

# CC5001 and CC3002

**Support**  
Help Desk

# Support issues

- **What do we need from system support?**
- **IS support service: the Help Desk**
- **Service Level Agreements**
- **Enhancement Requests**

# Help Desk

- Help Desk Characteristics
  - Purpose
  - Roles
  - Skills
  - Structure
    - Support models
    - Advantages and disadvantages
  - Issue tracking
  - Escalation
  - Customer responsibilities

# Help Desk: Common titles

- Help Desk support function also called:
  - Computer Support Centre
  - IT Response Centre
  - Customer Support Centre
  - Technical Support Centre
  - IT Call Centre
  - IT Support Desk
  - ... etc.



# Help Desk: Purpose

- “The Help Desk is essentially **a central point** through which *problems or issues are reported* and subsequently *managed and co-ordinated*.”

From a general or wider perspective, it is an **integral part of the service function**, responsible for **bringing resources together** to address a problem or other issue.”

Help Desk World (2002)

# Help Desk: Roles

- Help desk roles:
  - Help desk manager
    - co-ordinates and controls Help Desk
    - allocates resources
  - Front-line staff **-or-** Help Desk operators
    - deal with customers reporting issues
  - Back-line staff **-or-** Help Desk technicians
    - deal with specialist issues

# Help Desk: Skills

- Help Desk Skills
  - Pro-active
  - Focus
  - Problem-solving
  - Communication
  - Technical expertise
  - Customer service

(Czegel, 1999)

# Help Desk: Action

- Customer identifies difficulty/problem/issue...
- Customer reports concerns to Help Desk
- Help Desk receives and logs items
  - telephone
  - email
  - dedicated support web-site
  - in person
  - written request/form
- Items referred to **different support levels** until resolved





# Help Desk: Action

- Support levels may be
  - first, second and third level support
  - front-line and back-line
    - may be more than one level of back-line support

# Help Desk: Action

- New issues logged in a dedicated ***Help Desk Management IS***
  - unique reference number is generated for each issue
- Help Desk Management IS used to ***track*** issues until resolved



# Help Desk: interaction

- Old version of London Met Help Desk
- New version of London Met Help Desk
- London Met Student Help Desk

# Londonmet Helpdesk for staff

(old version)

Accessible version | [Contact Us](#) | [Find a course](#) | [How to apply](#) | [Order a Prospectus](#) | [Site A-Z](#)

Search Site

[Courses](#) | [Prospective Students](#) | [International](#) | [Research](#) | [Alumni](#) | [Business Links](#)

**ICT Service Desk**  
Initial point of contact - providing computer support services

You are here: [Home](#) / [Metranet](#) / [ICT Service Desk](#)

## ICT Service Desk - Login

Welcome to Systems and Services ICT Service Desk for University Staff.  
(Students please click [here](#).)

Please log in to your Service Desk account using your normal computer username and password. From your Service Desk account you will be able to -

- Log a new call
- Check the status of your logged calls
- Check for any University-wide ICT issues
- Use the Knowledgebase to help answer queries or resolve problems you are experiencing - Currently under construction.
- Check the computing assets that are associated with your name and give you the facility to inform us if anything has changed or is changing.

**Service Desk Login**

User Name:

Password:

[Website Feedback](#) · [Copyright & Disclaimer notice](#) · [Accessibility Statement](#)      © 2002 - 2005 London Metropolitan University

Page last updated by [ICT Service Desk Team](#)      Powered by SupportWorks, Hornbill

# Londonmet Helpdesk for staff

(old version)

The screenshot shows the Londonmet ICT Service Desk website. At the top, there are navigation links: Accessible version | Contact Us | Find a course | How to apply | Order a Prospectus | Site A-Z. The Londonmet logo is in the top right. Below the logo is a search bar labeled 'Search Site'. A horizontal navigation bar contains links for Courses, Prospective Students, International, Research, Alumni, and Business Links. The main header features the text 'ICT Service Desk' and 'Initial point of contact - providing computer support services' next to a photo of a person wearing a headset. Below the header, the breadcrumb trail reads 'You are here: Home / Metranet / ICT Service Desk'. The main content area is titled 'Kay Dudman's Service Desk Page' and includes a welcome message and contact information. A sidebar on the right contains a menu with items like 'My Service Desk', 'My Assets', 'Log a new incident', 'My logged incidents', 'KnowledgeBase Search', 'FAQs', 'Service Level Targets', 'Help', and 'Logout'. At the bottom, there is a section for '8 Known Problems at 13:06 Thursday 1st March' with a list of issues and their status.

