

How to Use the Helpdesk Ticket System

The helpdesk ticket system was put in place so that IT issues could be dealt with in a timely manner for ALL staff using technology - NOT just those locations with a “site technician”. With the move away from “site technicians” all IT staff respond to IT tickets from ALL locations. As this is a relatively new process, there are some things that can be done to expediate this process from the USERS end.

1. Create a helpdesk ticket with AS MUCH information as possible.

A ticket can be started by emailing or phoning the helpdesk:

helpdesk@sd72.bc.ca

(250) 830-2387

If contacting helpdesk via the phone, the IT helpdesk will often try to solve the issue right over the phone. If this cannot be done, a ticket will be created.

Please contact the helpdesk personally, do not have your secretary create the ticket for you. This will slow down the troubleshooting process if you need to be contacted to verify or request more information.

MORE information will help the technicians identify the problem and begin troubleshooting. Below is the message that is displayed when logged into the ticket system to create a ticket.

Please give us some background info about the issue. Some examples include: how many people the issue is affecting, the device name, the steps to reproduce the error, the steps you have taken to try to solve the issue, etc.

Here is an example of a **“Bad Helpdesk Request”**

Send	To	<input type="radio"/> Information Technology HelpDesk
	Cc	
	Bcc	
	Subject	help - urgent

My audio isn't working on my computer. It's urgent that it gets fixed.

No specific information:

- No info in subject line
- No Room #/Tablet #
- SPECIFIC PROBLEM not listed
- What user has done so far for troubleshooting.

Here's an example of a **“Good Helpdesk Request”**

Send	To	<input type="radio"/> Information Technology HelpDesk
	Cc	
	Bcc	
	Subject	Audio input on computer not working

The audio on my computer when plugged into the projector is not working. It works fine if audio is played through the computer speakers but when I plug in an audio cord into it for the speakers hooked up to the projector, it doesn't work. I had our TIST check it out and the following trouble shooting was done:
 Checked to make sure the correct audio input for the computer was selected.
 Tested on another set of speakers to make sure wasn't the speakers.
 As a media teacher, I play short examples of films every day for instructional purpose so having audio working is pretty important in how I deliver my lessons.
 I am in Room C232 and my computer name is ABC-TAB-EM-97

Details provided:

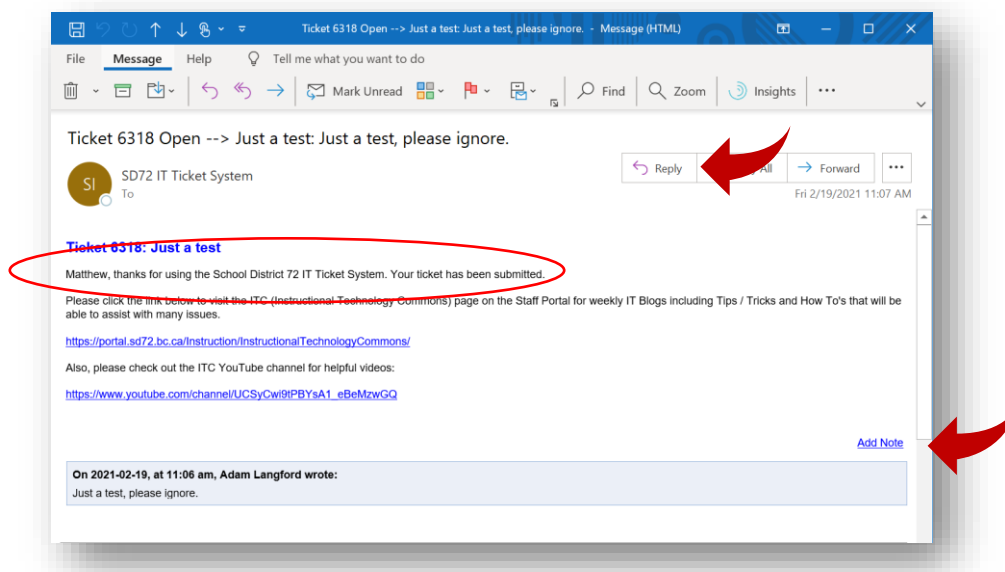
- GOOD Subject line – very specific
- SPECIFIC PROBLEM – Not JUST audio but the audio port on the computer itself
- Troubleshooting: Checked with another set of speakers, verified correct source was chosen.
- Computer Number; Room Number
- How many it affected: class while teaching – every day

One other additional piece of information that can be helpful is a print screen of the problem.

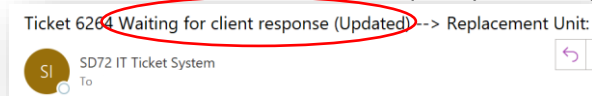
Shift/Windows Key/S will bring up the Snipping tool to do so.

