



IT SERVICE DESK INFORMATION

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1. Introduction

This guide will help you make the most from your IT support and includes the following information:

1. Client Responsibility
2. Requesting for Help
 - a. Client Support Portal Access
 - b. Standard Response Time
3. Request for Change

This document is a work in progress and we welcome any feedback on the items presented.

2. Client Responsibility

Much effort is made to ensure that your computer is safe and running smoothly; however, some of these responsibility is also with you.

The following are some tips to ensure that you are better protected:

1. Using USB drive

USB sticks by nature are connected to multiple computers and can easily be infected by a virus. If you are using a USB stick, make sure that you run a virus scan first.

2. Saving Your Work

Client must ensure that staff is saving their work files appropriately. To ensure all your work files are backed up; please advise all staff to save files to one of your mapped network drives.

Please do not save any work files on the Desktop or My Documents as these locations will not be backed up.

* A small exception to the rule apply to some users - if in doubt, please call Techware.

3. Email

Virus infection is most commonly transmitted via email. Even though you might have antivirus software, emails can disguise itself and cause havoc.

Please be sure to follow these rules:

- a. Delete any email from an unknown source and permanent remove it from your recycle box
- b. Do not click on any links from an unknown source and including sources disguising as a bank, a charity organizations, e-cards or products for sale.
- c. Do not open an attachment from any unknown source. When in doubt, delete.

4. Web Browsing

Web browsing is another way viruses can attach to your computer. If you are visiting an unknown, be mindful to avoid clicking Yes, Ok from any pop up screen. Use the Close Button on the top right hand corner for the box instead

Download files only when you know the source. When in doubt, do not download.

3. Requesting for IT Help

All tasks such as installation, support or reconfiguration is associated with a ticket number. The general rule is that if you do not have a service ticket number, then Techware is not aware of your support request.

There are three ways to contact support:

1. Email Help@Techware.com.au (**recommended method**)
2. Telephone (03) 8542 7378
3. Web Portal <https://connect.techware.com.au/support>

All ticket updates will be sent to the call or sender via email until the completion of the support task.

3.1 Support via Email - help@Techware.com.au (recommended)

The most popular and easiest way to obtain a support ticket is via email to help@techware.com.au.

The helpdesk system will generate a ticket and return an email back to the sender with a support ticket number. Please use this email for all correspondence regarding the issue.

Tip

To better manage your request; have one subject matter for each email. If you have multiple support requests, then create multiple emails for each subject matter. For example, if you have a printing issue and internet issue; then these issues should be sent on two separate emails. You will then receive a ticket reference for each subject matter.

3.2 Support via Telephone - (03) 8542 7378

You may contact Techware from 8:30 to 5:30pm Monday to Friday to log a service ticket.

After Hours Support is available and will incur additional cost. Please reserve any after hours support for extreme emergencies.

3.3 Support via Email – <https://connect.techware.com.au/support>

A self help online portal is available to provide more functionality such as creating a support ticket, view status of the ticket and viewing a history of all the support tickets.

Please make sure you request Techware for logon access before you begin:

1. To start, enter the following address on your browser:

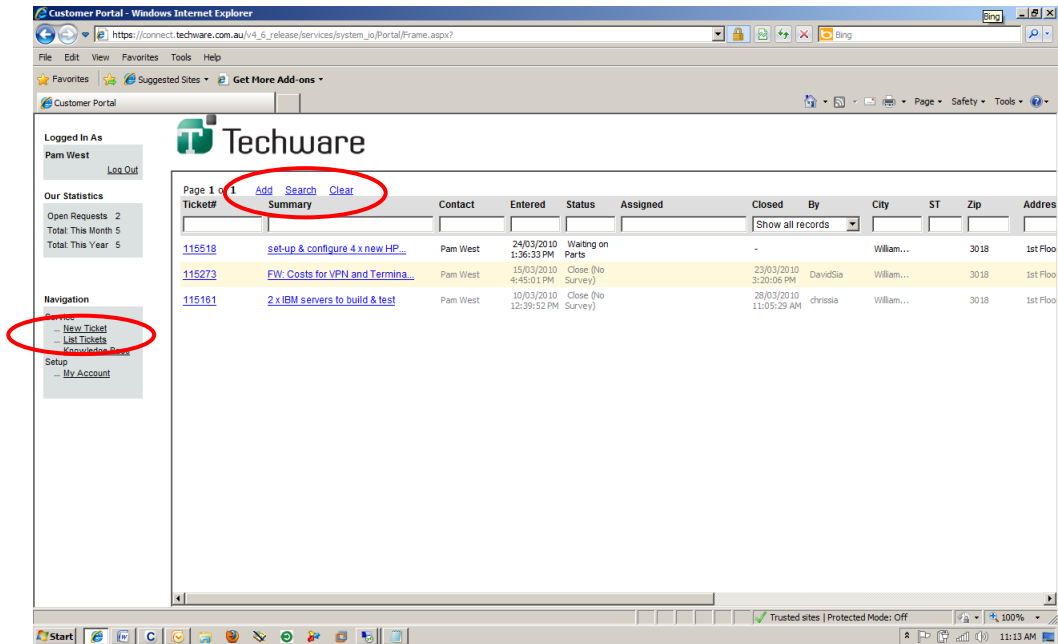
<https://connect.techware.com.au/support>

Note: Please make sure you enter the “s” in HTTPS otherwise it will not work.

