

CP – 8.4.15

HELP DESK (WEB)

Related Board of Trustees Policy: BP 8.4
OPR: Vice President for Instruction
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HELP DESK (WEB)

Each user must report deliberate or accidental damage to agency equipment or property to the Web Help Desk as soon as possible to improve or protect confidentiality, integrity and availability of data.

User Accounts

The SQL database of the Web Help Desk uses LDAP to sync all full time College employees of the Active Directory User Database.

When a full time employee's account is deleted from the Active Directory User Database, the help desk user account is deleted from the SQL database of Web Help Desk, however, the submitted tickets by the deleted user are still maintained in the SQL database of Web Help Desk.

Part time employees are required to have their direct supervisor submit a ticket on their behalf. However, Directors of Departments may request part time administrative assistants to have a help desk account. All other part time employees must be approved by the Dean of Technology Services.

Ticket Submission

Users submit requests by sending an email to HelpDesk@cravenc.edu, the Help Desk creates a ticket automatically in the Help Desk portal. User should only submit 1 request per ticket/email.

- **Assignment of Tickets.** When tickets are submitted, the first available Technology Services employee will assign it to a category and either respond to the ticket themselves or assign it to the best suited Technology Services employee.
- **Ticket Status.** When a ticket is submitted, the status of a ticket is "Open". Throughout the progression of completion, the assigned ITS employee will keep a record of time spent and a history (brief or detailed, dependent upon the complexity of the ticket); during this process, the ticket has the status of "In Progress". The ticket can be assigned a status of "Hold" for any cause the assigned ITS employee deems necessary. For example: "waiting on parts" would be sufficient reason to change the status of a ticket to "Hold." When an Technology Services employee requires a response from the user, the status of the ticket is assigned "ACTION REQUIRED", when the user replies, the ticket is automatically set back to "In Progress by the Help Desk. When a ticket is completed, the assigned Technology Services employee will close the ticket (status "Closed"), and insert time expended into the system.

- Survey Requests. The survey request is sent in the closed ticket notification, every fifth closed ticket. Within two days after the first request to complete the survey is made, a reminder e-mail is sent to the user, requesting submission of a completed survey.

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