

# **SOUTHERN HIGHLANDS COMMUNITY MENTAL HEALTH CENTER**

## **POLICY AND PROCEDURE MANUAL**

**Date of Issue: 5/26/16**

**Section Number 402**

**Date Revised:**

### **Policy 402 – Help Desk Procedure**

#### **I. PROCEDURE**

The purpose of this procedure is to ensure the proper use of Southern Highlands Community Mental Health Center's Help Desk ticket system and explain in detail how SHCMHC employees should use the Help Desk system in order to expedite the resolution of issues. All SHCMHC Help Desk requests must be submitted through the Help Desk system using the "Help Desk" link via the SHCMHC Intranet, unless it is an urgent situation requiring immediate assistance. Even though some requests are reported by email or telephone, the request must then be submitted via the Help Desk system. Tickets can be maintained through the Help Desk system and the status of issues can be tracked. The Help Desk ticket system provides services to multiple locations, including all Southern Highlands departments.

The employee requesting assistance will submit a Help Desk ticket. An automated confirmation will notify the Southern Highlands employee who created the ticket and will notify the Southern Highlands department who will be taking care of the issue. This ticket can be accessed by Southern Highlands employees via the Help Desk ticket system.

When a Southern Highlands employee submits a computer related request or building maintenance request via email, phone, text, or letter, they will be asked to enter a Help Desk ticket. If the employee needs assistance with the creation of a Help Desk ticket, their supervisor or the IT Department will assist with the Help Desk submission.

The assigned technician must close the ticket after the completion of the Help Desk ticket. If the technician requires a response from the user, the technician will make three attempts to contact the user within a two week period, updating the ticket after each attempt. In the event a technician needs to close the ticket due to no response, the technician will state that there was no response from the ticket opener, therefore, the ticket will be closed.

#### **II. HELP DESK TICKET SYSTEM**

Southern Highlands utilizes a customized osTicket Support Ticket System with SHCMHC's Microsoft Outlook to manage issues or requests that are submitted by Southern Highlands employees.

There are two main sections on the Help Desk ticket page:

1. Open a New Ticket  
*Please fill in the following fields to open a new ticket.*  
Full Name, Email Address, and Telephone Number that we can reach you,  
Help Topic, Subject, Message, and Priority.
2. Check Ticket Status  
*Please fill in the following fields to check an existing ticket.*  
Your Email Address and Your Ticket number.

### **III. HELP DESK TICKET TOPIC**

If a Help Desk ticket is opened with the incorrect department Help Desk topic, since the Help Desk system is an automated system, this will notify the incorrect department and may cause a delay in the resolution process. If more information is needed, contact your supervisor or IT Department.

#### Help Topics

1. Avatar Support – Issues with Avatar LIVE or Avatar UAT.
2. Firewall Exceptions – Need permission to access new websites or block previously permitted websites.
3. General IT Support – Troubleshooting or problems with computer related issues.
4. Maintenance Request – Issues related to buildings or landscape.
5. New Staff Creation (HR) – Work order to create new staff accounts (for Human Resources use only).
6. Order Connect Support – Issues with CareConnect, Infoscriber, and OrderConnect.
7. Perceptive/Scanning Support – Problems with scanning and viewing documents through ImageNow in Avatar LIVE.
8. Phone System Support – Issues with MITEL phone system.
9. Quantum/Geneva Support – Problems with Geneva Software and AcuPrint.
10. General Inquiry – Any other issues or questions.

#### IV. HELP DESK TICKET PRIORITY

Priority is set to “Normal” by default. Listed below are the descriptions of Help Desk Ticket Priorities.

1. **Low** – This problem is something that can be put on hold or might take a while to resolve the issue; such as “need a new head set for the phone system.” These problems do not affect daily work. Resolution of these issues may take up to two weeks.
2. **Normal** – Problems which affect some daily work but the employee is still able to continue work with minor issues; need to resolve as soon as possible. Resolution of these issues should be complete within one week.
3. **High** – Affecting day to day work; cannot continue daily work without resolution of the problem. These issues should be resolved within 24 hours.

#### V. HELP DESK RESPONSIBILITIES

Ticket must be worked on in order of priority and within a reasonable timeframe.

All Help Desk tickets must be submitted with detailed information. Insufficient information or incorrect information may delay the resolution time.

Managing the ongoing operations of the Help Desk system is critical to the efficient operations of SHCMHC.

SHCMHC employees who have submitted tickets must update existing Help Desk tickets, rather than opening duplicate Help Desk tickets for the same issue.

Opening a Help Desk ticket for another employee, pertaining to some other employee’s issue, is prohibited. Opening a Help Desk ticket for others can cause confusion and may take longer to resolve the issue. Please open a Help Desk ticket for your own issue only.

#### VI. AVATAR ISSUES

In order to answer Help Desk tickets and make sure that the consumer’s chart is up to date, we must have the following information in the Help Desk ticket.

Within the body of the Help Desk ticket, please include the following information:

- Consumer ID Number, Last Name, and First Name
- Episode Number in which the notes are filed
- Type of Note

- Date of Service, Start Time, and End Time
- Date/Time the note was submitted

If the above listed information is not included in the original Help Desk ticket, this will delay the resolution process and the employee submitting the ticket will need to give the additional required information before any action can be taken.

If the progress note is in “draft” status, the user can delete it by the following method: Select Client, Select Episode, Select Draft Note to Edit, then Delete Draft Note.

Please remember, the IT Department cannot change the date of service, the start time or the end time on a note. If you make a mistake in these areas, the note must be re-done, a Help Desk ticket filed with the information mentioned above for the problem note and then the incorrect note can be deleted.

## **VII. FIREWALL EXCEPTIONS**

Please provide the exact web link and the website name that you are trying to access for block. Please copy and paste the exact URL (Uniform Resource Locator). Please identify the reason you require access to the web link for your job duties in the Help Desk ticket.

Example:

Southern Highlands Community Mental Health Center  
<http://www.shcmhc.com/>

**VIII. DECLARATION**

All Help Desk ticket system users must sign and agree to this procedure prior to use of the Help Desk system.

I have read, understand and acknowledge receipt of the Help Desk Procedure. I will comply with the guidelines set out in this procedure and understand that failure to do so might result in disciplinary action.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_