Accessible version | Contact Us | Find a course | How to apply | Order a Prospectus | Site A-Z

Search Site

**Courses** | **Prospective Students** | **International** | **Research** | **Alumni** | **Business Links**

## ICT Service Desk

Initial point of contact - providing computer support services

You are here: Home / Metranet / ICT Service Desk

### Kay Dudman's Service Desk Page

Welcome,

You may speak to a Service Desk Officer from 9.00am to 5.00pm Monday to Friday by calling x4444 Alternatively you may log a call using the grey navigation buttons on the right-hand toolbar. You should have an email acknowledgment to your logged request within 15 minutes.

You can also email the Service Desk on [ictservicedesk@londonmet.ac.uk](mailto:ictservicedesk@londonmet.ac.uk) or leave a voicemail on the above extension. These are picked up constantly throughout the day.

All logged calls - requests and incidents begin and end with the Service Desk. Once logged all calls will be subject to Service Level Targets (SLT). For more information on the Service Level Targets please go to the grey button on the right-hand toolbar. Once you have logged a call you may click on "My logged calls" to see the SLT that has been applied under SERVICE to the particular call selected.

**8 Known Problems at 13:06 Thursday 1st March**

- [Windows XP Build Released in City Campus](#)
- [Delays in creating Staff and Student accounts](#)
- [SPSS Key Code](#)
- [Microsoft Critical Updates](#)
- [Replica Placement](#)

**My Service Desk**

- My Assets
- Log a new incident
- My logged incidents
- KnowledgeBase Search
- FAQs
- Service Level Targets
- Help
- Logout

**Open Incidents:**

0 open incidents

# Londonmet Helpdesk for staff

(old version)

Accessible version | Contact Us | Find a course | How to apply | Order a Prospectus | Site A-Z

Search Site

[Courses](#) [Prospective Students](#) [International](#) [Research](#) [Alumni](#) [Business Links](#)

## ICT Service Desk

Initial point of contact - providing computer support services

You are here: Home / Metranet / ICT Service Desk

### ICT Service Desk - Log a new incident

Please enter below the details of the call you wish to log. All logged calls (incidents or requests) will be attended to according to the Service Level Target that has been assigned to the particular part of the service. To assist the Service Desk team in providing you with a quick response, please enter a clear description of your request or incident and any other relevant information. You may attach any other information such as log file attachments or error messages to assist in the diagnosis of your problem.

**Choose the asset item that you have the problem with:**

**Enter your problem details in the space provided below:**

**You can add a file attachment here:**

- My Service Desk
- My Assets
- Log a new incident
- My logged incidents
- KnowledgeBase Search
- FAQs
- Service Level Targets
- Help
- Logout

# Londonmet Helpdesk for staff

(new version)

The screenshot shows the 'Staff Service Desk self service' interface. The header includes a user icon, the text 'Staff Service Desk self service', and the London Metropolitan University logo. The main content area contains a welcome message, contact information for ICT and Estates service desks, and a 'Login' section with input fields for 'Customer ID' and 'Password', a 'Remember me' checkbox, and a 'Sign In' button. On the right side, there is a 'Hot Issues' widget with a table of current issues.

Staff Service Desk  
self service

WELCOME TO THE STAFF SERVICE DESK. PLEASE USE YOUR UNIVERSITY USERNAME AND PASSWORD TO LOGIN FOR ACCESS TO INFORMATION ABOUT CURRENT SERVICE STATUS, TO ACCESS THE KNOWLEDGE BASE OR REPORT A PROBLEM.

Both Estates and ICT problems can be reported here and the status of any reported faults can be tracked.

You may speak to a ICT Service Desk Officer from 9.00am to 5.00pm Monday to Friday by calling x4444.

You can also email the Service Desk on [ictservicesdesk@londonmet.ac.uk](mailto:ictservicesdesk@londonmet.ac.uk) or leave a voicemail on the above extension. These are picked up constantly throughout the day.

You may speak to Estates Helpdesk Staff from 9.00am to 5.00pm Monday to Friday by calling x5555.

