

Helpdesk Policies and Procedures

1. All ITSS helpdesk requests must go through the IT helpdesk at <https://helpdesk.uscb.edu>
 - a. If someone contacts the helpdesk, they will be asked to put in a helpdesk ticket. If the user cannot, then the technician will enter one for them
2. All tickets received must be assigned to a technician within 1 business day
3. Tickets will be worked on in order of priority and within a reasonable time
 - a. Tickets will be updated with important information for the convenience of all involved
4. The assigned technician must confirm satisfactory completion with the user before closing it
 - a. If the technician requires a response from the user, then the user will be given three attempts of contact, within a two week period and update the ticket after each attempt
 - i. In the event a technician needs to close a ticket due to nonresponse, the technician will email the user and CC the helpdesk manager.
5. All assigned tickets that are not in "WAIT" must be updated at least once a week on the status of the ticket.
 - a. A ticket may only be in "WAIT" status, and not require regular weekly updates, if no work can be completed within the week or while waiting on a response.
 - b. In the event that a technician does not promptly address a ticket within 1 week or provide weekly updates they must be sent a reminder email. If there is no update 2 weeks after the ticket was created, the ITSS Department CIO is notified by the technician's supervisor and/or helpdesk manager
6. Any user that needs IT support for an event must create a request at least 2 weeks before the date of the event.
 - a. Any event that is requested less than 2 weeks before the date of the event will be supported on a "best effort" basis. In "emergency" situations, the CIO will make the decision on which events are supported.
7. Any user that needs IT support for video production must create a request at least 2 weeks before the date of the event.
 - a. Any event that is requested less than 2 weeks before the date of the event will be supported on a "best effort" basis. In "emergency" situations, CIO will make the final decision on which events are supported.
8. Any student equipment (computer, laptop, and/or phone) to be worked on, requires a signed release form and student ID before equipment will be accepted.
 - a. Students will be notified when work is complete via the contact information provided. If after 45 days, the equipment has not been retrieved, or scheduled for retrieval, then the equipment will be discarded.
 - i. Date, time, and mode of every notification must be noted in the repair request form.
9. When a department requests IT purchase new equipment an IT technician will notify the requesting party when equipment arrives and request a date and location for equipment install. If after two weeks no date and location is provided the technician will deploy equipment to the office of the individual who authorized purchase.