

# Technology Work Request

## Quality Process

### Stakeholder Connection

IT Department personnel manage the process and review key data points during monthly team meetings.

The end users are involved as participants and provide feedback on the process.

### Improvement Cycle

The Information Technology Department reviews key data/statistics on a monthly basis. The process is reviewed and adjusted on a yearly basis.

The Information Technology Department implemented a process that will allow technology issues to be addressed and resolved more efficiently. "Technology" includes the following areas: computer hardware & software, printing, network connectivity & user accounts, Internet/web access, and telephones.

When an end user encounters a problem with technology within one of the buildings, he/she identifies the scope of the issue to determine if the request is a priority. Priority requests include whole building/network outages, multi-user issues in a computer lab, and end user password changes.

If the request is a priority, the end user calls the HelpDesk Priority line to speak with a Network Support Technician. If a Support Technician is not available, the end user leaves a detailed voice message, stating the issue, location, and details of the specific problem. When a voice message is recorded on the Priority line, the level 2 Network Support Technician receives automatic notification via his cell phone. He will address the issue and/or reroute and assign the request to another technician.

If the request is not a priority, the end user will create a work request using the online Help Requests application in their Novell-delivered Applications window. The end user receives an automatic e-mail message notifying the receipt of his/her request. The work request will be assigned to a technician for evaluation and resolution.

During peak times, such as the start of the school year, the IT Director will identify open work requests that are considered high priority due to the instructional impact of the issue. The Network Engineer receives e-mail notification of these priority work requests and assigns them to a support technician for resolution.

The end user will periodically check the status of his/her open work request, via the online work request system. This is used as a means of communication between the support technician and the end user, clarifying questions or details regarding the specific issue. Upon resolution of the issue, the Network Support Technician assigned to the work request will close the open request and the end user receives notification of this via e-mail. This e-mail includes a link to a customer satisfaction survey for the end user to complete in regards to the service level provided in addressing the issue.

Questions regarding this process should be directed to the Information & Technology Director or the Network Engineer.

Success is the sum of small efforts, repeated day in and day out. — *Robert Collier*

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