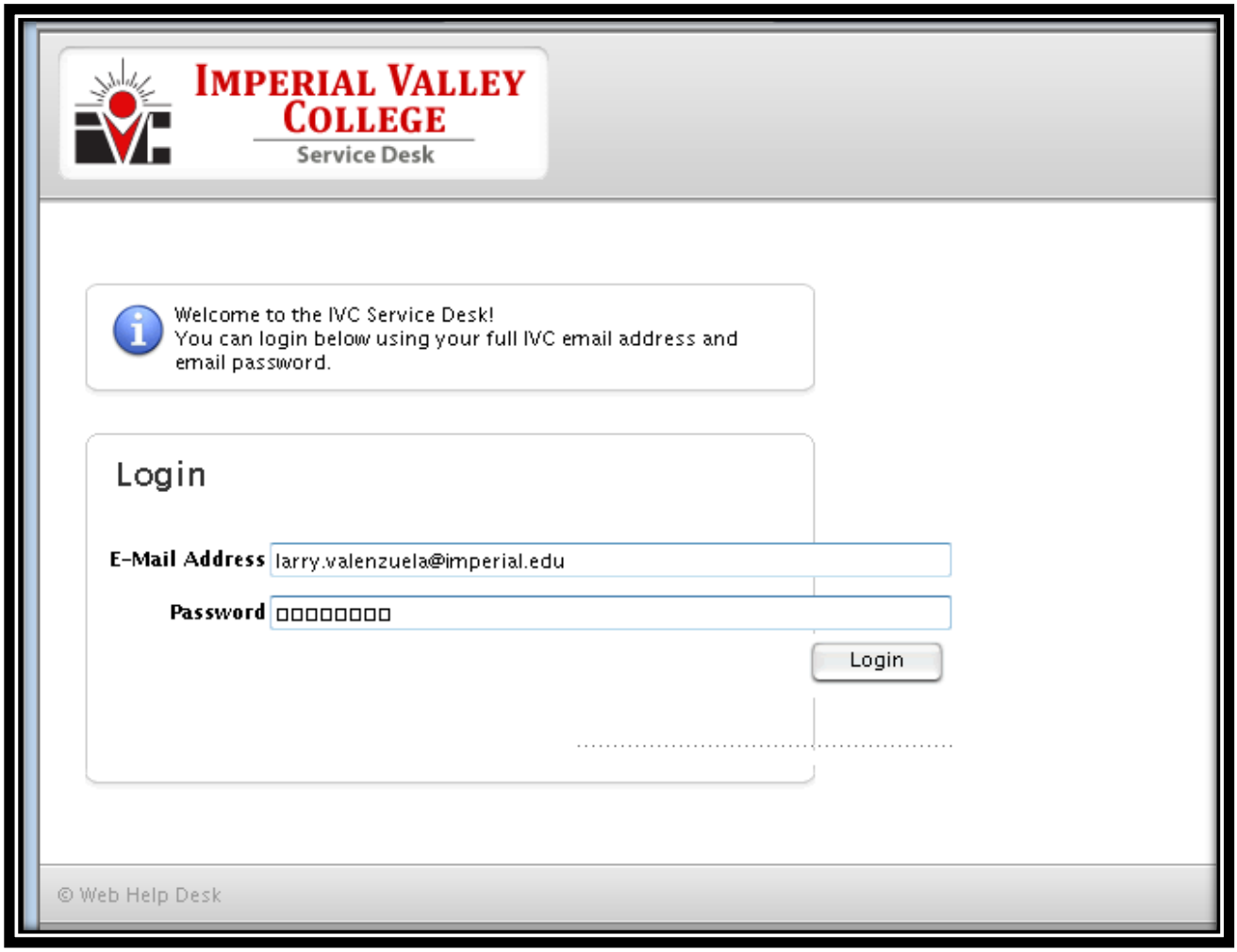
Year 2011

Imperial Valley College
Service Desk – Clients Guide

Instructions Handout for the Clients – Draft



Year 2011

Imperial Valley College
Service Desk – Clients Guide

Welcome to Service Desk Client's Guide

Welcome to the IVC Service Desk 3
How does the Service Desk work?..... 3
What is the purpose of using the Service Desk 3
Who do I contact to get trained on the Service Desk program?..... 3
Identifying Roles: Clients and Techs? 3
Where can I download the Service Desk Client Handout..... 3
Where can I view resourceful Service Desk Client Tutorials videos online?..... 3

How do I login as a client to get access to my Service Desk account? 4
What types of technology work request types are there in the Service Desk? 5
How do I submit an IT Technology work request on the Service Desk? 6
How do I submit a Reprographics work request to Print Copies?..... 7
When I submit my work request, will I get a confirmation number by e-mail?..... 8
How will I know if my work request has been closed? 9
How can I answer a survey question?..... 10
How can I look up a Frequently Asked Question (FAQ) to find a solution to my problem?.. 10
What does each Service Desk icon represent in terms of functionality? 11
How do I log out of the service desk? 12

Imperial Valley College
Service Desk – Clients Guide

Year 2011

Welcome to the IVC Service Desk?