You can also email the Estates Desk on [ask@londonmet.ac.uk](mailto:ask@londonmet.ac.uk) or leave a voicemail on the above extension. These are picked up constantly throughout the day. Please use the following link to find out more about the types of calls that the Estates Desk can assist you with:

[FAQ's](#)

**Estates Hot Issues**

|                |   |
|----------------|---|
| Tower Building | 1 |
| ICT Hot Issues | 6 |
| Known Issues   | 6 |
| Hot Issues     | 7 |

**Login**

Customer ID:

Password:

Remember me on this computer

[Sign In](#)

# Londonmet Helpdesk for staff

(new version)

Estates issues  
(buildings)

Staff Servicedesk  
self service

Welcome to the Staff Service Desk. Please use your university username and password to login for access to information about current service status, to access the knowledge base or report a problem.

Both Estates and ICT problems can be reported here and the status of any reported faults can be tracked.

You may speak to a ICT Service Desk Officer from 9.00am to 5.00pm Monday to Friday by calling x4444.

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[FAQ's](#)

Login

Customer ID:

Password:

Remember me on this computer

[Sign In](#)

Estates Hot Issues

|                |   |
|----------------|---|
| Tower Building | 1 |
| ICT Hot Issues |   |
| Known Issues   | 6 |
| Hot Issues     | 7 |



# Londonmet Helpdesk for staff

(new version)

**Staff Service Desk**  
self service

WELCOME TO THE STAFF SERVICE DESK. PLEASE USE YOUR UNIVERSITY USERNAME AND PASSWORD TO LOGIN FOR ACCESS TO INFORMATION ABOUT CURRENT SERVICE STATUS, TO ACCESS THE KNOWLEDGE BASE OR REPORT A PROBLEM.

Both Estates and ICT problems can be reported here and the status of any reported faults can be tracked.

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[FAQ's](#)

**Login**

Customer ID:

Password:

Remember me on this computer

[Sign In](#)

**Hot Issues**

| Category           | Count |
|--------------------|-------|
| Estates Hot Issues |       |
| Tower Building     | 1     |
| ICT Hot Issues     |       |
| Kitchen Issues     | 6     |
| Hot Issues         | 7     |

ICT issues  
(computing)

# Londonmet Helpdesk for staff

(new version)

Known issues highlighted

**Staff Servicedesk**  
self service

Home  
My Requests (4 Open)  
Raise Support Request  
My Profile  
Email Settings  
Knowledgebase Search

**Welcome, Kay Dudman**

Welcome to the Staff Service Desk. Please use your university username and password to login for access to information about current service status, to access the knowledge base or report a problem.

Both Estates and ICT problems can be reported here and the status of any reported faults can be tracked.

You may speak to a ICT Service Desk Officer from 9.00am to 5.00pm Monday to Friday by calling x4444.

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[FAQ's](#) . .

logout

LONDON metropolitan university

**Service Notifications**

Estates Issues | **ICT Issues**

**There are known issues:**

- Thunderbird upgrade - January 2011
- City Campus PCs with login issues - January 2011
- Spam e mail - 25 January 2011

# Londonmet Helpdesk for staff

(new version)

Status of Estates issues raised

The screenshot displays the 'Staff Servicedesk self service' interface. The left sidebar contains navigation links: Home, My Requests (4 Open), Raise Support Request, My Profile, Email Settings, and Knowledgebase Search. The main content area is titled 'My Service Requests' and includes a 'Logout' link and the London Metropolitan University logo. Below the title, there is a filter section with buttons for 'Open', 'On Hold', 'Cancelled', and 'Closed', and a dropdown menu set to 'All Calls'. A table lists three service requests:

| Call ID  | Type               | Space/Room | Status     | Logged On           |
|--|--------------------|------------|------------|---------------------|
| F1187742   | Facilities Request | T10-03     | Pending    | 21/12/2010 17:17:01 |
| Call accepted by spicerm<br>The response time has been marked.<br>The response time has not been met.  |                    |            |            |                     |
| F1177023   | Facilities Request | T10-03     | Pending    | 06/10/2010 11:34:03 |
| Call Responded To by via Email:<br>Disclaimer<br>By default all attachments originating from within MITIE are compressed (&quot;Zipped&quot;). If you are unable to ope                          |                    |            |            |                     |
| F1175031   | Facilities Request | T2-20      | Unaccepted | 27/09/2010 10:31:01 |
| This is an escalation reminder. Call F1175031 has not been responded to<br>Customer: Kay Dudman<br>Priority: FM_Priority 3<br>Respond By: 28/09/2010 09:31:01<br>Resolve By: 30/09/2010 09:31:01 |                    |            |            |                     |