2. Respond BACK to any emails requiring responses from the Helpdesk.

The helpdesk will send you an email letting you know a ticket has been created,



AND MAY send you emails that require you to respond.



If this is the case, nothing can move forward until you respond to the email. You can do this by clicking **“Reply”** on the email thread itself OR clicking on the **“Add Note”** link right in the body of the Ticket message.

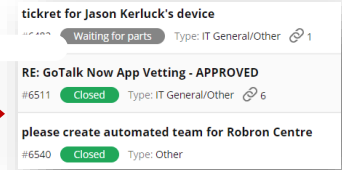
You will continue to receive an email every two days until:

- 1) You respond OR
- 2) It goes unanswered for 20 days and the ticket is automatically closed.

3. Checking on the Status of Your Ticket

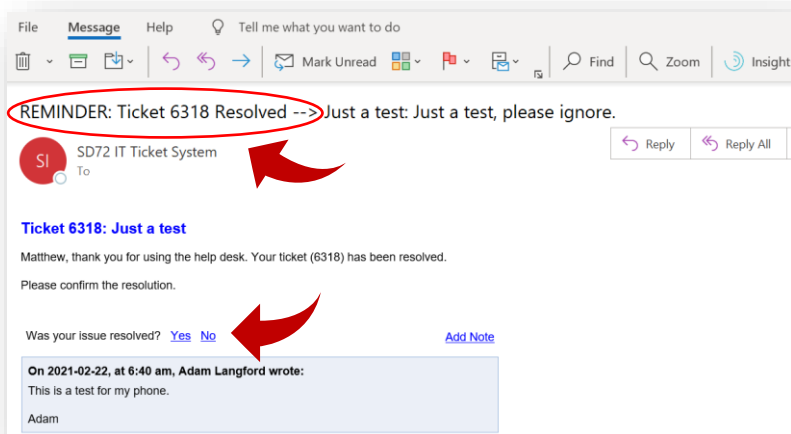
Users have the capability to check on the status of the helpdesk ticket created for them. This is done by going to:
ticket.sd72.bc.ca

Login using your *SD72 Microsoft credentials* and click on the **History** tab. A list of the tickets will be displayed there as well as the status of them.



Status of a job can be...

- **Open:** you have started a ticket, but no tech has started working on it, or a tech started a ticket for you, and you haven't responded.
- **In Progress:** you and a tech are in the process of exchanging messages about the issue.
- **Waiting for Client Response:** the tech needs more information from you to be able to proceed with the job)
- **Waiting for Parts:** the problem has been diagnosed and needs parts to fix it.
- **Closed:** the job has been automatically closed due to lack of a response from you or was closed by a tech before resolution of the problem due to lack of a response from you.
- **Resolved:** the problem is fixed, and you are satisfied with the result.
 - If it's been resolved, you will receive an email asking you to "confirm the resolution". Click on the "Yes" link to confirm this.



NOTE: It is okay to check on the status of your ticket. This might *JUST* be logging into the ticket system to check on the "status rating" OR email the helpdesk using the Ticket # assigned to the original ticket.

Priority

Once the ticket is "in the system" a priority designation will be assigned to it and a technician will either pick it up or will be assigned it. It will NOT necessarily be the "site" technician that will be working on it.



Priority designations are roughly:

Urgent = 8 hrs completion target

1. Is it affecting a large number of people (Entire District, Department, or School)
2. Is it impacting student learning or core functioning of the District on a **large scale**?
3. Does it impact or have the potential to impact Staff or Students information security or safety?

Parents can't call the school; Internet down at a site

High = 5 days completion target

1. Is it affecting an individual's ability to do their job in a very **impactful** way?
2. Is it impacting student learning at a smaller scale?

Secretary cannot work because computer not turning on; secretary cannot access school email; lab/closet down at a school level

Medium = 10 days completion target

1. Is it affecting individuals but not necessarily impeding their ability to do their job?
2. Is it affecting student learning at an individual scaled?

Support with reconnecting and testing technology in a classroom after teacher has attempted on their own first or with helpdesk support; re-connecting technology in a lab or pod after summer break

Low = No time frame

1. Is there no time frame in which the ticket should be completed?
2. Is there a work around for the issue temporarily?

Non-security issue updates; cannot print – not an urgent part of user's daily tasks; disconnect and remove equipment.

If a technician is at your site, they will be there addressing a helpdesk ticket OR a district project that is currently being worked on. Please respect this and go through the "proper channels" of asking for help and not just grabbing them in the hallway. Those "can you just" inquiries never just take a couple of minutes.

Below is a visual that will help you understand the process that is followed from start to finish when resolving technology issues in our district.

