

D.C. Bar Enterprise Solutions Help Desk Service Levels

Effective February 27, 2017

Overview

The D.C. Bar Enterprise Services Help Desk (Help Desk) acts as a central point of contact to help users solve problems they experience on any business-related computing hardware (laptops, desktops, and telephones) and associated software applications installed on or accessible through that equipment by Enterprise Solutions (i.e., MS Office, ClearVantage, FreeStone, OnBase, Justware, Adobe, and VPN.) Support includes installation, configuration, consultation, and troubleshooting.

The Help Desk support does not extend to peripheral equipment including but not limited to copiers, printers, scanners, and fax machines, which are the responsibility of Facilities Teams in the individual enterprise locations, but will coordinate with those Teams to the extent those issues are network-related. Additionally, Help Desk support does not extend to individual employees' personal computers or devices.

This document will be reviewed from time to time and may be adjusted as needed.

Hours of Operation

The Help Desk is available during regular business weekday hours of 8:00 a.m. to 5:00 p.m. During non-business hours or on holidays or other official closings of the D.C. Bar Enterprise, Help Desk calls will be routed to an on-call technician, who will respond based on the nature and priority of the issue as described below.

Initiating Support Requests:

Help Desk support requests must be submitted through one of the following official channels:

- Online Portal: <http://itsupport.dcbat.org> and click "Submit a Request" in the upper right corner
- Email: ITSupport@dcbat.org
- Phone: 202-737-4700 extension 3555

Direct conversations with, emails sent to, or voice mails left by staff members with any individual within Enterprise Solutions or vendors it may engage do not constitute a support request. To the extent support is needed, those interactions must be submitted through one of the official channels listed above.

Customer Responsibility

Users are expected to have a working knowledge and understanding of how to use software applications that are commonly in use their department or group. Users are expected to make a good faith effort to resolve the particular software or hardware issue before contacting the Help Desk. Many issues can be resolved by users themselves with information available in utilities built in to operating system software as well as individual applications. Users are expected to be familiar with these resources and to turn there for assistance when needed. Training on the use of applications or departmental processes is the responsibility of each department. If additional application training is required, users should contact their manager or supervisor.

Before contacting the Help Desk for service interruptions, customers should first verify power to the network equipment and Internet services at their particular location. Power outages should be directed to the Facilities Team for your particular location.

If issues persist notwithstanding those efforts, users should submit Help Desk requests through official channels that include the staff member's full name, department, phone number, and email address as well as a complete description of the problem including any associated error messages received.

Help Desk Responsibility and Commitments

Help Desk personnel will process support requests submitted through official channels in a timely manner in the order in which they are received. Help Desk personnel will provide an initial response to all requests within the same business day unless received after hours, in which case an initial response will be provided on the next business day. Telephone requests that cannot be resolved immediately will be handled according to the Priorities and Response Times statement below.

In an effort to provide the best service possible, the Help Desk is committed to:

- Providing the highest priority to problems categorized as "Urgent" at all times.
- Responding to Support Requests or voicemail messages received during business hours within two hours.
- Responding to Support Requests or voicemail message received after hours within the first two hours of the next business day.
- Resolving password reset calls on first contact 90% of the time.
- Keeping the user community informed of progress on service requests
- Communicating promptly about system operation interruptions, both planned and unplanned, through the best means available in a particular situation.

Setting Priority Levels for Service Requests

Contacting the Help Desk will result in the creation of a service ticket by the Help Desk team member for follow up. Help Desk staff will make every effort to resolve issues at the time of the initial service call. If a ticket cannot be resolved on the first call, it will be assigned a priority level based on the definitions provided below. Requests will be handled according to the priority assigned to them.

- **Urgent:** Emergency situations where no work can be accomplished
- **High:** Needs that require prompt, but not immediate, attention
- **Normal:** When daily tasks are not impaired but attention is needed.
- **Low:** Non-crisis, general needs and non-supported requests.
- **Installation:** All hardware and software installation, regardless of urgency.

NOTE: Requests for setting up or terminating employee accounts must be submitted to the Human Resources Department by the individual's Hiring Manager.

Among the questions considered in assigning priority levels are (1) chronic/recurrent problems; (2) number of individuals impacted by the problem; (3) degree to which the problem impacts business operations; and (4) availability of an interim solution by temporary work-arounds.

Priorities and Response Times

The Help Desk will use the following guidelines in handling requests and will make all reasonable attempts to respond and resolve all requests within the timeframe allotted during regular business hours. Actual response and resolution times may vary depending on the volume of requests at any given time. If a request cannot be handled within the allotted timeframe or if it requires escalation to a third party, the customer will be notified and provided a revised estimated time of completion.

After-hours service requests submitted on Monday-Thursday (excluding holidays or official closings) will be acknowledged within two hours and assigned a classification level by the service technician on call for follow up the next business day. After-hours service requests received on the weekend (5:01 pm on Friday to 7:59 a.m. on Monday) will be acknowledged the next regular business day and assigned a classification.

Help Desk staff may determine the best way to understand or solve a problem may be through Remote Access tools. These tools expedite the resolution of a call by accessing the desktop remotely. The caller will be informed about what is to happen, as they temporarily relinquish control of the machine.

Classification	Acknowledgement/Response	Service Call Status	Affected	Description of Issue	Target Resolution Time ^{1, 2}
Urgent	Acknowledgment in 15 minutes and update every 30 minutes until completed	Ticket status is Urgent and Open	All customers are affected	Emergency situations where no work can be accomplished, i.e. PC Crash, Internet/Phone service down, Enterprise Server Failure	As quickly as possible. Should be restored in 2 hours
High	Acknowledgment in 1 hour ³	Ticket status High and Pending	All services are up	Needs that require prompt, but not immediate, attention. Can't access files on Shared drive. Slow down on PC/Network, Password Resets	Should be completed within one business day from receipt.
Normal	Acknowledgment in 1 hour ⁴	Ticket status Normal and Pending	N/A	When daily tasks are not impaired but attention is needed. Access request, Can't print,	Should be completed within 1-5 business days depending on issue
Low	Acknowledgment in 4 hours	Ticket status Low and Pending	N/A	Non-crisis, general needs and non-supported requests. All hardware and software installation, regardless of urgency.	Should be completed within 1-7 business days depending on issue

¹ Times are a general use to the wide diversity of problems that can occur, and the methods needed to resolve them including escalation to a third party, resolution times may vary. these are used as a general guideline.

²Carrier Dependent - if waiting on upstream or intermediary carrier can affect our ability to maintain timeframes.

³ 1 hour for email responses. All phone calls will be answered in the order in which they were received.

⁴ 1 hour for email responses. All phone calls will be answered in the order in which they were received.