# Londonmet Helpdesk for staff

(new version)

Status of ICT issue raised  
(on hold)

The screenshot displays the 'Staff Servicedesk self service' interface. The left sidebar contains navigation links: Home, My Requests (4 Open), Raise Support Request, My Profile, Email Settings, and Knowledgebase Search. The main content area is titled 'My Service Requests' and includes a filter table with columns: Call ID, Type, Space/Room, and Logged On. A single call is listed with ID F1186438, Type 'Service Desk Incident', and Logged On '09/12/2010 16:05:42'. The call details below the table indicate it is on hold.

| Call ID  | Type                  | Space/Room | Logged On           |
|----------|-----------------------|------------|---------------------|
| F1186438 | Service Desk Incident |            | 09/12/2010 16:05:42 |

awaiting info on price and availability of physically damaged part  
\*\*Call placed on hold until 02/02/2011 15:06:59 by STAGG\*\*  
\*\*SLA Timers paused\*\*

# Londonmet Helpdesk for staff

(new version)

Status of ICT issues raised  
(closed)

The screenshot displays the 'Staff Servicedesk self service' interface. On the left is a navigation menu with options: Home, My Requests (4 Open), Raise Support Request, My Profile, Email Settings, and Knowledgebase Search. The main content area is titled 'My Service Requests' and includes a filter for 'All Calls'. Below the filter is a table of service requests with columns for Call ID, Type, Space/Room, Logged On, Closed On, and Resolution Profile. The table lists several requests, including those that are closed and those that are still open.

| Call ID   | Type                  | Space/Room | Logged On           | Closed On           | Resolution Profile  |
|---|-----------------------|------------|---------------------|---------------------|---|
| F1187884  | Service Desk Request  |            | 23/12/2010 15:33:05 | 24/12/2010 11:19:41 | MIS/Intranet -> Accounts -> Weblearn                      |
| Emailed re closure**Call closed by ADEOYEY**  |                       |            |                     |                     |   |
| F1186440  | Facilities Request    | T6-06      | 09/12/2010 16:37:04 | Not applicable      | Estates -> Call Resolved                                  |
| Request completed.**Call closed by clarabuc**   |                       |            |                     |                     |   |
| F1186441  | Service Desk Incident |            | 09/12/2010 15:59:57 | 09/12/2010 16:36:49 | Software/Applications -> Not Responding -> Now responding |
| This is a media call, the ICT Servicedesk do not currently support media calls, I have telephoned your local Media desk and asked them to investigate. In future please call your local Media team directly.**Call closed by pouralis** |                       |            |                     |                     |   |
| F1179509  | Service Desk Incident |            | 19/10/2010 14:14:00 | 21/10/2010 13:05:08 | MIS/Intranet -> Technical -> Weblearn                     |
| E mailed resolution.**Call closed by hickmann**   |                       |            |                     |                     |   |
| F1177267  | Service Desk Incident |            | 07/10/2010 09:16:24 | 08/10/2010 13:00:37 | MIS/Intranet -> Library -> Other                          |
| Emailed re closure**Call closed by ADEOYEY**  |                       |            |                     |                     |   |
| F1176050  | Service Desk Request  |            | 30/09/2010 17:54:14 | 20/10/2010 17:10:10 | MIS/Intranet -> Accounts -> Weblearn                      |

# Londonmet Helpdesk for students

[https://intranet.londonmet.ac.uk/iss/students/students\\_home.cfm](https://intranet.londonmet.ac.uk/iss/students/students_home.cfm)

Video: introduction to IT Services

The screenshot displays the Londonmet Helpdesk for students website. The header includes the London Metropolitan University logo, navigation links for Evision, WebLearn, and Webmail, and a search bar. The main content area is titled 'For Students' and features a video player for 'Introduction to IT Services'. The video player shows a person at a computer with the text 'These are in both purpose built IT rooms and within Libraries.' Below the video player, there are sections for 'Open Access Computer Labs' and 'Help with Services'. The 'Open Access Computer Labs' section lists locations: Calcutta House, Moorgate, Commercial Road, Spring House, and Ladbroke House, Tower Building. The 'Help with Services' section lists: My Account, Weblearn, Password Help, Evision, ICT Helpdesk, and Timetable. A 'Get Help' section includes a button for '@ ICT Helpdesk' and a 'MetNet - Campus Wifi' section with a video player and text: 'How do I access it?' and 'Where is it available?'.