The Service Desk is a self service online program that is maintained by the Information Technology Department at Imperial Valley College. The purpose of using the Service Desk is to assist faculty and staff in providing technical support campus wide.

How does the Service Desk work?

Faculty and staff can use the Service Desk to log in and submit Reprographics Requests **(Brochures, Display Booth, Flyers, News Releases, Photo Requests, Posters/Signs, and Print Copies)** or Technology Requests to receive technical support to a technical problem in **Banner Support, Classroom Equipment Support, Computer Lab Support, Computer Support, E-mail Support, Phone / Fax Support, Training Support, Website Support and Wireless Support.** After the client (faculty or staff) submits a ticket on the service desk, you will receive an e-mail confirmation number letting you know that your ticket has been received and will be assigned to a technician, computer analyst, or director to process the work requests accordingly.

What is the purpose of using the Service Desk?

By faculty and staff submitting their work requests through the Service Desk, will help information systems document, prioritize, keep track of future ticket cases, do technology surveys and get statistical information to budget for our own operating costs each fiscal year in maintaining the support we provide here at Imperial Valley College.

Who do I contact to get trained on the Service Desk program?

Larry Valenzuela, is the Technology Center Technician that provides campus wide trainings for Imperial Valley College employees in the use of the Help Desk. Faculty or staff can schedule individual appointments by contacting him at (760) 355-6189.

Identifying Roles: Clients and Techs

What is the role of the client? A client represents faculty, staff or supervisors who have permissions to access the help desk to submit a technology request or maintenance request online. What is the role of the tech? A tech represents a technician, computer analyst, or director who has permissions to view, update and keep track of tickets online.

Where can I download the Service Desk Client Handout?

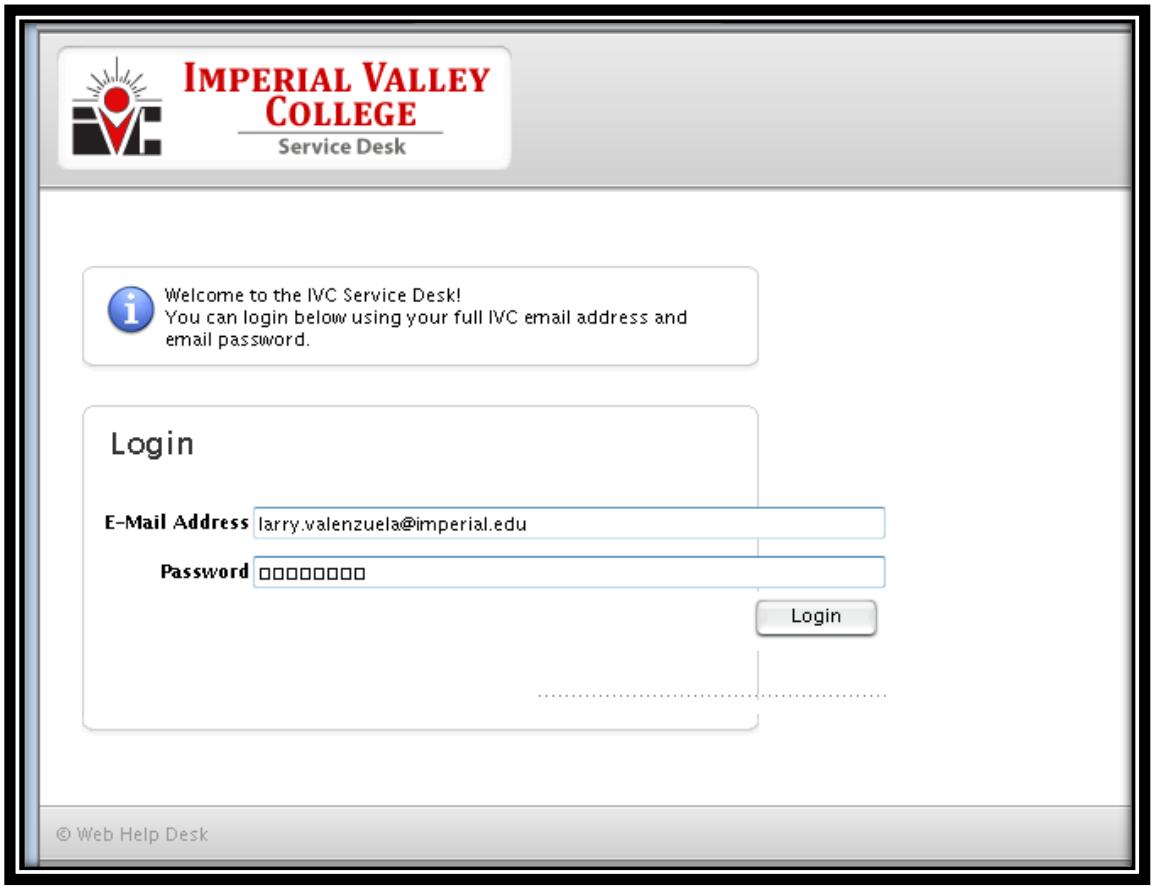
Go to this link: Service Desk Client Handout - New!

