



# TECHNICAL SUPPORT POLICY:

## Department of Information **Systems**

### I. General Information

Technology support services are provided through the Department of Information **Systems (COJIS)**. **COJIS** is committed to delivering quality customer service and technical solutions in support of city-wide technology needs. To ensure the best possible support, **COJIS** provides the City's departments with this Technology Support Policy (TSP) outlining specific services, priorities, and responsibilities related to the support of technology.

This document represents service guidelines, response times and requirements to be used by **COJIS** and the City departments who use technology and computing resources supported by the **COJIS** Department.

**Note:** *This Technology Support Policy is subject to modifications in response to changes in technology services and support needs.*

### II. Customer Service Statement

The **COJIS** Technical Support team is committed to delivering quality customer service by:

- Striving to ensure customer satisfaction.
- Responding to requests for support within published time frames.
- Interacting with the City Departments and users in a respectful and courteous manner.
- Requesting feedback for opportunities for improvement.
- Continuously working to improve the quality of service.
- Regularly reviewing and monitoring established performance indicators.

### III. **COJIS** Technical Support Services

#### **COJIS** Helpdesk / Information Support Services

- Responds to customer questions regarding application functionality, problems, and service requests.
- Ensure that customers are adequately trained on desktop applications.
- Gathers appropriate information regarding problem and service requests.
- Ensure that problem and service requests are logged and tracked.
- Provide First Level and Second Level support of all areas of service.
- Provide support to the Information Technology Services teams to ensure proper operation of systems.
- Desktop hardware and software installations, maintenance, and support.

#### **Network / Database Services**

- Ensures that the networks, servers, applications, and databases are available for users to access and meet the availability requirements of City network users.
- Responds to and resolves questions, problems, and requests for enhancements to the server configuration.
- Provides support to the Programming Services to ensure proper operation of database systems.
- Is responsible for database backups and administration functions.
- Ensures database integrity and functionality through monitoring and tuning.

#### **Programming Services**

- Responds to and resolves customer questions, problems with, and requests for enhancements to the application services to meet business needs.
- Responds to customer questions regarding application functionality and support the Network Services team to ensure proper operation of applications.
- Ensures that customers are adequately trained and that applications meet the business needs of the users.
- Responds to customer questions regarding data issues.
- Responds to customer questions regarding web content and web site functionality.
- Provides support to the Systems, Database, and Network Services team to ensure proper operation of web applications.
- Ensures that site programming is completed according to standards.

#### **Web Application Development Services**

- Responds to customer questions regarding web content and web site functionality.
- Provides support to the Systems, Database, and Network Services team to ensure proper operation of web applications.
- Ensures that site programming is completed according to standards. Maybe delete this Section?

## IV. **COJIS** Hours of Operation and Contact Information

The **COJIS** Helpdesk is the central point of contact for all technical support including hardware and software questions and consulting, installations, networking, network connection requests, and troubleshooting.

**Note:** To ensure the best response, all requests for assistance should be made through the Helpdesk. Emails, word of mouth or phone calls to other **COJIS** staff cannot be guaranteed to receive the appropriate priority and service level.

### Hours of Operation

The **COJIS** Helpdesk is staffed **8 AM to 5 PM**, Monday through Friday CST except when City offices are closed.

### After Hours Support / System Emergency Calls

After hours, on-call service is available for urgent support only and should be based on a business need that cannot wait until normal business hours. Support requests may still be submitted through the Helpdesk system 24/7, however Priority 1 requests will not be handle until normal business.

### How to Request Assistance

- Contact the **COJIS** Helpdesk by phone or submit a Helpdesk request
  - **COJIS** Helpdesk: **870-336-7130**
  - Enter a Helpdesk request: [IT@jonesboro.org](mailto:IT@jonesboro.org)
- Be present at your workstation or device and be prepared to provide or verify the following:
  - Name, location and contact number
  - Computer Name
  - A clear and specific description of the problem or request, including information regarding any error messages you may have received.
  - Availability for call back or visit (specific shift or time of day)
  - Number of users affected
  - Permission for remote access to workstation, if applicable
- Requests will be entered into the Helpdesk system as a ticket. **COJIS** will respond to requests within timeframes in accordance with Priorities and Response Times (see below) within the Hours of Operation unless urgent after hours support is required.
- Critical or very important requests (in accordance to priority criteria outlined in Priorities and Response Times) should always be phoned in to the **COJIS** Helpdesk to be logged into the Helpdesk tracking system. The Helpdesk will escalate received requests to appropriate technical support groups within **COJIS**.

