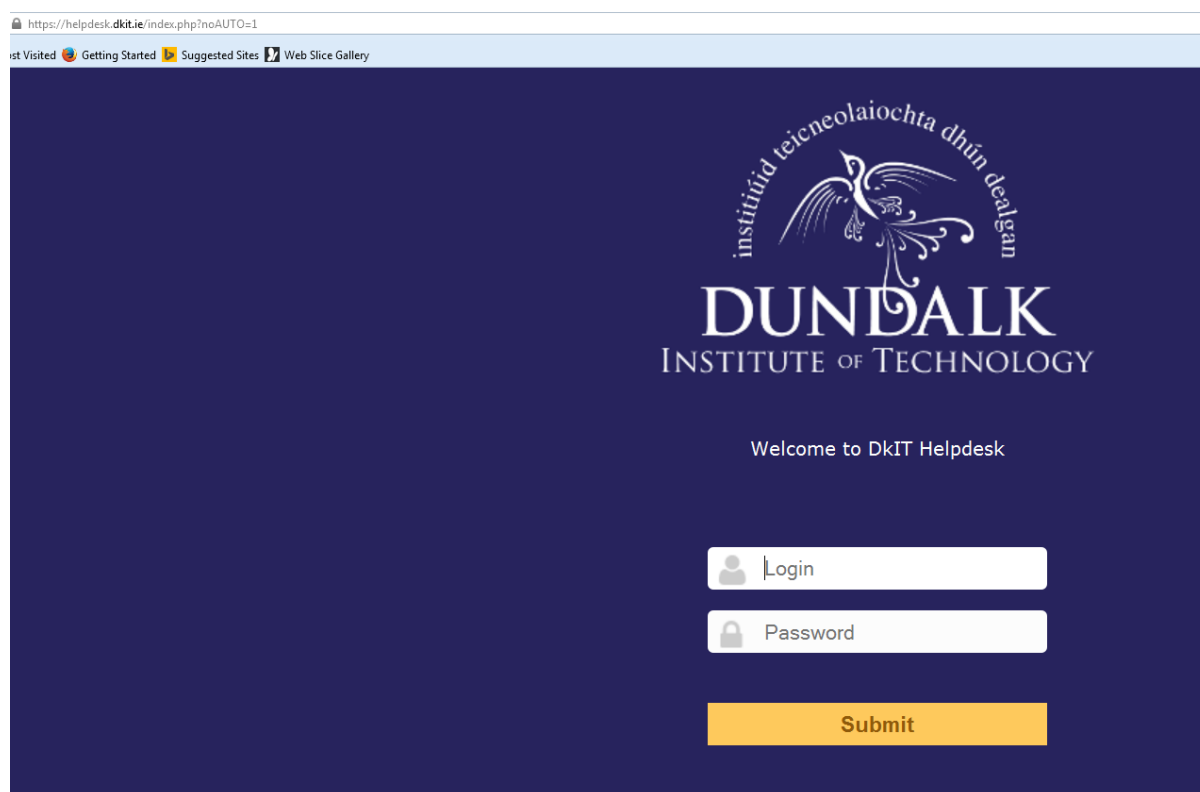
The IT Support Desk is located at the Information Office directly across from Main Reception in the Whittaker building. You can contact the IT Support Desk in the following ways:

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:



The screenshot shows a web browser window with the URL <https://helpdesk.dkit.ie/index.php?noAUTO=1>. The browser's address bar and tabs are visible at the top. The main content area has a dark blue background. At the top center is the Dundalk Institute of Technology logo, which includes a stylized bird and the text "institiúid teicneolaíochta dhúin dealgáin" in a circular arc above "DUNDALK INSTITUTE OF TECHNOLOGY". Below the logo, the text "Welcome to DkIT Helpdesk" is displayed. In the lower right area, there is a login form with two white input fields: the first is labeled "Login" and the second is labeled "Password". Below these fields is a yellow "Submit" button.

3.1 Creating Helpdesk call

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

The screenshot shows the Helpdesk DkIT interface. The top navigation bar includes 'Home', 'Assistance', 'Tickets', and a 'Plus Sign' icon. A blue arrow points to this icon. Below the navigation bar, the 'Ticket' form is displayed. The form includes the following fields:

- Opening date:** 25-01-2016 11:52
- Type:** Incident
- Category:** (dropdown menu)
- Actor:** (dropdown menu)
- Requester:** (dropdown menu)
- Assigned to:** (dropdown menu)
- Status:** New
- Request source:** Helpdesk Application
- Location:** (dropdown menu)
- Priority:** Medium
- Title:** (text input field)
- Description:** (text area with placeholder text: ROOM NO, PHONE NO, TICKET DETAILS)
- Linked tickets:** (link icon)
- File:** (300 MB max) (upload icon)

At the bottom of the form, there is an 'Add' button and a file upload section with the text 'Drag and drop your file here, or Browse...' and 'No file selected'.

