



ITS Support Center Group Help Desk Mission

The mission of the Johnson County Information Technology Services Support Center Group is to provide Johnson County employees with a single point of contact within Johnson County Government so that access to appropriate levels of computing and networking services and the technical support essential to effectively use these services is provided in an efficient and effective manner.



ITS Support Center Group Help Desk Objectives

The following itemization of objectives summarizes those activities which must be performed to accomplish the mission of the ITS SCG Help Desk.

- Provide current, accurate information concerning Johnson County technology infrastructure, computing and networking activities to employees of Johnson County.
- Facilitate critical elements of problem management by:
- Logging all problems.
- Performing first-level problem determination.
- Providing problem resolution or bypass/recovery procedures when appropriate.
- Referring second-level questions and problems to designated personnel or groups.
- Monitoring problems logged at the Help Desk to ensure action has been taken.
- Providing reports on the types and volume of logged problems.
- Communicate availability status of supported resources to clients through designated methods of communication in a timely manner.
- Assist clients in administrative tasks associated with user resources and services.
- Maintain the level of technical expertise required to answer questions and solve first-level problems.
- Notify departments of exceptional problem areas noted through high-volume client contacts.

Support Center Group Support overview

- 1.1 The Support Center Group provides hardware and application (1st level and 2nd level) support to county users 24 x 7. Support is provided by a team of eight PC Workstation Technicians who have an average of 6 years experience each.
- 1.2 The ITS Help Desk is located in the Technical Services area of the ITS Department. The Help Desk is equipped with three phones, two workstations and is staffed from 7:30 AM to 5:30 PM Monday through Friday. After hours support is provided by an on-call technician. The technician is responsible for answering calls, resolving the issue or alerting / escalating the issue to the appropriate individual or group.

The Help Desk area is of sufficient space to accommodate a test lab which will accommodate multiple workstations or laptops. The Help Desk is equipped with devices that allow for multiple, simultaneous HDD duplication.
- 1.3 The Help Desk will receive approximately 7,000 calls per year. Each call is logged in Magic Total Service Desk, our help desk ticket and work order tracking application. Magic Total Service Desk's functionality includes the ability to track open, closed, reassigned tickets or work orders and the ability to generate reports on open, closed, reassigned tickets or work orders. The goal of the Help Desk Technician who answers a call at the Help Desk is to provide the most accurate information to the user or department facilitating closure of the call and resolution of the issue.
- 1.4 An issue which cannot be resolved over the phone, a ticket or work order is created and a PC Workstation Technician dispatched.
- 1.5 The Help Desk receives emails sent to "helpdesk." Help Desk technicians will open a ticket or work order and will assign the issue to the appropriate person or group for resolution. The person or group assigned is responsible for closure of the ticket or work order when the task is complete.
- 1.6 Upon closure of the ticket, an email is generated by Magic Total Service Desk. The recipient is provided with a link to a feedback site. Feedback from the user is recorded in a database and is used to drive process improvement and monitor the effectiveness of support provided.

2.0 Walk-up support

Help Desk personnel are not able to provide walk-up support. The primary objective of the Help Desk Technician is to answer calls from users. Any activities which detract from the primary objective are discouraged.

3.0 Help Desk / Support Center Technicians Detail of Support provided

Provides all county users with one point-of-contact during scheduled or non-scheduled outages, emergencies relating to infrastructure, LAN, WAN.
Backs up and supports infrastructure personnel as needed.
Assist users or departments with desktop adds, moves, changes.
Assist users or departments with software or hardware testing.
Publishes hardware, software, device-attached-to-the-network standards.
Monitors VirusScan at the desktop and recommends configuration changes to insure all county PC's are protected with the most up-to-date protection.
Assists users or departments with monitor installs, removals, replacements.
Perform password resets.
Perform domain account unlocks.
Perform software installs or reinstalls.
Troubleshoot network connectivity.
Troubleshoot hardware conflicts.
Install print drivers.
Test local print connectivity.
Perform software upgrades and updates.
Recommend software updates.
Perform software removal.
Perform general troubleshooting.
Perform removal and replacement of warranty or non warranty parts.
Perform Hard Drive Imaging.
Initiates vendor warranty work tickets.
Initiates print device warranty work tickets.
Perform OS and software installs on new PC's.
Provide Best Practice recommendations.
Provide Hard Drive clean up and maintenance.
Provide mouse and keyboard installs.
Provide answers to How To questions on supported software and hardware.
Perform ad hoc testing of new releases of software.
Maintain an automated software install site.
Repository for county supplied software.
Contact point for county standard vendors, (Dell.)
Education at the desktop on supported applications.