2. Enter your email address as your username and password

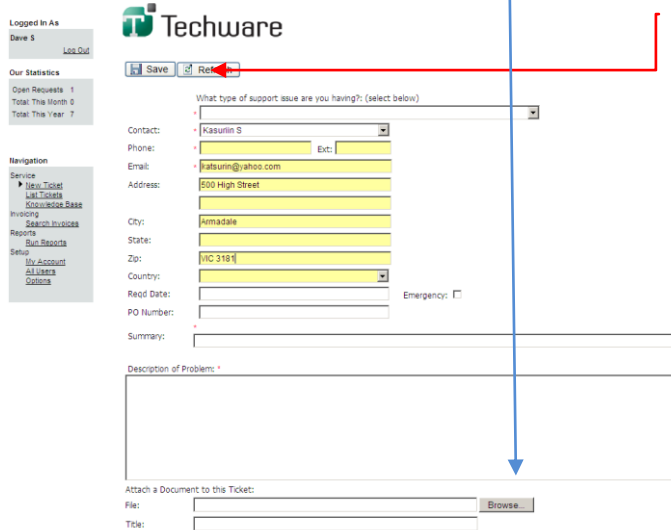


3. To create a new support ticket, click on either "New Ticket" or "Add"



Ticket#	Summary	Contact	Entered	Status	Assigned	Closed	By	City	ST	Zip	Address
115518	set-up & configure 4 x new HP...	Pam West	24/03/2010 1:36:33 PM	Waiting on Parts		-		William...		3018	1st Floor
115273	FW: Costs for VPN and Termina...	Pam West	15/03/2010 4:45:01 PM	Close (No Survey)		23/03/2010 3:20:06 PM	DavidSie	William...		3018	1st Floor
115161	2 x IBM servers to build & test	Pam West	10/03/2010 12:39:52 PM	Close (No Survey)		28/03/2010 11:05:29 AM	chrisla	William...		3018	1st Floor

- Enter all the required fields in red asterisks. If you have a document or file to attached, you may do so on the bottom option. Click Save to create a ticket.



3.4 Support Response Times

Support Level:	Response Times
Telephone and Remote Support	
Level 1 Remote, Telephone and Email Response	1 hour
Level 2 Maximum Phone / Email Response Time	2 hours
Level 3 Maximum Phone / Email Response Time	5 Hours
Level 4 Maximum Phone / Email Response Time	16 Hours
Level 5 Maximum Phone / Email Response Time	Appointment Base
Business Support Hours 8:30am – 5.30pm Mon-Fri (excluding public holidays in Melbourne, Australia)	

Level 1 - Critical

- Essential Server is down – does not boot up
- No user can access Internet
- No access to essential services – Email, Accounting\ERP System
- No one can log on the network

Level 2 High

- Virus Outbreak
- Critical system returning errors – database error,
- Crash/no access to/non-availability of a non-essential server
- Some server hardware failure, example one hard disk mirror broken
- A group of users cannot log on the network

Level 3 Medium

- Users is unable to process a particular type of service but has simple alternative
- Only one user affected
- System produces incorrect results in a known and isolated set of circumstances which can be worked round
- Printing

Level 4 Low

- Network flaw causing heavy traffic flow
- System slow\delay
- System warning requiring action

Level 5 – (Scheduled)

- Program updates
- Planned downtime
- Add\Modify\Remove on any device
- How to instructions
- Scheduled Installations
- Problem resolve and waiting on “Client Test”

4. Request for Change

If your request involves adding, removing or modifying your computer network environment, Techware will classify this as a request for change.

Your site contact will be required to approve for the change.

A form or a ticket request for approval will be required before conducting this requested.

These forms include:

Change Request Items	ETA
Server –Third Party Software (New Install)	5 Working Days
Server –Third Party Software (Upgrade)	5 Working Days
Server – Update Service Packs	3 Working Days
Server – Replace\Add Hardware Component	10 Working Days
Server – Hard Disk Replacement \ Upgrade	10 Working Days
Server– Virus Installation\Upgrade	5 Working Days
Workstation – Install new software	3 Working Days
Workstation – Upgrade accounting software	3 Working Days
Workstation – Software Update	3 Working Days
Workstation – Virus Installation\Upgrade	3 Working Days
Workstation – New User	3 Working Days
Workstation – New Computer	10 Working Days
Remove User	3 Working Days
Modify\Move User	3 Working Days
Firewall Installation	10 Working Days
Firewall Add\Change Rules	3 Working Days
Internet Change	15 Working Days

The ETA is based on the time that the RFC is signed and received by Techware.

Some ETA is indicative particularly when the change causes outages; the delivery time is typically scheduled with the client.

To avoid delays, please advise your HR manager to advise Techware when a new staff is expected to join your team.

Please ensure that you sign a purchase order for any new equipment.