Where can I view resourceful Service Desk Client Tutorials videos online? Go to the link: http://faculty.imperial.edu/larry.valenzuela/item/445-ivc-service-desk-videos

Imperial Valley College
Service Desk – Clients Guide

1. **How do I login as a client to get access to my Service Desk account?**
   First, open your web browser Internet Explorer 8.0 or Mozilla Firefox 4.0 or Safari and go to the main IVC website **www.imperial.edu**, and then click on the **Faculty and Staff tab**, and then click on **IVC Service Desk link**. Below is a sample of what you should see in the Service Desk (Self-Service) online program. In the Help Desk login page type in your IVC e-mail address and password. For example:

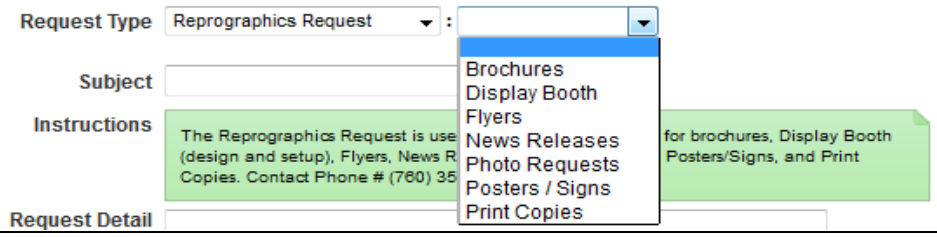
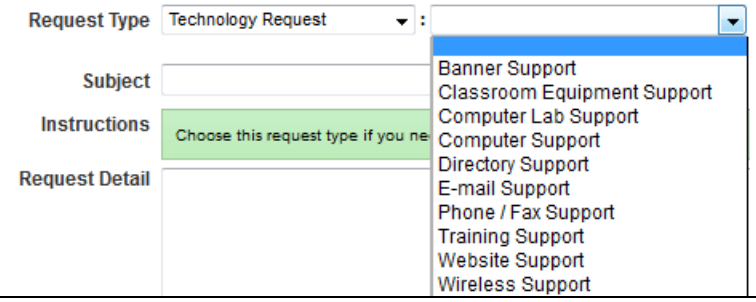
   E-mail address: larry.valenzuela@imperial.edu
   Password: (same as your outlook account)



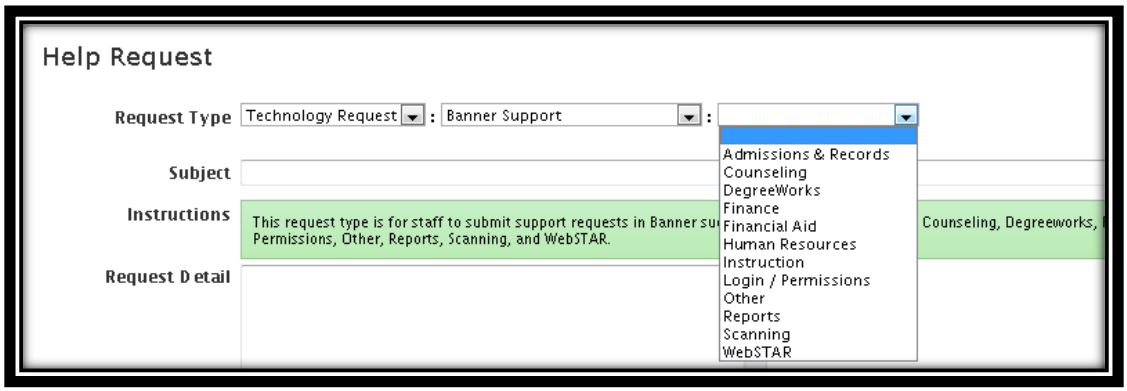
2. **<u>What types of technology work request types are there in the Service Desk?</u>**
   After you successfully log into the Service Desk, you will prompted to fill out the Service Desk Request Form. Click on the drop down menu to select a request type: For example: Reprographics Request or Technology Request (each of these requests have a list of request types listed to choose from:

   - The **Reprographics Request** is used to submit work requests for brochures, Display Booth (design and setup), Flyers, News Releases, Photo Requests, Posters/Signs, and Print Copies. Contact Phone # (760) 355-6387.

