

SUPPORT CALLS POLICY

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OSF Specification:

6.1 Support Calls

Call handling and routing is the responsibility of the hosting agency's help desk function. This function should present a standard front to all users of their services including telephone calls, emails and voice mails. Information on all calls **will** be logged and violations in security or suspicious activity **will** be reported immediately to the appropriate designated authority.

The help desk function **will** verify the identity of the caller by:

- A. Obtaining their name.
- B. Verifying a question and answer submitted on a Systems Access Authorization Request.
- C. Requesting additional information, such as:
 1. User ID (*interchangeable with Log-on ID*)
 2. Agency
 3. Phone number

ODCTE Implementation:

The ODCTE adopts and adheres to this policy in its entirety as stated in the OSF Specifications above, with the exception of wording changes in the sections listed below.

The help desk function will verify the identity of the caller by:

- A. Obtaining their name, location and phone number
- B. Call Back
- C. Email notification

For assistance with this policy, please contact Computer Support.