# Using Londonmet Helpdesk

<https://servicedesk.londonmet.ac.uk/sw/student/>  
How to report an issue:  
in person, online, by telephone

The screenshot displays the Londonmet Helpdesk website interface. At the top, there is a navigation bar with the London Metropolitan University logo on the left, a search box on the right, and links to [www.londonmet.ac.uk](http://www.londonmet.ac.uk), [Livelink](#), [WebLearn](#), [Metranet Help](#), [Accessibility Statement](#), and [Site Map](#).

The main content area is titled "Getting Help - ICT Helpdesk" and includes a breadcrumb trail: [Location:SS](#) > [For Students](#) > [ICT Helpdesk](#).

On the left sidebar, there are links for "For Students", "My IT Account", "Email", "Service Logins", and "Open Access Computers".

The main content is divided into two sections: "In Person" and "Online".

**In Person:** This section is titled "On Campus? Get help at an ICT Helpdesk" and lists several locations: Moorgate, Tower Building, Calcutta House, Commercial Road, Spring House, Stapleton House, and Ladbroke House.

**Online:** This section is titled "Log in to the ICT Helpdesk to report a problem" and features a login form with fields for "Username:" and "Password:", a "Remember me on this computer" checkbox, and a "Sign In" button.

Below the login form, there are two bullet points: "Use password selfservice to reset your password" and "Subscribe to known problems".

At the bottom, there is contact information: "Call the ICT Helpdesk on 020 7133 4444 opening hours are 9am-5pm Mon-Fri".

Footer text includes: "Copyright © 2002 – 2009 London Metropolitan University unless otherwise stated. Use of this website signifies your agreement to the University's [Terms & Conditions](#). [Company Information](#) - Please [contact us](#) with any questions or comments."

The browser's taskbar at the bottom shows "Local intranet" and a zoom level of "100%".

# Help Desk: Typical structure

Customer / User

Issues



Can't be resolved by front line

Front line

Require special expertise



Back line



Require special expertise

**Note:**

**Front line & level 2 are dedicated support teams**

(based on Czege, 1999)



# Help Desk: Support models

- Tourniaire and Farrell (1997)
  - Front-line/Back-line

or

- Touch and Hold

***Overall*** model for front-line and back-line

# Help Desk: Support models

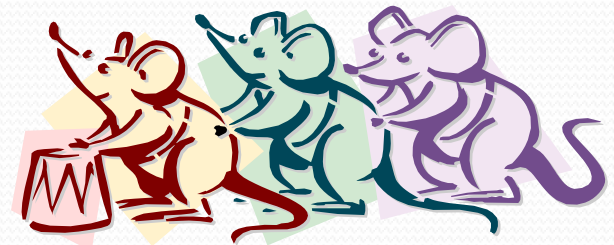
- Czegeł (1999)
  - Resolve
  - or
  - Dispatch
- Approach taken by front-line
  - may determine our overall support model

# Front-line: Resolve or Dispatch

- Role of front-line support staff
  - *Resolve – try to solve the problem first*
    - Attempts to deal with the problem
    - Passes problem to next stage if not resolved within a certain amount of time
  - *Dispatch – refer the problem immediately*
    - Support issue received and logged
    - immediately passed on to appropriate second or third level support group

# Front line: Resolve or Dispatch

- Back-line teams divided into specialist support groups
  - Hardware
  - Operating system
  - Application software, etc.
- Each of these groups will have its own *support queue*
- Front-line staff
  - dispatch issue to appropriate support queue



# Front-line / Back-line model

- Help Desk staff organised in 2 groups:

- Front-line

- Team of junior support staff
- Try to resolve issues within a set time period

- Back-line

- Team of more senior support staff
- Take on issues front-line team has not resolved



# Front-line / Back-line model

## Advantages

Utilises staff effectively

Provides training / career path

Predictable customer model



## Disadvantages

Issues require a handover

Takes time

Risk of information loss

Customer interacts with several people

# Touch and Hold model

- Help Desk has front-line and back-line
  - front-line retain “ownership” of the issue
  - supported by more experienced back-line staff
  - ***no handover*** from front-line to back-line

