

HELP DESK MANAGEMENT POLICY

IS Team Approval: May 17, 2007, Yes-9 w/1 Absent

TAB Review Date: May 21, 2007

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Director Approval Date: June 8, 2007

OSF Specification:

6.0 Help Desk Management

A world class Help Desk is characterized by responsiveness, knowledge, feedback and improvement. The speed at which issues are resolved, the number of requests handled by the first level in support, the follow-up with the user community on status, security and the monitoring of performance with the goal of continuous improvement are the characteristics that separate a progressive, secure, mission critical operation from the ordinary, reactive operation.

The mandate of the help desk function should include:

- A. Adherence to all policies and procedures as published.
- B. Recommendation of new and/or changes to policies and procedures.
- C. Ownership of all the calls until reassigned or routed.
- D. Performance of all front line tasks such as password resets, printer resets, etc.
- E. Routing of system or technical queries to the knowledge expert responsible.
- F. Reporting on and monitor calls.
- G. Reporting and escalation of all incidents of suspicious activity or violations of security.

The following is a list of suggested reports required for managing the Help Desk.

- A. Incident Report – Content: all known information, status. Schedule: Immediately. Distribution: Security Administration at hosting Agency.
- B. Call Activity – Content: calls by type agency, severity average resolution time. Schedule: Monthly. Distribution: Management.
- C. Open Calls – Content: calls by user agency, severity, ranked by oldest time open. Schedule: Weekly. Distribution: Help Desk, Knowledge Experts.
- D. Daily Activity – Content: calls received by time of day. Schedule: Daily. Distribution: Help Desk.
- E. Repeat Calls – Content: number of calls ranked by user (over 3) showing Agency, type. Schedule: Monthly. Distribution: Knowledge Expert and Director of the agency generating the calls.

ODCTE Implementation:

The ODCTE adopts and adheres to this policy in its entirety as stated in the OSF Specifications above.

For assistance with this policy, please contact Computer Support.