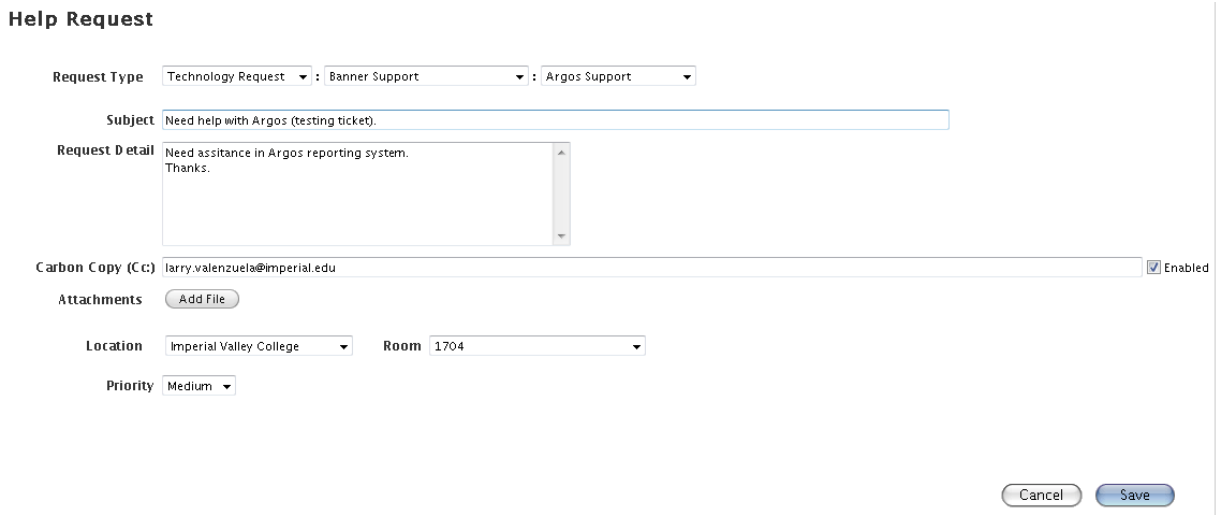
   - The **Technology Request** is used to submit work requests to get assistance with an IT related issue. Contact Phone # (760) 355-6300.

Reprographics Request Types	
Technology Request Types	

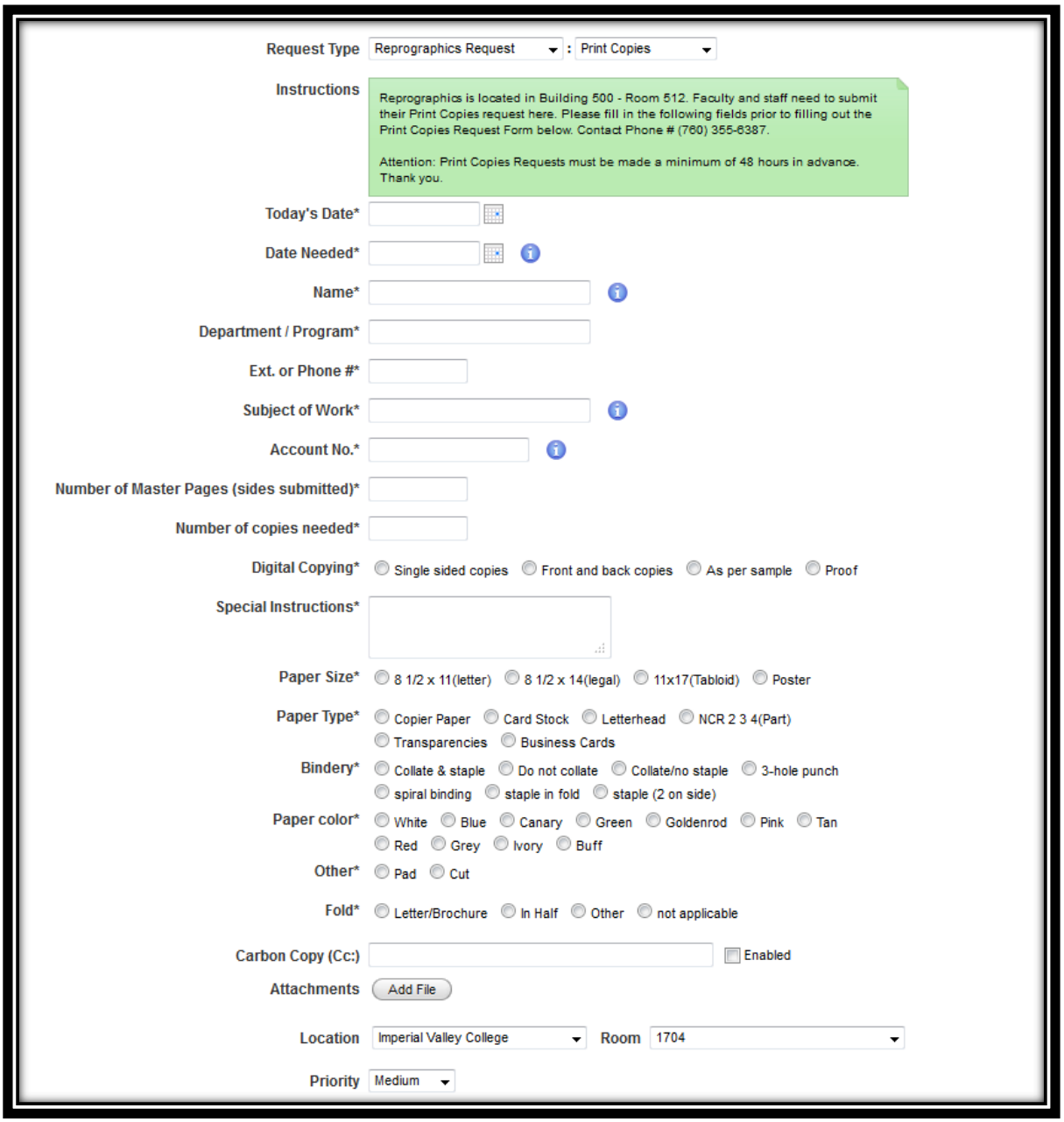
3. **How do I submit a IT Technology work request on the Service Desk?** For example, if you select a technology request type (Banner Support); you will be prompted to select the next category request type **(Admissions & Records Support thru WebSTAR).**