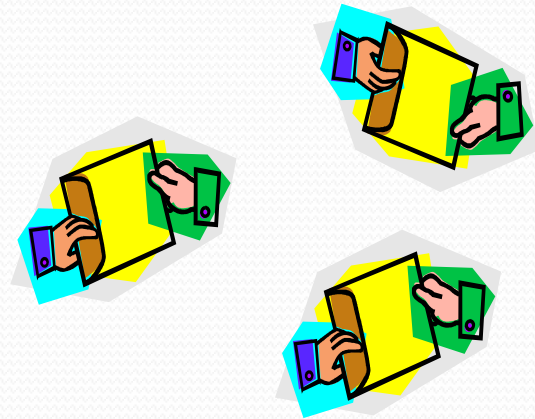
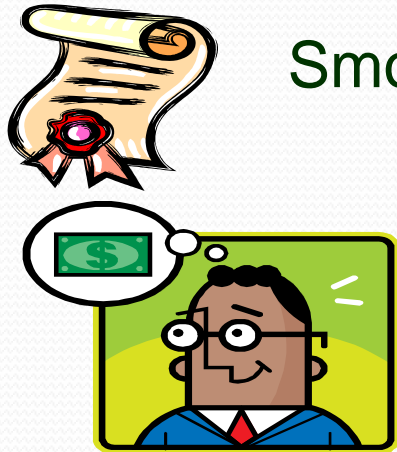
# Touch and Hold model

## Advantages

Fewer handovers

Front line staff more skilled

Smoother workflow



## Disadvantages

Better qualified staff required for front line  
Requires tighter management of back line staff

- Both FL/BL and T&H require third level extension



# Support issue: life cycle

- Activities need to be logged:
  - Contacting the customer/user
  - Escalating the issue
  - Recording results
  - Resolving the issue
  - Update support issue archive

# Support issue: life cycle

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  - Contacting the customer/user
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  - Resolving the issue
  - Update support issue archive

# Support issue: life cycle

- **Contacting the customer**
  - ring customer/user with progress report
  - send customer email updates
  - contact customer for more information
  - attach further information to the issue
    - screen shots showing problem
    - error messages, etc.
  - arrange visits to resolve the issue
  - inform users about known problems

# Contacting the user: new call logged

From: ICT Service desk <ictservicedesk@londonmet.ac.uk>  
To: Kay Dudman <kay.dudman@londonmet.ac.uk>  
Subject: New Logged call F0012345

Dear Kay

Thank you for logging a call with the ICT Service desk.  
Your call has now been registered on our System under the reference F0012345 and has been assigned to the relevant group for resolution.

Please note that you can view the progress of your call by going to our self service webpage. This can be found at:-

[Http://ictservicedesk.londonmet.ac.uk](http://ictservicedesk.londonmet.ac.uk)

If you have any queries or updates regarding this call, please let us know by replying to this email

# Contacting the user: update

From: ICT Service desk <ictservicedesk@londonmet.ac.uk>  
To: Kay Dudman <kay.dudman@londonmet.ac.uk>  
Subject: call Update on F0012345

Dear Kay

There has been an update on your call reference F0012345

The progress is as follows:  
Network drives are preset, but not Customer's local drive.

If we require further information from you, please reply to this email with the requested information as soon as possible so that we may continue to progress your incident.

Please note that you can view the progress of your call by going to our self service webpage. This can be found at: [Http://ictservicedesk.londonmet.ac.uk](http://ictservicedesk.londonmet.ac.uk)

# Contacting the user: nearly resolved

From: ICT Service desk <ictservicedesk@londonmet.ac.uk>  
To: Dr Kay Dudman <kay.dudman@londonmet.ac.uk>  
Subject: RE: Your call ref: F0012345 has now been resolved.

Hi

There is a problem on the servers at the moment that is causing this.  
Hopefully it will be resolved soon.

Regards

# Contacting the user: arrange visit

From: ICT Service desk <ictservicedesk@londonmet.ac.uk>  
To: Kay Dudman <kay.dudman@londonmet.ac.uk>  
Subject: call Update on F0012346

Dear Kay

There has been an update on your call reference F0012346

The progress is as follows:

Is there a time that I may call to check your login?

If we require further information from you, please reply to this email with the requested information as soon as possible so that we may continue to progress your incident.

Please note that you can view the progress of your call by going to our self service webpage. This can be found at: [Http://ictservicedesk.londonmet.ac.uk](http://ictservicedesk.londonmet.ac.uk)

# Contacting the user: on hold

From: ICT Service desk <ictservicedesk@londonmet.ac.uk>  
To: Kay Dudman <kay.dudman@londonmet.ac.uk>  
Subject: call Update on F0012346

Dear Kay

Your call has now been placed On Hold, your call is On Hold because:-:

Monday at about 12.00 noon is fine.

