



Blue Mountain Community College *Administrative Procedures*

Procedure Title: Information Technology Helpdesk Procedure
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Accountable Administrator: Vice President of Information Technology
responsible for updating: Vice President of Information Technology
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Purpose:

The purpose of Blue Mountain Community College's helpdesk services is to provide comprehensive and timely technical support of computer hardware and software related issues.

Principle:

To assure that user requests are given immediate attention all Helpdesk requests shall be initiated by one of the following;

1. Internet request at <http://bmcchelpdesk.intermountaintech.org>,
2. Phone request at 966-3182 or 800-522-8396 ext 3182

Email or phone requests to technicians and ITR staff are strongly discouraged as they may be working at other campus locations, have scheduled time off, or may be ill, leaving your request unknown and unanswered until their return.

Definitions:

Priority guideline examples, including but not limited to:

- High: Problem prevents computer use or class instruction.**
- Network, Email, AIS account requests.
 - Wolftrax non-operational
 - ITV in class support requests.
 - Network outage.
 - Phone non-operational.
 - Citrix non-operational.
 - Email non-operational.
 - BMCC hosted Website unreachable.
 - Instructor podium equipment non-operational.
 - Software supporting distance education experiencing failure.

- Medium: Issue impedes normal operation but does not prevent job duties.**
- Departmental software and hardware acquisition requests.
 - ITV scheduling request.
 - Printer, scanner, other peripheral hardware malfunctions.
 - Email works; however, user experiences problems sending or receiving to an individual.
 - Software reinstall and/or software operation problems.
 - BMCC Website change/update requests.
 - Cannot open document type.

- Low: Software or hardware enhancements.**
- Requestor has a monitor but would like a flat screen.
 - Requestor has an operational keyboard but would like an ergonomic style.
 - Requestor would like computer speakers.