

NCCS Technology Help Desk System

As technology usage continues to increase, so does the need for tech support. As a tech team we are always looking for better ways to meet your needs in a more timely and efficient manner. For that reason we have implemented our **help desk system**. This help desk system is done **entirely through email**. You do not need to go to a website or log into anything to use the system. Below is an explanation of the system.

Help Desk Overview

Help desk programs are commonly used by many schools and businesses. In brief, here is how ours works:

- Whenever you have a technology need, problem, or request, you simply send an email to the appropriate help desk email address (explained later). Except for Pinnacle requests, this would be the tech person assigned to your building.
- Based upon the email address you choose for your tech problem, the “help ticket” created will be automatically assigned to the correct tech support person.
- When you submit your request it will be documented with an email message sent to you, an email message sent to the assigned tech person, and it will be stored in the help desk system.
- The tech person will then work to solve your submitted problem, possibly reassigning it to another tech person if needed.
- During this process the tech person and you can communicate on the progress of the problem through email.
- Any time the tech person updates your problem or when they finish solving it, you will get an automatic email message informing you of the status.

Benefits

So what are the benefits of using this system? Here are a few:

- **Management of tech requests** – Each week we get hundreds of tech requests that come in the form of emails, voice mails, written letters in the district mail, notes left on our desks, and conversations in the halls. A centralized system helps manage the tech requests. The help desk sorts the requests by the order they come in and then archives them when they are complete. This makes sure no requests fall through the cracks or get buried under waves of new problems.
- **Improved communication** – Through the help desk system, every time work is done on your request you will receive an automatic email update. Additionally the tech person can carbon copy updates to others who need to be kept in the loop such as building principals or other tech team members.
- **Improved efficiency** – The help desk system allows us to create a large FAQ (Frequently Asked Questions) database which we can use to quickly give you an answer to common questions and needs.
- **Improved tracking** – With this system we can track problems based on specific equipment, location, or staff member. This can help us spot problem trends that need to be addressed.
- **Increased accountability** – With the help desk system we can generate reports to track how long it is taking us to address tech requests and how many problems we are fixing. The system also sends reminders to tech team members anytime a request has not been updated recently. This feedback is vital to help us speed up response time and improve any weak areas in our service to you.
- **Ease of Use** – Finally, this particular help desk system is just easy to use. Since it is entirely email based all you have to do is send, receive, and reply to emails. You do not have to go to a website or log into anything new. Since everyone is already comfortable with using email, this system will be natural to use.

How to Use the Help Desk

To use the NCCS Help Desk, do the following:

- 1) Simply **send an email** to the appropriate email address:

Email address:	Purpose:	Auto-assigned to:
hshelp@northcantonschools.org	For all High School staff technology needs	Darlene Mishler
mshelp@ northcantonschools.org	For all Middle School staff technology needs	Pam Cullen
clhelp@ northcantonschools.org	For all Clearmount staff technology needs	Pattie Knox
gthelp@ northcantonschools.org	For all Greentown staff technology needs	Pattie Knox
nwhelp@ northcantonschools.org	For all Northwood staff technology needs	Pattie Knox
ohhelp@ northcantonschools.org	For all Orchard Hill staff technology needs	Pattie Knox
genhelp@ northcantonschools.org	For the Early Childhood Center, Special Ed Office, Bus Garage, Stadium, and District Office	Meegan Massello
pinhelp@ northcantonschools.org	For all Pinnacle and grading needs regardless of building	John Fano

- 2) You will now **get an email** from the help desk system acknowledging your request. Additionally you will get an email message from the system anytime your help request gets updated by the tech person, gets reassigned to a new tech person, needs additional information from you, or gets resolved.
- 3) If the tech person needs more information from you, or if you simply want to add something to the tech request, do the following:
 - a) **Simply reply to the email** you received from the help desk. **Do not change the subject line** though since that is what the help desk system will use to identify your ticket. The help desk will take your response and automatically add it to the ticket.
 - b) Do not send an email directly to the tech person.
 - c) Do not start a new help ticket for the same problem.

Exceptions

The help desk system should be used for all technology needs, problems, issues, and requests, **unless there is an emergency**. An emergency would be some technology problem that **prohibits you or your students from doing something critical that needs to be done right away**. In cases of emergencies you should **contact your main office** (or the district office if you are not in a K-12 building) and they will find a tech team member to assist you. We are frequently away from our desks, so you should not send us an email or leave us a voicemail when there is an emergency.

As always, let me know us know if you have any comments, concerns, or questions.

Eric Curts and the tech team