- In **Subject** line, client will type a subject (topic) of what the request is for.
- In **Instructions**, gives instructions to clients what the request type is for.
- In **Request Detail**, client will type a detail message of what the request is for.
- In **Carbon Copy (Cc),** client will type in a e-mail address that you want to add.
- Place a check mark on √ **Enabled** to Cc another clients e-mail address (optional).
- In **Attachments**, click the add file button (up to 5 MB).
- In **Location** it's defaulted to Imperial Valley College;
- In **Room #** it's defaulted to your room number of your location.
- In **Priority**, select the appropriate level **(Urgent, High, Medium, and Low).**
- Click **Save** when you are done completing the help desk work request.



4. **How do I submit a Reprographics work request to print copies?** First, you select the Reprographics Request type and the select **Print Copies**; please fill in the following fields prior to filling out the Print Copies Request Form below and then click **Save** to submit your request. Reprographics is located in Building 500 - Room 512. Faculty and staff need to submit their Print Copies request here. Contact Phone # (760) 355-6387. **Note:** Print Copies Requests must be made a minimum of 48 hours in advance. Thank you.


Request Type: Reprographics Request : Print Copies

Instructions: Reprographics is located in Building 500 - Room 512. Faculty and staff need to submit their Print Copies request here. Please fill in the following fields prior to filling out the Print Copies Request Form below. Contact Phone # (760) 355-6387.

Attention: Print Copies Requests must be made a minimum of 48 hours in advance. Thank you.

Today's Date*

Date Needed*

Name*

Department / Program*

Ext. or Phone #*

Subject of Work*

Account No.*

Number of Master Pages (sides submitted)*

Number of copies needed*

Digital Copying*: Single sided copies | Front and back copies | As per sample | Proof

Special Instructions*

Paper Size*: 8 1/2 x 11(letter) | 8 1/2 x 14(legal) | 11x17(Tabloid) | Poster

Paper Type*: Copier Paper | Card Stock | Letterhead | NCR 2 3 4(Part) | Transparencies | Business Cards

Bindery*: Collate & staple | Do not collate | Collate/no staple | 3-hole punch | spiral binding | staple in fold | staple (2 on side)

Paper color*: White | Blue | Canary | Green | Goldenrod | Pink | Tan | Red | Grey | Ivory | Buff

