



Information Services Department



Desktop Support Services

Effective: July 1, 2008

Support

The Information Services Department (ISD) Help Desk will provide a first point of contact for employees for problems involving computer hardware or software. It will be the Help Desk's goal to exceed the expectation of customers by providing consistent communication and support for all information technology services in a professional, competent and timely manner.

Hours of Operation

The ISD Help Desk will be available to users from 6:30 AM to 5:30 PM, Monday through Friday, excluding holidays. On-call support for mission-critical systems will be available after hours and weekends via the main Help Desk telephone number.

Contacting the Help Desk

Help Desk services can be accessed via the following options:

- Phone: 621-7100
- Email: help.desk@fresno.gov
- Self-Service: HEAT Self-Service (<http://help.isd.fresno>)

Requests submitted via email and Self-Service should include a detailed description of the request for service. Every effort will be made to respond to the email by the end of the business day.

Help Desk/Desktop Support Procedures and Trouble Ticket Flow

The responsibilities of the ISD Help Desk/Desktop Support will be as follows:

- Request Capture and Support Verification: A Help Desk technician will capture all requests via phone, email or HEAT Self-Service and verify the right to service based on the UserID.
- Trouble Tracking: The Help Desk technician will open a HEAT trouble ticket that minimally will consist of the user's name, UserID, phone number and problem detail.
- Request Acknowledgement: The Help Desk technician who opens the trouble ticket will assign a priority level based on the type of problem.

- ◆ Priority 1 – Call for service where there is a total loss of mission critical resources with no work around in place. This can affect an individual or multiple users.
- ◆ Priority 2 – Call for service where there is total loss of mission critical resources but a work around is currently in place.
- ◆ Priority 3 – Call for service that affects daily productivity but does not meet the requirements of higher priority levels.
- Problem Resolution: The Help Desk technician will attempt to resolve all problems and requests for supported operating systems and applications. If the technician is unable to solve the problem or the problem is a specialized task that requires the administrative rights or expertise of another technician, then the ticket will be escalated.
- Request Escalation, if necessary: The Help Desk technician will update the ticket and escalate to the second level of support, as appropriate for resolution.
- Verify Customer Satisfaction: Upon resolution of the ticket, the Help Desk technician will verify that the customer is satisfied with the resolution to his/her request, and reopen the ticket if needed.
- Ticket Surveys: Periodically customer service surveys will be emailed to customers to gauge their satisfaction with the Help Desk/Desktop Support staff.

Customer Responsibilities

In order to facilitate the support process, employees are requested to do the following:

- Provide detailed information regarding service requests.
- Make every effort to be available to communicate with a technician if required.
- Notify the Help Desk if the severity of the problem has changed. It is helpful if the customer can refer to the ticket number from the original call. The new information will be logged and reevaluated to determine if the priority level needs to be changed.
 Example: A monitor that had been buzzing now does not work at all.
- Notify the Help Desk in advance of any pre-determined required assistance.

Quality of Service Measures

Help Desk/Desktop Support quality of service will be determined by the following measures:

- The monthly Priority 1 call closure average will be two business hours or less.
- The monthly ACD average speed of answering (ASA) will be 30 seconds or less.
- The monthly ACD abandonment rate will be 10% or less. Calls before the announcement will not be factored into the abandonment rate figure.
- The monthly average ratings in all Customer Service Survey rating areas will be "4" or higher.

Feedback

The ISD Help Desk will be proactive in seeking feedback through follow-up calls after a service request has been completed and through periodic online surveys. Employees are encouraged to provide feedback regarding the Help Desk/Desktop Support services at any time by sending an email to helpdesk@fresno.gov.

Fees for Services

Non-standard hardware

ISD has an established purchasing contract with Dell. Through this agreement, ISD purchases standard desktop and power user computers, laptops, monitors and color printers. ISD also purchases B&W printers from Lexmark. ISD technicians are trained on this equipment and are certified to perform warranty work on the standard desktops and laptop computers. Any support required for equipment that is not purchased through ISD or does not conform to city standards will be billed at the following rates:

Computer Systems Technician	\$35/hour
Senior Computer Systems Technician	\$40/hour

The city standard desktop configuration includes a computer, monitor, keyboard, mouse, power cord, video connector cables and network cable. Any other equipment needed, such as speakers, headsets and power surge protectors, must be purchased separately.

Non-standard software

ISD has chosen several standard software business applications to support. There are a variety of reasons to keep to these standard products, e.g. licensing, stability, ease of use and upgradeability. These products include:

- Microsoft Office Suite
- PeopleSoft HRMS and Financials
- Internet Explorer
- Microsoft Outlook
- Adobe Acrobat
- McAfee Anti-Virus Scan

In addition, many departments have specific application software that ISD also supports, i.e., AutoCAD, HTE, etc.

Any support required for software that is not purchased through ISD or does not conform to city standards will be billed at the following rates:

Computer Systems Technician	\$35/hour
Senior Computer Systems Technician	\$40/hour

Pursuant to Administrative Order 8.1, City of Fresno computer users may not download and/or install software (including toolbars, screensavers, popup blocks and adware utilities for example); therefore, any Help Desk tickets generated to respond to these types of calls will be charged at the above rate also.

Mid-year purchases

Support/replacement charges for computer equipment purchased after July 1 of each fiscal year will be charged at the following rates for each full calendar month remaining in the fiscal year:

Desktop computer	\$70
Power user computer	\$105
Laptop	\$140
Monitor	\$25
Color printer	\$105
B&W printer	\$63

Equipment setup/checkout

ISD has a limited supply of equipment available for checkout, delivery, setup and operation. This equipment is available on a first come – first served basis.

Available equipment includes:

- Laptops
- Projectors
- Television
- DVD
- VCR

ISD requests a minimum of one business day notice for meetings between 8 AM and 4 PM, Monday through Friday, and five business days notice for all other needs. We may not be able to provide the support you need without sufficient notice. There will be a surcharge for requests that do not fall within these guidelines:

Requests < 1 business day	\$25 + any applicable charges below
Cancellations < 1 business day	\$25
Late returns	\$10/day up to replacement cost of equipment

Departments requiring a technician for setup and/or operation of computer equipment will be billed at the following hourly rates:

Computer Systems Technician	\$35/hour
Senior Computer Systems Technician	\$40/hour

Equipment moves

There will be no additional charge for deployment of new or replaced equipment. Any requests for computer moves will be billed at the following hourly rates:

Computer Systems Technician	\$35/hour
Senior Computer Systems Technician	\$40/hour

Production work

All video and audio duplication and editing requests must be accompanied by a Request for Duplicating Services form. This form can be found under City Forms Management in the Staff Area of the city's website. A minimum of one week is required for all production work.

Production fees

CD burn	\$6.00 each
DVD burn	\$8.00 each

Material fees

CD	\$2.00 each
DVD	\$3.00 each

Data backup/retrieval

ISD provides daily, weekly and monthly data backup for data stored on the network at no charge. Special requests to restore data will be billed at the following hourly rate:

Senior Network Systems Specialist	\$42/hour
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Information technology procurement reviews

There will be no charge for departments submitting requests to ISD for review of potential information technology procurements.

The ISD Help Desk/Desktop Support staff thanks you for the opportunity to be of service!