### Priorities and Response Times for *Incidents / Outages / Problem Requests*

**COJIS** Technical Support will use the following guidelines in prioritizing incidents, outages or problem reports and will strive to respond to the problem within the target timeframe. Actual resolutions may be shorter or longer depending on the priority of the requests and staff availability. The following table defines the levels of priority and their respective response times\*.

PRIORITY	CRITERIA	*RESPONSE TIME
P1-Urgent	Issues which have significant repercussions and render the whole system unusable are marked URGENT. An example would be an application error which affects all or a large percentage of users. Urgent priority tickets are for issues that render a system unusable such as an error preventing access to computer, issues causing users no access to the application, and the like, or expose security vulnerabilities designated with a severity/risk of serious.	Within 1- 4 hours
P2-High	Issues which have significant repercussions but do not render the whole system unusable are marked HIGH. An example would be an application error which is only triggered under rare circumstances or which affects only a small percentage of all users. HIGH priority are issues that impact the ability to be able to create content, blocks not displaying, and the like, or expose security vulnerabilities designated with a severity/risk of serious.	Within 1-8 hours
P3-Normal	Issues that affect one piece of functionality are NORMAL priority. An example would be the category filter or report not working. This is a self-contained issue and does not impact the overall functionality of the software. Another example of request with NORMAL priority would be a How-To question.	Within 4-24 hours

**\*The response time does not necessarily mean that the ticket is resolved; instead, the ticket will *at least* be verified within the above time frames.**

**Priorities and Response Times for *Service Requests***

Service requests include additions, changes, repairs, permissions, etc., With the exception of password changes/account lockouts, service requests should be made by entering a ticket into the Helpdesk system.

TYPE OF REQUEST	REQUIRED INFORMATION	RESPONSE TIME
Ticket Dispatch/Assignment to service staff	All necessary information has been obtained and documented	1 business days from receipt of all required information
(Network) Password changes/Account Lockouts	Verify identity	On demand via call to the COJIS Helpdesk during Hours of Operation
New PC/Laptop/Tablet load and delivery	Helpdesk ticket containing or verifying the following: <ul style="list-style-type: none"> <li>• COJIS is in possession of equipment;</li> <li>• Accurate location and contact information</li> <li>• PO Number</li> <li>• User information,</li> <li>• Software requirements and licenses</li> <li>• Computer name of PC being replaced, if applicable</li> </ul>	5 business days from ticket assignment
PC/Laptop/Tablet wipe and reload	Helpdesk ticket containing or verifying the following: <ul style="list-style-type: none"> <li>• COJIS is in possession of equipment</li> <li>• Accurate location and contact information</li> <li>• PO Number</li> <li>• User information,</li> <li>• Software requirements and licenses</li> <li>• Data retention/backup requests</li> <li>• Computer name of PC being replaced, if applicable</li> </ul>	5 business days from ticket assignment

TYPE OF REQUEST	REQUIRED INFORMATION	RESPONSE TIME
PC Pickup/Disposal	<p>Helpdesk ticket containing the following:</p> <ul style="list-style-type: none"> <li>• List of equipment with serial and city tag number</li> </ul> <p>Completed Asset Transfer or Property Disposal form for each piece of equipment at pickup.</p>	<p><b>5 business days</b> from ticket assignment</p>
Software installation	<p>Helpdesk ticket containing the following:</p> <ul style="list-style-type: none"> <li>• Computer name;</li> <li>• Accurate location, contact number, and availability</li> <li>• Complete name and version of software</li> <li>• License/PO/subscription information, if applicable</li> </ul>	<p><b>2 business days</b> from ticket assignment</p>
Software updates	<p>Helpdesk ticket containing the following:</p> <ul style="list-style-type: none"> <li>• Computer name</li> <li>• Accurate user location and contact information</li> <li>• Complete name and version of software</li> <li>• License information, if applicable</li> </ul>	<p><b>2 business days</b> from ticket assignment</p>
Printer Software Installation	<p>Helpdesk ticket containing the following:</p> <ul style="list-style-type: none"> <li>• Computer name</li> <li>• Accurate user location and contact information</li> <li>• Complete model name of printer</li> <li>• License information, if applicable</li> </ul>	<p><b>2 business days</b> from ticket assignment</p>