Other*: Pad | Cut

Fold*: Letter/Brochure | In Half | Other | not applicable

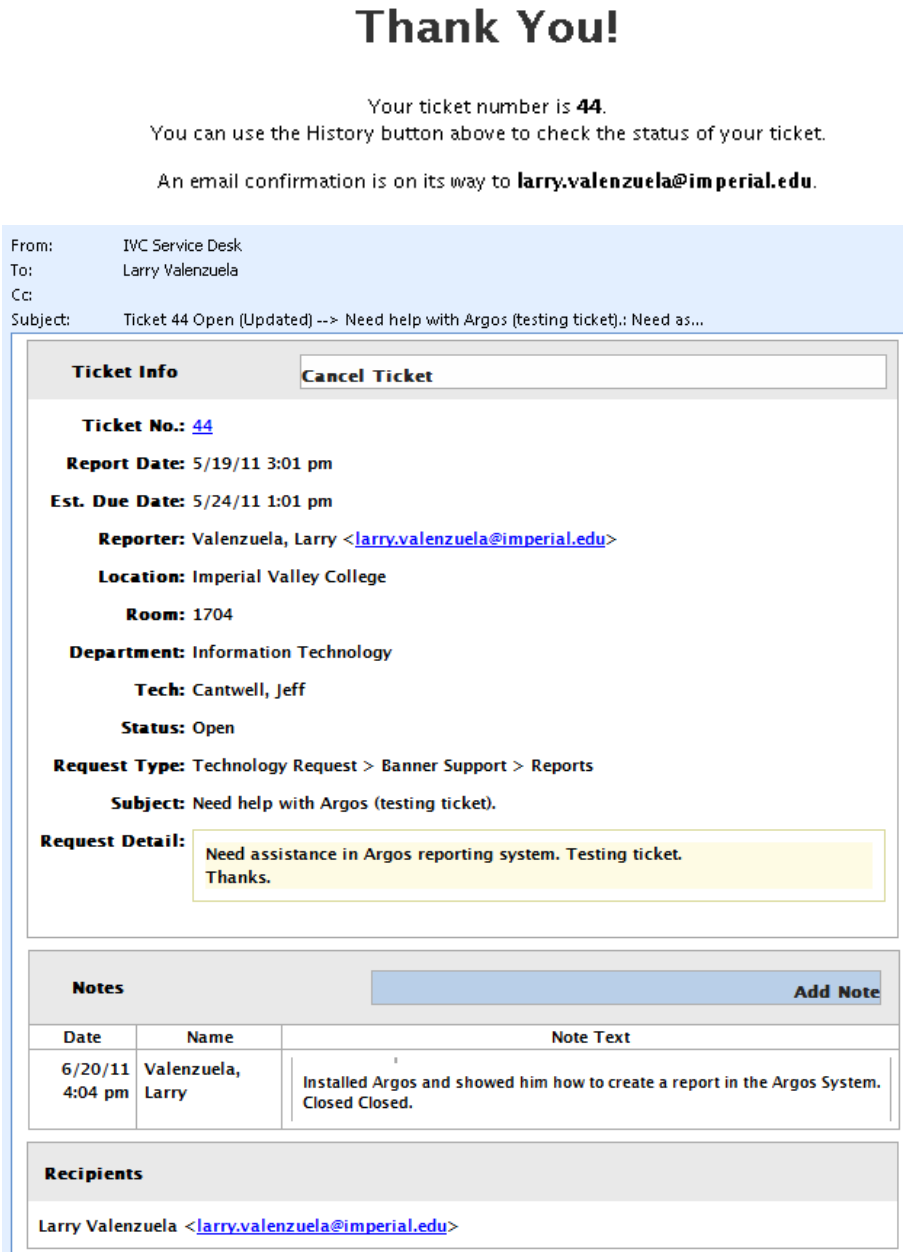
Carbon Copy (Cc:) Enabled

Attachments: Add File

Location: Imperial Valley College Room: 1704

Priority: Medium

5. **<u>When I submit my work request, will I get a confirmation number by e-mail?</u>** Yes. After you submit your work request online to the service desk, the system will give you a confirmation number that your technology request has been received and assigned to a staff member to be processed accordingly. Below is a sample of a confirmation ticket number received and e-mail ticket #44 opened.



Thank You!

Your ticket number is **44**.
You can use the History button above to check the status of your ticket.

An email confirmation is on its way to **larry.valenzuela@imperial.edu**.

From: IVC Service Desk
To: Larry Valenzuela
Cc:
Subject: Ticket 44 Open (Updated) --> Need help with Argos (testing ticket).: Need as...

Ticket Info | **Cancel Ticket**

Ticket No.: 44
Report Date: 5/19/11 3:01 pm
Est. Due Date: 5/24/11 1:01 pm
Reporter: Valenzuela, Larry <larry.valenzuela@imperial.edu>
Location: Imperial Valley College
Room: 1704
Department: Information Technology
Tech: Cantwell, Jeff
Status: Open
Request Type: Technology Request > Banner Support > Reports
Subject: Need help with Argos (testing ticket).
Request Detail: Need assistance in Argos reporting system. Testing ticket.
Thanks.

Notes | **Add Note**

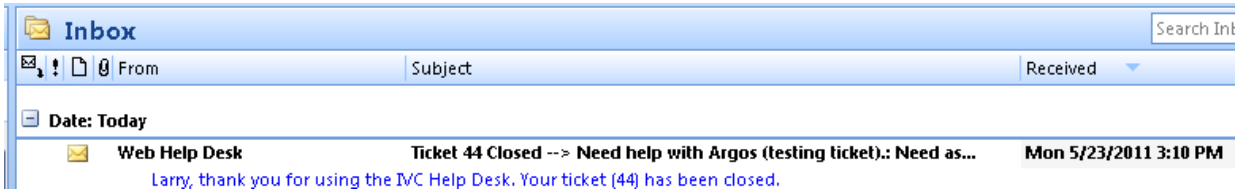
Date	Name	Note Text
6/20/11 4:04 pm	Valenzuela, Larry	Installed Argos and showed him how to create a report in the Argos System. Closed Closed.

Recipients

Larry Valenzuela <larry.valenzuela@imperial.edu>

6. **How will I know if my work request has been closed?**

After a tech provides technical support to a work request, he or she will provide input on the **notes section** and then **close out** the ticket. In addition, closed tickets can be added by the tech to the **FAQ (Frequently Asked Question) section** for future reference. Below is a sample of a closed ticket sent by e-mail from the help desk.



From: IVC Service Desk
To: Larry Valenzuela
Cc:
Subject: Ticket 44 Closed --> Need help with Argos (testing ticket).: Need as...

Ticket Info

Ticket No.: 44
Report Date: 5/19/11 3:01 pm
Est. Due Date: 5/24/11 1:01 pm
Reporter: Valenzuela, Larry <larry.valenzuela@imperial.edu>
Location: Imperial Valley College
Room: 1704
Department: Information Technology
Tech: Cantwell, Jeff
Status: Closed
Request Type: Technology Request > Banner Support > Reports
Subject: Need help with Argos (testing ticket).
Request Detail: Need assistance in Argos reporting system. Testing ticket.
Thanks.

