



# Rancho Los Amigos National Rehabilitation Center

## INFORMATION MANAGEMENT SERVICES

### POLICY AND PROCEDURE

SUBJECT: INFORMATION MANAGEMENT SERVICES (IMS)  
HELP DESK

Policy No.: 306  
Supersedes: 3/5/93  
Revision Date: 7/6/05  
Page: 1 of 1

#### I. PURPOSE:

To provide a single point of contact to help users obtain support for computer and telephone-related issues.

#### II. PROCEDURE:

Problems or request for service called in by users may include application errors, unexpected time-outs, "frozen" or "locked" screens, printer malfunctions, password resets or any other equipment breakdowns.

#### III. POLICY:

1. Responsibility - The Help Desk Supervisor is responsible for the following:
  - Maintaining the operation and availability of the Help Desk during normal established working hours.
  - Monitoring the HelpDesk.net system on a regular basis and following up on unresolved calls.
  - Escalating extended and unresolved problems to the Operations Manager.
2. Duties -The functions of the Help Desk include but are not limited to the following:
  - Responding quickly to calls for assistance.
  - Logging in user request for service in the HelpDesk.net system.
  - Resolving basic system problems over the telephone at the time of the call or assigning the problem to a 2nd level support analyst in the HelpDesk.net system.
  - Following up on the resolution of extended system problems.
  - Reporting and escalating extended and unresolved problems to the Help Desk Supervisor.
3. Availability- The hours of availability will be as follows:
  - 7:00a.m. to 5:00p.m. Monday through Friday.
  - For after hours, weekends and holidays, the user will leave a voice message, following the recorded instruction.

#### IV PROCEDURE:

When receiving incoming calls to the Help Desk, the staff will either correct the problem or forward it to a 2nd level support analyst in the HelpDesk.net Ticket System (for procedure refer to Policy and Procedure# 601).

NOTE: The assigned 2nd level Analyst will notify all users within two (2) hours of the received trouble ticket, and check their queue of tickets every two hours. All user problem requests are to be completed in eight (8) hours. Emergency ticked status may be assigned and triggers an e-mail to the analyst directly from the HelpDeck.net system. Information Services Requisition's (ISR) and Telephone Service Requisition's (TSR) are not assigned time limits.

EFFECTNE DATE:  
7/6/05  
APPROVED BY:

COUNTY OF LOS ANGELES • DEPARIMENT OF HEALTH SERVICES

Signature(s) on File.