



## **Park City School District Requesting Technology Assistance**

### **Summary**

This procedure outlines the steps to take when an employee has a technology-related problem and needs assistance. It has been put into place to improve communication and help alleviate some of the frustration inherent in technology problems.

### **Procedure**

Before seeking help, make sure you have checked the following:

- Are all cords and cables securely plugged in?
- Is there electricity to the power outlet?
- Are others having the same issue?
- Have you logged out and logged back in?
- Have you shut down and restarted your computer?
- Are you able to connect to various sites on the Internet?
- Do the batteries need charging?

If you are still experiencing problems you will need to notify the Technology Department by entering a helpdesk ticket.

Please note that the helpdesk is designed for issues with existing district approved, installed, and supported technology. If your question is about new technology (purchasing software or hardware, or new technology ideas) please contact your building ETS directly for more assistance.

### **Normal Technology Issues**

When you experience a problem with your computer, a software application, email, etc., you are required to submit a helpdesk ticket as soon as possible. Technology Department staff will not work on an issue without a corresponding ticket in the system.

1. Enter a helpdesk ticket at <http://helpdesk.pcschools.us>
  - a. If you cannot enter a ticket, have a co-worker enter one on your behalf
  - b. If a co-worker cannot assist you, contact your building's ETS
2. Click on **New Ticket** and fill out the form as completely and accurately as possible, being sure to add as many details as you can to describe the problem.
  - a. Having as much information as possible makes it easier for our technicians to respond to and correct the problem in a timely manner.
  - b. Please include only one issue per ticket; keeping tickets to just one issue speeds up the process of getting that issue resolved.
  - c. **DO NOT** include passwords (faculty or student) in a ticket.
3. If you have trouble with the helpdesk system itself, you can contact the webmaster at [webmaster@pcschools.us](mailto:webmaster@pcschools.us).
4. An initial response to a ticket will be provided within **two business days** from the time the ticket was entered into the system.
  - a. Please note that this does not mean that your issue will be resolved during this time frame, only that you will receive an update on the status of your issue.
  - b. If you do not receive an initial response within the allotted time please contact your building tech or ETS directly.
  - c. A business day is defined as any day (year-round) that the District Office is open to the public.
  - d. Most Technology Department staff work from 7 am to 3 pm, Monday through Friday.
  - e. During the summer break, the two-business-day initial response will still apply; issue resolution, however, may take longer than normal due to the large amount of projects taken on by Technology Department staff during the summer.

Utilize the helpdesk system instead of phoning or emailing, unless the situation is a true emergency. The ticket system is monitored several times each day. Phone and email messages will be returned asking you to submit a ticket, slowing down the process.

## **Emergency Technology Issues**

A small percentage of technology issues need to be handled in a more rapid manner than can be expected of our helpdesk system. These issues include, but are not limited to, widespread network outages, power outages, and major disruptions in phone services.

1. If possible, enter a helpdesk ticket

2. Contact your building ETS, who will in turn contact the appropriate Technology Department staff member
3. If your building ETS cannot be reached, contact the Network Operations Center at x5051 (435-645-5600 x5051 for outside callers)
  - a. Leave a message if no one answers this line immediately. These messages are monitored constantly and will alert multiple staff members.

These procedures are only to be used for true emergencies. Normal help requests that come through these channels will be directed back to the online helpdesk system.

## **Additional Communication**

Once a technology issue has been brought to the attention of Technology Department staff through the helpdesk system for normal issues or through direct contact for emergency issues, it is the responsibility of all involved parties to continue to communicate about the status and details of the issue by monitoring the ticket status, reviewing updates, and responding if additional information is required. If any person involved in the process becomes unavailable or unresponsive, please contact their supervisor directly.

All parties can add notes to an existing ticket with any further clarifying questions or details. Updating tickets (adding notes) is the preferred method of issue and status communication, as this information is captured by the helpdesk system so that it can be referred to in the future.

If the information to be communicated is sufficiently complex or the timeline is sufficiently short then all parties are encouraged to open an additional communication channel via email, phone, in-person meeting. It is useful when seeking more dialogue to update the existing ticket with any details as may be necessary to set up that expanded communication.

## **Ticket Flow**

Tickets flow through the helpdesk system in the following manner:

1. Tickets are entered by the person requesting the assistance.
2. A new ticket is automatically assigned to the building ETS or appropriate Technology Department personnel.
3. The ETS will do the following with the ticket:
  - a. ETS will research the issue and, if possible, resolve the issue and close the ticket.
  - b. If the ETS cannot resolve the issue, the ETS will escalate the ticket to the

appropriate Technology Department personnel, including in the ticket any notes or research they have gathered.

4. Technology Department personnel will follow the same methodology and will either resolve the issue in question or will escalate the ticket to the appropriate person.

*Note: Building techs have access to see all tickets in a building so that they can work on items even if an ETS has not escalated them. This allows building techs to handle tickets if the ETS is not present, such as during summer break.*

## **Glossary**

**Business day:** any day (year-round) that the District Office is open to the public.