

Level 1 Support Strategy

General Guidelines and Goals:

Primary Goal: To setup and operate an effective support system with a timely response period.

Supporting Goals: Ensure adequate resources and efficient processes are in place.
Minimize the cost to the iGroup.

Roles and Responsibilities:

BCeSIS Project Team:

- Providing Level 2 help desk services through software and service providers, for the use of designated school district 200 contacts.

iGroup:

- Providing tools for tracking and reporting issues.
- Building a knowledge base of Level 1 help desk staff.
- Coordinating all Level 1 help desk support services.
- Developing a formal service level agreement between schools and iGroup.
- Configuration issues.
- Security/access issues
- Helpdesk support will be available to schools once schools have entered Stage 1.

Schools:

- Providing acceptable school level technical support.
- Contacting helpdesk personnel through the web base issue tracking software.
- Accessing support services through designated processes and methods
- Sharing responsibility for funding the Level 1 helpdesk services.
- Responsible for all connection issues (i.e. internet access)
- Responsible for configuration and changes to their proxy servers and/or firewalls.
- Responsible for all operating system problems. (May be exceptions)
- Responsible for all browser problems. (Maybe not all – e. g. MS does not support IE on Macs)
- Responsible for first using the available online resources.
 - Quick Reference guides.
 - Website FAQ
 - User Forum
 - Helpdesk knowledge base
- Responsible for ensuring that all data access and transfer meets privacy guidelines. (PIPA)

Level 1 Helpdesk Software Access:

The software used by the BCeSIS iGroup is a web-based helpdesk ticket management type of software. Access will be granted to schools that have completed the first week of iGroup training. Usernames and passwords will be assigned on a per school basis.

It can be accessed by going to: <http://www.bcesisigroup.ca/helpdesk.htm>

Level 1 Helpdesk Processes:

Helpdesk Ticket Flowchart: This flowchart explains how tickets are resolved

Download Here:

http://www.bcesisigroup.ca/documents/HelpdeskProcess_web.pdf

Connectivity Flowchart: This flowchart of actions that should be taken by schools before contacting the helpdesk to determine where the possible problems with connectivity may exist.

Download Here:

http://www.bcesisigroup.ca/documents/Connectivity_web.pdf