



Rancho Los Amigos National Rehabilitation Center

INFORMATION MANAGEMENT SERVICES POLICY AND PROCEDURE

SUBJECT: INFORMATION MANAGEMENT SERVICES (IMS)
HELP-DESK PORTAL TICKET SYSTEM

Policy No.: 601
Supersedes: N/A
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I PURPOSE:

To establish a procedure for the intake/documentation as well as assignment of request for service for computer related problems.

II POLICY:

Information Management Services computer room staff shall answer service calls Monday thru Friday between the hours of 7:00a.m. and 5:00p.m. and assign a request for service to the appropriate Analyst in the IMS Help Desk Portal Ticket System.

III PROCEDURE, (First level Analyst):

1. Select the "**Internet Explorer**" icon - *(This will take you to the Rancho On-line Intranet screen – Go to the Rancho On-line Portal Login)*
 - a.) Type your "**User Name**"
 - b.) Type your "**password**"
2. Select "**Information Systems**"
3. Select "**Create Ticket**"
4. Type in the requested information in the appropriate fields
5. Select "**Submit**" *(This will submit the trouble information and assign to a 2nd level support analyst with a ticket number).*

NOTE: All users will be notified by the assigned 2nd level Analyst within two (2) hours of the received trouble ticket. Users are assigned priority levels, (Gold, Silver and Bronze) for completion of trouble request. Gold users problem requests are to be completed in four (4) hours. Silver users problem requests are to be completed in six (6) hours and Bronze users problem requests are to be completed in eight (8) hours. Information Services Requisition's (ISR) and Telephone Service Requisition's (TSR) are not assigned time limits.

IV PROCEDURE, (Second level Analyst):

Once trouble requests are assigned by first level Analyst, the second level Analyst process is as follows:

1. Select the “**Internet Explorer**” icon - *(This will take you to the Rancho On-line Intranet screen – Go to the Rancho On-line Portal Login)*
2. a.) Type your “**User Name**”
b.) Type your “**password**”
3. Select “**Information Systems**”
4. Select “**Ticket Listing**”
5. Choose the assigned ticket number by clicking on the ticket number, (i.e., [2975](#)) - *(This will take you to the information submitted for the problem).*
6. Call users and notify them that you have received the request for service within two (2) hours.
7. Complete the trouble request based on the assigned Gold, Silver and Bronze time frames. Once the problem is resolved document the corrective action taken in the Help Desk Portal System and select the “Close” icon to close and archive the request.

NOTE: If you are unable to resolve the problem and another analyst is needed to complete the service request, select the, “Transfer” icon and transfer the problem to the appropriate Analyst. Once the problem is resolved and closed it will return to the first Analyst it was assigned to. The problem will remain the responsibility of the first level Analyst to close when completed.

If you are unable to complete the service request because equipment needs to be ordered select the, ” Suspend” icon. Continue to monitor the problem and resolve once the equipment is received.