

Reference: ADMINISTRATIVE SERVICES - INFORMATION TECHNOLOGY (IT)
Section: ADMINISTRATIVE SERVICES
Title: HELP DESK
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I. PURPOSE

The primary role of the IT Department is to support end users in completing business tasks. In order to ensure this role is carried out in a timely and high-quality manner, a policy has been established to help assign priority levels to problems or issues reported by end users to the IT Department of the Niagara Frontier Transportation Authority and the Niagara Frontier Transit Metro System, Inc. (collectively referred to as "NFTA" or "Authority").

The IT department utilizes an automated Help Desk System designed in ServiceDesk Plus.

II. POLICY

The IT Help Desk is to be utilized by all Authority personnel. Contact the Help Desk when a problem arises in any of these areas:

1. Ellipse
2. Lawson HR Payroll
3. Microsoft Office
4. Network Access
5. Hardware malfunction
6. Business software application malfunction

The IT Help Desk is staffed Monday through Friday from 7:30 am to 4:30 pm. For level 1 emergencies after normal business contact the Manager of IT at home 877-2921 or cell 913-0941.

General Guidelines:

1. Before contacting the help desk, try the following:
 - If data loss isn't a concern, reboot your system if possible.
 - Try to find a resolution to the problem yourself by reviewing available documentation, help sheets, and posted FAQs for the system that is presenting problems.
1. Problems and requests designated, as Level 1 Severity will take priority. Level 4 Severity issues hold the lowest priority.
2. Problems and requests within a specific priority category will be handled on a first come, first served basis.
3. In some cases, special consideration will be given to remote employees whose access to company resources is more constrained.
4. In the event of a natural disaster, failure of a third-party utility (such as electrical power), or some other catastrophic event, stated response and resolution times may be longer.

Priority Categories:

The following table shows different priority levels for requests.

Severity	Description
Level 1	Critical system is down. Functions not usable. No workaround or alternative is available. Data is corrupted. Many end users are affected. Regulatory/legal deadlines will be missed.
Level 2	Some functions are usable with severe restrictions. No workaround or alternative is available. Several end users affected.
Level 3	Basic functions are usable with minor restrictions. Workaround or alternative is available. One or more users affected.
Level 4	Minor problem. Functions are usable. Defect is cosmetic or simply a nuisance.

Contact Information:

To report a problem or submit a request, use one of the mechanisms listed below

- Call the Help Desk at 7370.
- Emailed help.desk@nfta.com

III. PROCEDURE

Requestor:

1. A user should contact the IT Help Desk and supply a concise explanation of the problem.

If the problem occurs after 4:30 pm and is classified as a category level 1 problem, employees should contact their supervisor and inform them of the problem. The supervisor will then contact the manager of IT.

The user will be notified via email once the Help Desk ticket has been entered. The ticket will have a "Pending" status upon creation until changed.

The User will be notified via email once the Help Desk ticket has been updated or closed.

Help Desk Administrator:

1. Upon receipt of the ticket into the ServiceDesk Plus System, assign to the appropriate support staff.
2. An email is sent to the user with the appropriate staff member assigned to the ticket.

IT Support Staff Member:

1. Ticket status is in a pending state from the time it is entered in to the ServiceDesk Plus system.
2. Immediately (within reason) the IT Staff Member should inform the requestor that they have received the ticket. The IT Staff Member should obtain any additional information needed to resolve the issue.
3. If necessary, the IT Staff Member can change the severity of the ticket.

If the IT Staff Member's analysis reveals the problem occurred due to improper user procedures, the IT staff Member should educate the User on the correct procedure.

If the IT staff Member's analysis reveals that a program error exists in a program, the IT staff Member should initiate the corrective action by completing a Program Error Notification (PEN) form.

If the IT staff Member's analysis reveals that a hardware service call must be placed to resolve the problem, make sure the Help Desk is aware of the call.

If the IT staff Member's analysis reveals that a systems software support call is needed, discuss with the manager, IT. A call will be placed to the appropriate support vendor.

If the IT staff Member cannot provide the Requester with a permanent Corrective Action, the IT staff Member should attempt to provide a temporary solution that allows the user to continue working. If a temporary solution is provided, notify the Manager, IT. The call remains in a pending status until a permanent solution is provided.

When the ticket is resolved close the ticket in the ServiceDesk Plus system.