TYPE OF REQUEST	REQUIRED INFORMATION	RESPONSE TIME
Printer Hardware Installation	Helpdesk ticket containing the following: <ul style="list-style-type: none"> <li>• Computer name(s)</li> <li>• Accurate user location and contact information</li> <li>• Complete model name of printer</li> <li>• Printer software, if provided</li> </ul>	2 business days from ticket assignment
New Equipment / Software Quote	Helpdesk ticket containing the following: <ul style="list-style-type: none"> <li>• Complete description of hardware or software</li> <li>• List special accessories or software versions</li> <li>• Business purpose for software/hardware</li> </ul>	2 business days from ticket assignment
New User Setups/User Exit Clearance Requests	Completed New User Setup/User Exit Clearance form submitted by an authorized requestor from the City Approval list	1 business days from ticket assignment
Long Distance Codes	Helpdesk ticket containing the following: <ul style="list-style-type: none"> <li>• Complete name of user</li> </ul>	5 business days from ticket assignment
User Profile Changes (Change of location and/or phone number)	Updated location and contact information submitted through the Helpdesk system <ul style="list-style-type: none"> <li>• Login to the Helpdesk system</li> <li>• Update phone number and/or contact information</li> <li>• Submit</li> </ul>	1 business day from ticket assignment

TYPE OF REQUEST	REQUIRED INFORMATION	RESPONSE TIME
Fileshare/Folder/Application permissions	<p>Helpdesk ticket submitted by an authorized requestor from the City Approval list containing:</p> <ul style="list-style-type: none"> <li>• Accurate user name, department, location and contact information</li> <li>• Complete fileshare/folder path</li> <li>• Special permissions, if applicable</li> </ul>	<p><b>2 business days</b> from ticket assignment</p>
General "How-To" assistance		<p><b>Response is generally within 1 business day</b></p>
Telephone Services	<p>Helpdesk ticket submitted by an authorized requestor from the City Approval list containing:</p> <ul style="list-style-type: none"> <li>• Accurate user name, department, location and contact information</li> <li>• Complete description of service requested</li> </ul>	<p><b>2 business days</b> from ticket assignment</p>



## V. **COJIS** Technical Support Response Procedures

The **COJIS** Helpdesk or any support staff contacted will document or collect the following information:

- Accurate user name, phone number and location
- Computer Name
- Provide a clear description of the problem, e.g., URL, error messages, screen shots, how error can be replicated, course, user, etc.
- Availability for call back or visit (specific shift or time of day)
- Number of users affected
- Permission for remote access to workstation, if applicable

### 1. **Identify / Prioritize the request or problem**

Refer to the **Priorities and Response Times for Incidents / Outages / Problem Requests** to help determine the urgency of the issue.

### 2. **Log the issue into the Helpdesk system**

The **COJIS** Helpdesk will log a ticket in the Helpdesk system for all problems and requests provided by the caller. Limited troubleshooting may take place during the initial phone call.

### 3. **Assigning calls**

All calls logged in the Helpdesk system will be sent to dispatch and assigned to the appropriate **COJIS** support staff for resolution.

If needed, support will contact the user follow-up on the call. Communication can be made via the Helpdesk system, email and/or phone.

### 4. **Close the calls**

All actions taken to resolve the issues will be recorded in the Helpdesk. After the issue is successfully resolved the ticket will be closed.

## Help-Desk Priority Defined

### Priority 1- Urgent 1-4 hour turn around

- 🕒 Production Site Off-Line (Migrate to DR Site)
- 🕒 Disabled Users
- 🕒 E911 Dispatch (ALL Consoles)
  - o No RPS
  - o No Phones
  - o No ACIC
  - o No Internet (Web Access)
  - o No RMD
  - o Computer will not boot
  - o No Email
  - o Email System
  - o RPS Program
  - o RMD Program
  - o ACIC connection
  - o Fire Programs
  - o AVL connection
  - o Warnings Program
  - o Tickets Program
  - o Name & Address Program
  - o Internet (Web Access)
  
  - o Police/Fire
  - o Same as E911 Dispatch
  - o Utilize Line Car Laptop (Patrol Spares)
- 🕒 JET Dispatch
  - o RouteMatch Program
  - o Phones

\* Dispatch Console Computers/Desktop - If dispatch console computers can not be restored to production status within 1 hour the computer will be replaced. Two preconfigured dispatch computers reside in the IS department.

\*Police/Patrol Panasonic Toughbooks Laptops - If patrol laptops computers can not be restored to production status within 1 hour the laptop will be replaced. Preconfigured laptops are currently deployed within line cars.

\*Computers that are removed from production are assessed. The assessment will determine if components are to be replaced or new equipment is needed. Once necessary action is taken to resolve issue the equipment is placed back into standby.

Priority 2-High 1-8 hour turn around

FOIA Request (Considered high priority but turn around is determined by request)

Desktops Computers (replace with preconfigured desktop computers

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