

# OCIO Help Desk Level One Support

December 15, 2014

Last updated: December 15, 2014

## 1. Rate

There is no charge for using the OCIO Help Desk for OCIO Services.

## 2. General Overview:

The Office of the CIO Help Desk Level One Support takes calls from anyone using any services of the Office of the CIO. The Help Desk answers questions, performs necessary diagnostics, and resolves technical problems, if possible. If the Help Desk representatives cannot answer a question or resolve a problem, the Help Desk staff will refer the issue to the appropriate technical team.

## 3. Service Description:

The Service will include:

- Answering questions via phone, email, website, and through walk-ins
- Password changes. The Help Desk fields requests for password changes for all OCIO supported systems, including z/OS, AS/4000, LAN/Windows/STN, EnterpriseOne, NDS, and Clarity passwords.
- County services. The Help Desk fields requests for the Intergovernmental Data Services (IDS) team. These request come from the courts, county offices, etc. who work with IDS. Requests that can be handled at the Help Desk level include ID, workstation, software, peripheral equipment diagnostics and support, etc. Requests that are escalated to Level 2 support are network issues, hardware replacement and repairs, billing issues, etc.
- Escalation of unresolved problems to the next level of support
- Diagnostics. When issues are reported to the Help Desk, the staff collects information on the device and software affected the symptoms or error messages received, and the date/time of the problem. Basic troubleshooting is done to diagnose whether this is a common or easily resolved issue that can be addressed by the Help Desk staff. If the issue cannot be resolved and/or defined, the issue and information is escalated to Level 2 support.
- Automatic notifications when a ticket closes

The Service will **NOT** include:

- Onsite support;
- Level two technical support (provided by the OCIO Technical Teams);
- Support for services provided by entities other than the Office of the CIO.

Benefits include:

- A central point of contact for anyone with questions or encountering problems with any service offered by the Office of the CIO.

- Tracking of all tickets with a history of activity that is available to the customer.
- Follow up and automatic escalation of issues that are unresolved after prescribed periods of time.

#### 4. Roles and Responsibilities:

The Help Desk is responsible for receiving calls and collecting information under the circumstances to perform diagnostics.

They will also resolve issues and forward on problems to the level-two help desk. The level-two team completes the requests referred by level-one. Level-two is also responsible for executing the necessary training and provide information about new services to the level one Help Desk.

#### 5. Requesting Service

To request assistance from the Help Desk:

- Call 402-471-4636 or 800-982-2468
- Email a specific issue to [ocio.csupport@nebraska.gov](mailto:ocio.csupport@nebraska.gov)
- Visit our customer website at <https://ciohelpdesk.nebraska.gov/User>

Operations do not monitor incoming tickets during non-business hours. During the non-business hours callers will be transferred to the Operations service are that is on-duty at all times. Emailed requests will be responded to the next business day by Help Desk Staff.

#### 6. Billing Information:

There is no charge to the customer for using the Office of the CIO Help Desk for services provided by the Office of the CIO.

#### 7. Service Hours, Response Times and Escalation:

Service is available from 7:00AM-5:30PM Central Time, Monday through Friday. During the non-business hours, phone calls to the Office of the CIO Help Desk route to the Office of the CIO Operations Team. The Operations Team will escalate critical issues to the appropriate technical team for immediate action, if necessary.

Help Desk provides customer support via phone, email, self-service, and walk-ins. If the Help Desk cannot solve the problem at hand then it will be escalated to level two.

**For further information, please contact:**

## *Help Desk*

## *Help Desk Level One*

**Office of the CIO Help Desk**  
**[cio.help@nebraska.gov](mailto:cio.help@nebraska.gov)**  
**402-471-4636 or 800-982-2468**