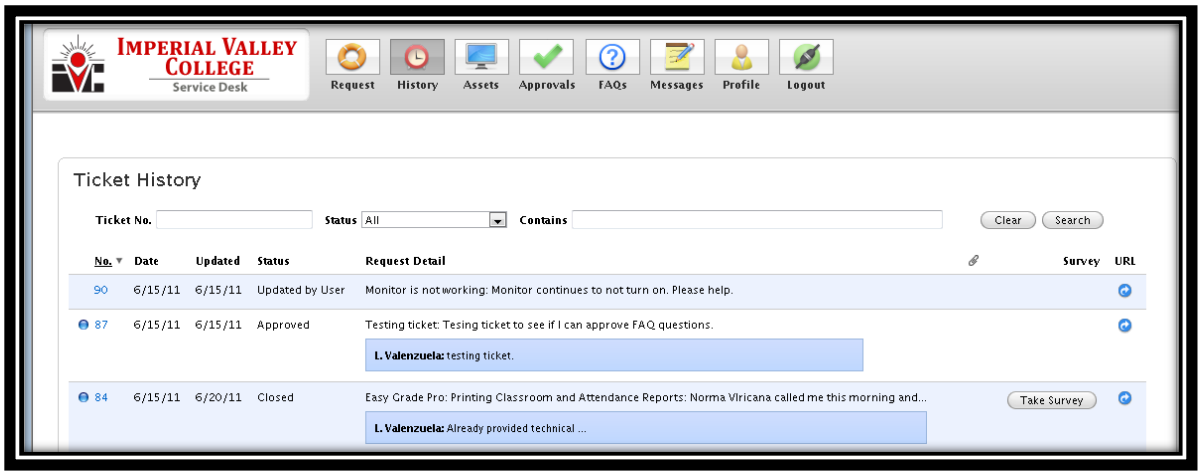
Notes

Date	Name	Note Text
6/20/11 4:04 pm	Valenzuela, Larry	Installed Argos and showed him how to create a report in the Argos System. Closed Closed.

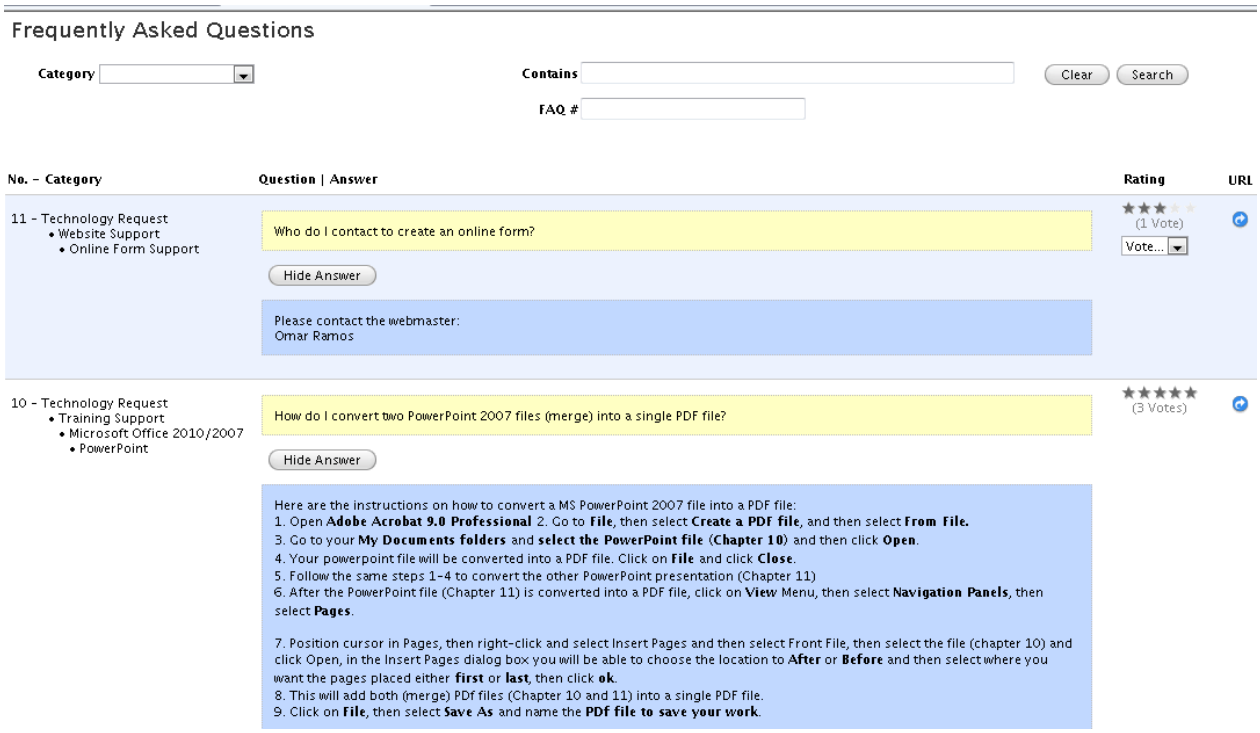
Recipients

Jeff Cantwell
Larry Valenzuela <larry.valenzuela@imperial.edu>

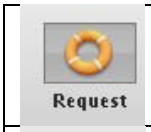
7. **<u>How can I answer a survey question?</u>** After a ticket has been closed by a technician, computer analyst or director, as a client you can click on the **History icon** and then on the right hand side find the **take survey button** and click on it to provide the IT Department input on how well we are servicing your IT needs on campus. We value your input and thank you for taking the time to fill out the survey.



