



## IT Help Desk System

<b>Policy Type:</b>	Information Management	<b>Policy Number:</b>	815
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<b>Document Owner's Approval:</b>	 Howard Thibodaux, Information Technology Director		
<b>Executive Director's Approval:</b>	 Kristin Bonner, MHA, BSN, RN, Executive Director		

### **Policy Statement:**

South Central Louisiana Human Services Authority (SCLHSA) will utilize an online Help Desk Ticket System to document and track requests for any Information Technology (IT) related hardware or software request.

### **Rationale:**

To have a standard system available to all users of SCLHSA IT equipment for the requesting of services and reporting problems with any of the equipment, programs or applications.

### **Procedure:**

- A. Access** - The SCLHSA Help Desk system is an application that is included in the standard SCLHSA desktop image and is accessed via SCLHSA's intranet.
- B. Information Required** - When creating an IT Help Desk Ticket the following information is required:
  1. User first and last name.
  2. User's email address and telephone number.
  3. The subject of the request.
  4. A brief description of the nature of the request.
  5. When the information has been properly entered and submitted, the system will provide the user with a ticket number of their request.
- C. Ticket Resolution**
  1. The IT Department will evaluate the request for services, respond to the request in a timely manner and resolve as soon as possible.
  2. Once the issue is resolved and the ticket is closed, the system sends the user a confirmation of the resolution of service.
  3. The user can re-open the ticket if the problem re-occurs within a few days of resolution.
- D. Statistics**-Statistics and reports from this service are regularly reviewed by the IT Director.

### **Compliance Requirement:**

There are no compliance requirements for this policy.

**Attachments:**

There are no attachment for this policy.

**Linkages:**

There are no linkages for this policy