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

The screenshot displays the DUNBALK Tickets system interface. The top navigation bar includes links for Home, Assistance, Tickets, Management, Tools, Plugins, Administration, and Setup. The main content area is titled 'Ticket' and contains a form for creating a new ticket. The form is divided into several sections: 'Opening date' (26-01-2016 11:52), 'Type' (Request), 'Category*' (empty), 'Actor' (James McCahill), 'Requester' (James McCahill), 'Assigned to' (Barry McGuinness), 'Status' (New), 'Request source' (Helpdesk Application), 'Priority' (Medium), 'Location*' (Staff > South Building), 'Title*' (Please install application on PC), 'Description*' (ROOM NO: S111, PHONE NO: 2111, TICKET DETAILS: Setup Demo Ticket for Reference Purposes), 'Linked tickets +', and 'File (300 MB max)'. An 'Add' button is located at the bottom right of the form. A message at the top of the form states: 'The ticket will be added in the entity Root entity > DkIT'.

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

3.3 Correct Entry

Correct entry for Submission

Most Visited Getting Started Suggested Sites Web Slice Gallery

DUNBALK UNIVERSITY OF TECHNOLOGY

Assistance Management Tools Plugins Administration Setup

Home Assistance Tickets

Ticket

The ticket will be added in the entity Root entity > DkIT

Opening date	26-01-2016 11:52	Category*	software
Type	Request	Assigned to	Barry McGuinness
Actor	Requester		
	James McCahill		Barry McGuinness
	(Processing: 0)		(Processing: 2)
	Email followup Yes		Email followup Yes
	Email: james.mccahill@dkit.ie		Email: Barry.McGuinness@dkit.ie
	Root entity > DkIT		
Status	New	Request source	Helpdesk Application
Priority	Medium	Location*	Staff > South Building
Title*	Please install application on PC		
Description*	ROOM NO: S111 PHONE NO: 2111 TICKET DETAILS: Setup Demo Ticket for Reference Purposes		
Linked tickets +			
File (300 MB max)			

Add

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

The screenshot shows the DUNDALK HELPDESK web interface. The 'Ticket' form is displayed with the following fields and values:

- Opening date: 26-01-2016 11:58
- Type: Incident
- Category: (empty)
- Actor: (empty)
- Requester: (empty)
- Assigned to: (empty)
- Status: New
- Priority: Medium
- Title: (empty)
- Description: (empty)
- Linked tickets: (empty)

A message at the bottom right states: "Your ticket has been registered. (Ticket: 25204) Item successfully added: Please install application on PC".

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

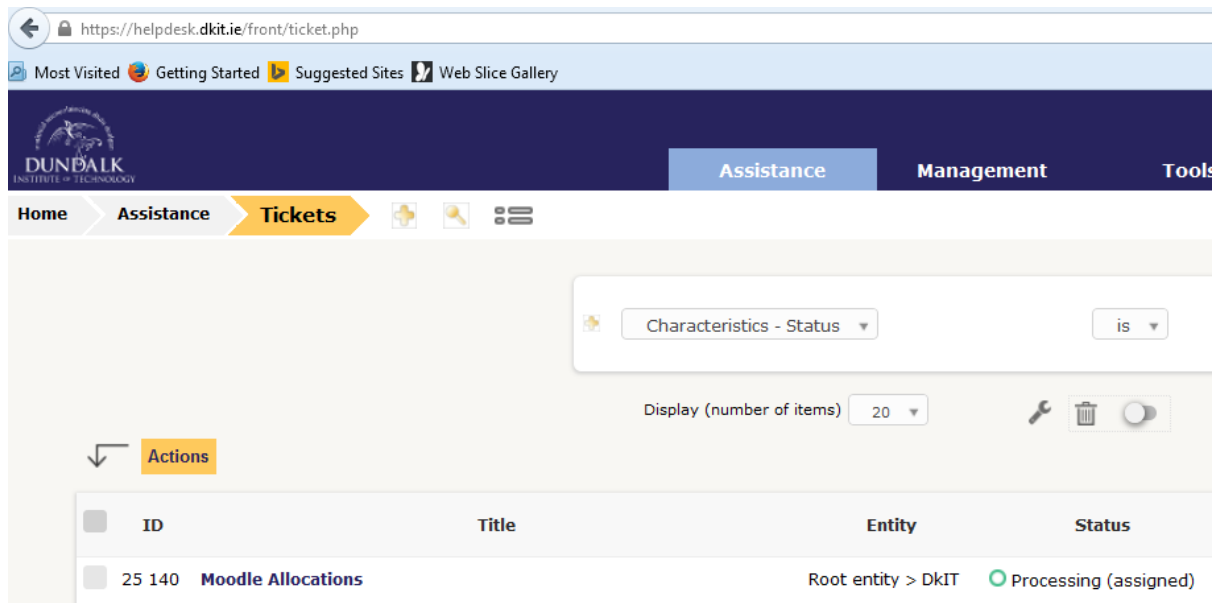
= _ = _ = To answer by email, write under this line = _ = _ =