Please note that you can view the progress of your call by going to our self service webpage. This can be found at: [Http://ictservicedesk.londonmet.ac.uk](http://ictservicedesk.londonmet.ac.uk)

Regards



# Contacting the user: resolved - successful

From: ICT Service desk <ictservicedesk@londonmet.ac.uk>  
To: Kay Dudman <kay.dudman@londonmet.ac.uk>  
Subject: Your call ref: F0012346 has now been resolved.

Dear Kay

Your call has now been closed, your call was closed because:

Created new profile for user.  
\*\*Call resolved by ARNIE\*\*

If you feel that your call has not been resolved, please reply to this email stating why so that we may reopen and reassign the call with your update.

# Contacting the user: resolved - unsuccessful

From: ICT Service desk <ictservicedesk@londonmet.ac.uk>  
To: Kay Dudman <kay.dudman@londonmet.ac.uk>  
Subject: Your call ref: F0012347 has now been resolved.

Dear Kay

Your call has now been closed, your call was closed because:

There are no files in this users area that match the criteria specified  
\*\*Call resolved by MAGGIE\*\*

If you feel that your call has not been resolved, please reply to this email stating why so that we may reopen and reassign the call with your update.

# Contacting the user: resolved - unsuccessful

From: ICT Service desk <ictservicedesk@londonmet.ac.uk>  
To: Kay Dudman <kay.dudman@londonmet.ac.uk>  
Subject: Your call ref: F0012348 has now been resolved.

Dear Kay

Your call has now been closed, your call was closed because:

As before have checked with new power cable. The power supply unit is dead.\*\*Call resolved by GORDON\*\*

If you feel that your call has not been resolved, please reply to this email stating why so that we may reopen and reassign the call with your update.

Regards

# Contacting the user: mailbox too large

From: ICT Systems <postmaster.city@londonmet.ac.uk>  
To: Fred Blogger <fred.blogger@londonmet.ac.uk>  
Subject: \*\*\* Large INBOX - First Warning \*\*\*

An automatic scan of our e-mail system has shown that your e-mail INBOX is too large.

Having a large INBOX will slow down the performance of the email server, increase the time it takes you to access your email, and increase the chance of your INBOX becoming corrupted.

You will find that keeping your email INBOX within a reasonable size limit will help to increase the performance of your email.

We recommend that an e-mail INBOX should be used only for NEW email, and should not be allowed to grow above 100Mb and/or 200 messages.

*more on next slide...*

# Contacting the user: mailbox too large

*Continued...*

To accomplish this, it is recommended that each month you file old read messages into different subject folders, or file your whole INBOX into time-based folders, such as INBOX\_May2009, INBOX\_Jun2009, etc.

Alternatively, sort your INBOX by message-size and delete some old large messages to quickly reduce your INBOX size.

This is the FIRST of three warnings.

This message is to give you the chance to do your own e-mail housekeeping. The automatic scan will run again at intervals of one week and if your INBOX is still too large in two weeks from now, it will be automatically moved to a folder and you will be informed how to access it.

If you require help with using email folders, please contact the ICT Service Desk for assistance.

# Contacting the user: planned down time

From: Harry Bartlett <h.bartlett@londonmet.ac.uk>  
To: users@lists.londonmet.ac.uk  
Subject: Livelink downtime

Hello All,

The livelink servers need to be patched. This work will take place between 7am-9am tomorrow morning, 16th October and livelink will be unavailable whilst the work is being done.

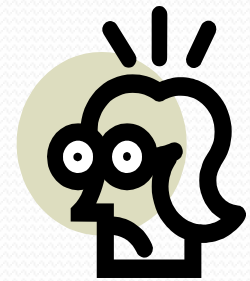
Regards,  
Harry

# Informing the user: **more down time**

- I know, I'll just check my timetable...

**OK**

The server is temporarily unable to service your request due to maintenance downtime or capacity problems. Please try again later.



...oh, dear!

# Informing the user: **more down time**

- I know, I'll just check who is on the module...

## **Service Temporarily Unavailable**

The server is temporarily unable to service your request due to maintenance downtime or capacity problems. Please try again later.



...oh, dear!