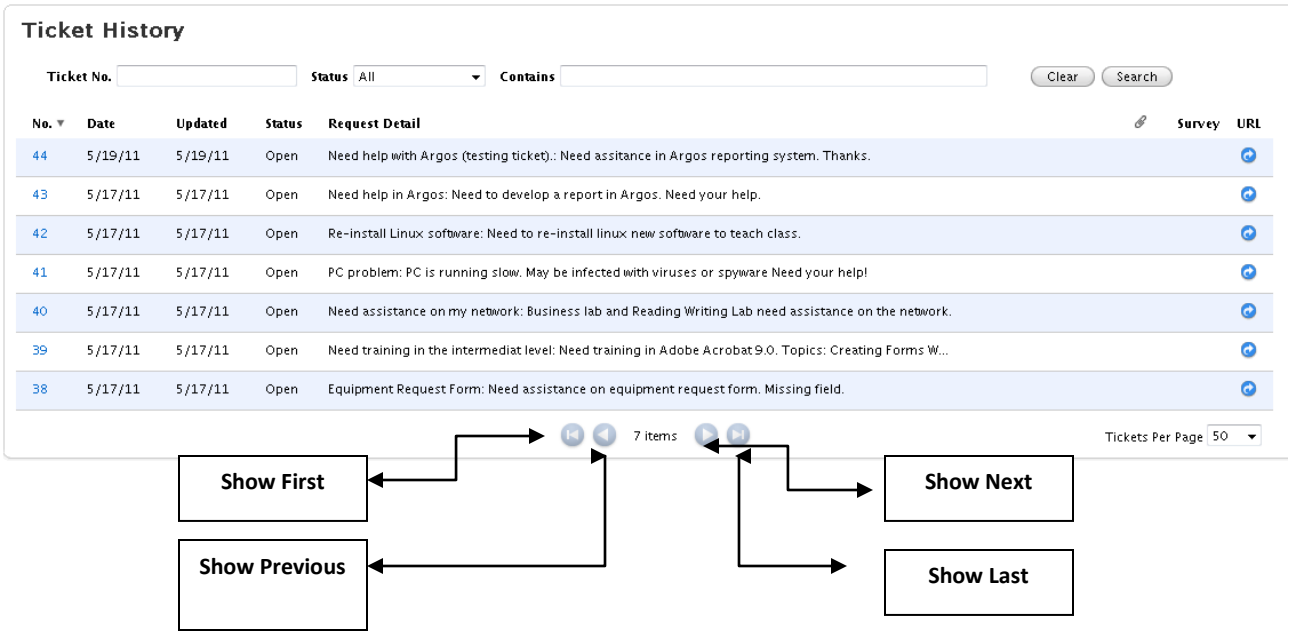
8. **<u>How can I look up a Frequently Asked Question (FAQ) to find a solution to my problem?</u>** Click **FAQ icon** and then click **Search** to see a list of **FAQ's online**.



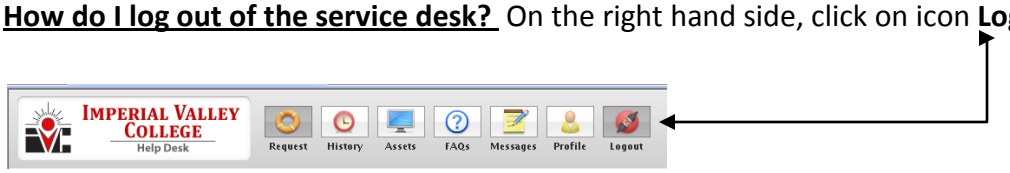
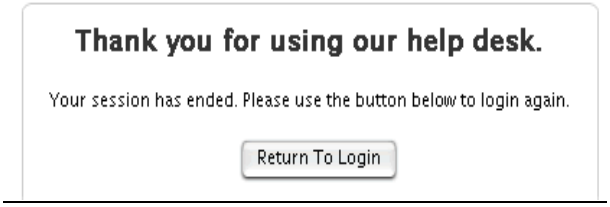
9. **<u>What does each Service Desk icon represent in terms of functionality?</u>**
   Below is a description of what each icon does in the Help Desk.

	**Request** – Client can submit a technology or maintenance request online.
	History – Client can search ticket history by typing in the ticket number, or selecting a status type or click on search button to see a history list of tickets.
	Assets – Clients can search by asset type, model, location, room #.
	FAQ – Clients can look up frequently asked questions by requests.
	Messages – Clients can check to see if they have any new messages posted.
	Profile – Clients have a user profile that consists of first name, last name, e-mail, phone, location, room number, department and time zone.
	Logout – logs you out of the help desk system.

10. In **Ticket History**, below is a sample of a ticket history. In the Ticket No. field you can type in a **ticket number** to pull out a specific ticket, select a **status type** and pull data by typing words in the **contain** field box. On the right hand bottom side you can also select from the drop down box how many tickets you want to view per page **(10, 25, 50, 100)**.



11. **<u>How do I log out of the service desk?</u>** On the right hand side, click on icon **Log Out**.



Below is a sample of a successful log out.