Click on the Web URL reference containing the ticket number 25204 to get update information.

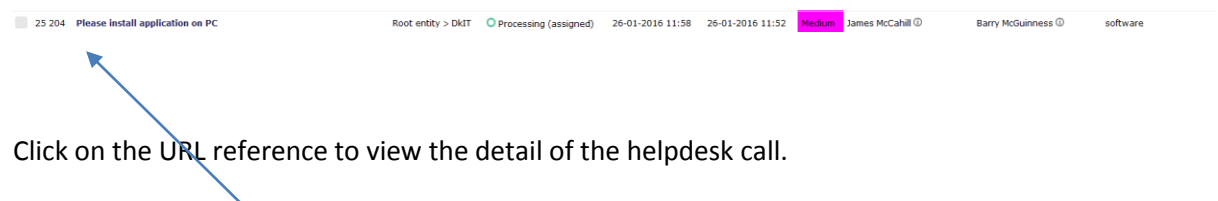
5 Checking for updates on Helpdesk system

- 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

The screenshot shows a web browser window with the URL <https://helpdesk.dkit.ie/front/ticket-form.php?id=25204>. The interface has a dark blue header with the DUNE BALK logo and navigation tabs: Assistance, Management, Tools, Plugins, Administration, and Setup. The 'Tickets' tab is active. On the left, there's a sidebar with links: Ticket, Followups, Tasks, Processing ticket (0), Solution, Statistics, Documents, Historical (5), and All. The main content area displays the ticket details for 'Ticket - Please install application on PC - ID 25204 (Root entity > DkIT)'. The ticket is in 'Processing (assigned)' status, opened on 26-01-2016 at 11:52 by James McCahill. It is categorized as 'software' with a 'Request source' of 'Helpdesk Application' and a 'Location' of 'Staff > South Building'. The actor is James McCahill, and it is assigned to Barry McGuinness. The title is 'Please install application on PC' and the description includes 'ROOM NO: S111', 'PHONE NO: 2111', and 'TICKET DETAILS: Setup Demo Ticket for Reference Purposes'. There is a 'Linked tickets' section and a file upload area for 'File (300 MB max)'.

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.

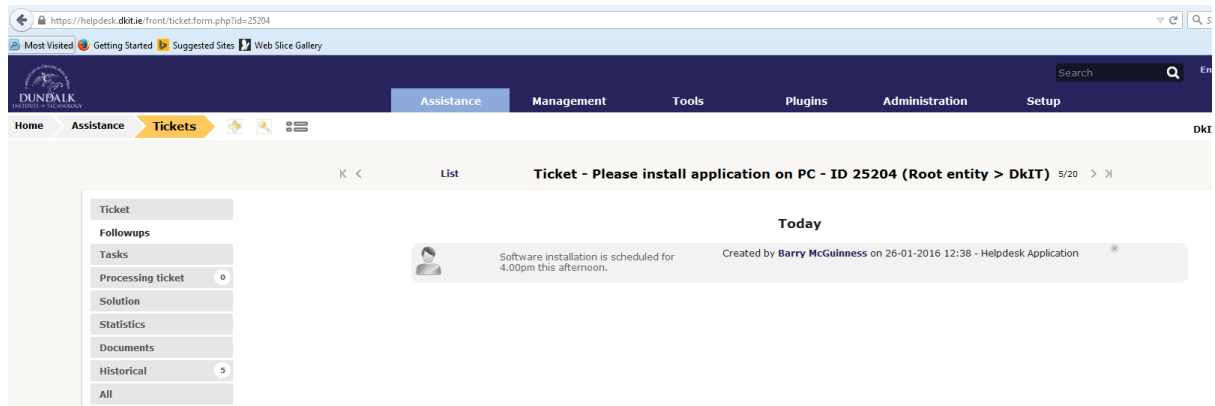
Ticket Reference Number

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.