# Support issue: life cycle

- **Activities need to be logged:**
  - Contacting the customer/user
  - **Escalating the issue**
  - Recording results
  - Resolving the issue
  - Update support issue archive

# Support issue: life cycle

- Escalating the issue
  - escalate issue to another level
    - for technical reasons
    - issue not solved in given time
    - greater level of authority required



# Escalation

- What is meant by **escalation**?  
“...reassigning an incident to a new resource that may have more specific **expertise**, available **time** or **authority** to resolve the issue.”

Microsoft, 1997
- Escalation **raises the profile** of an issue and is **triggered by certain criteria**

# Escalation

- Types of escalation
  - Technical
    - escalate issue to second or third level support as greater **expertise** is required

# Escalation

- Types of escalation
  - Management
    - escalate to management because greater **authority** is required
      - e.g. unclear whether issue is within scope of agreed support plan

# Escalation procedures

- Priority may escalate an issue automatically
  - Jorgensen's fault severities
    - 10 categories: Mild to Infectious
  - Basic priority scale: low / medium / high
  - Czegeł's priority based on impact on business

# Escalation procedures

- Issue may be escalated
  - Specified, fixed time since issue logged
    - front-line try to resolve in 30 minutes
    - if unsuccessful, issue passed to next stage

# Escalation procedures

- Issue may be escalated
  - Customer requests escalation
    - Clear procedures identify contact person
      - Help Desk manager
  - Request to increase priority of issue



# Support issue: life cycle

- **Activities need to be logged:**
  - Contacting the customer/user
  - Escalating the issue
  - **Recording results**
  - Resolving the issue
  - Update support issue archive

# Support issue: life cycle

- Recording results
  - nature of issue
  - results of investigation
  - solution approaches
  - how resolved
  - writing background notes



# Issue tracking

- Need to keep track of support issues
- Specialist Help Desk Management IS used
- Record details of each support issue
- Support issue information used to manage
  - individual support issues
  - overall performance reporting
    - meeting targets for response/resolution

# Issue tracking

- Details recorded for each support issue: initially
  - How to identify the issue
    - the unique issue reference number
  - Who logged the issue
    - which customer, i.e. company, person's name, contact details, etc.
  - When the issue was logged
    - date and time
  - What the priority of the issue is
    - high, medium, low or other scale

# Issue tracking

- Details recorded for each support issue: in progress
  - What the current status of the issue is
    - open, in progress, resolved
  - Who currently “owns” the issue
    - name of support staff currently working on the problem
  - What has happened to date
    - a history of events

# Support issue: life cycle

- **Activities need to be logged:**
  - Contacting the customer/user
  - Escalating the issue
  - Recording results
  - **Resolving the issue**
  - Update support issue archive

# Support issue: life cycle



- Resolving the issue
  - communicate resolution to customer
  - check the resolution worked
  - confirm closure of the issue

# Support issue: life cycle

- **Activities need to be logged:**
  - Contacting the customer/user
  - Escalating the issue
  - Recording results
  - Resolving the issue
  - **Update support issue archive**



# Support issue: life cycle

- Update support issue archive
  - recording details of support issue
  - recording details of resolution
  - update knowledge base
    - help resolve similar issues in the future



# Support plan

- Sometimes called:
  - a customer care plan
  - a service level agreement
- Defines level of service customer can expect

# Support plan

- A support plan defines
  - **what** is supported
    - scope of support, categories of issue
  - **who** is supported
    - support recipients (users, managers)
  - **how** it is supported
    - Help Desk procedures
  - **when** it is supported
    - hours of service (and what to do at other times)
  - **why** it is supported
    - objectives of support service

# Customer responsibilities

- Customers must know reporting procedures
  - **who** can report support issues
    - may be able to report issue themselves
    - may need to report issue to user representative
  - what **information** must be provided
  - how to **contact** the Help Desk

# Customer responsibilities

- Customer may be obliged to ensure
  - all users have received training before
    - using IS
    - before being allowed to receive support
  - proper security procedures are observed e.g.
    - no unauthorised access to IS
    - adequate backup strategy in place, used, etc.

# Support plan

- Two-way agreement
  - what the **Help Desk** will do
    - targets for responding & resolving issues
  - what the **customer** will do
    - reporting support issues appropriately



# Summary

- Help Desk
  - Purpose
  - Roles
  - Skills
  - Action
  - Support models
    - Touch & Hold
    - Front Line / Back Line
    - Front Line: Resolve or Despatch
  - Support issue life cycle
  - Issue tracking
  - Escalation
  - Support plan





**Any questions?**



# Further reading

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