ADMINISTRATION POLICY
HELP DESK

EFFECTIVE: April 2011
REVISED:
RELATED POLICIES:

POLICY

Northern Lights College is committed to providing staff and students with the computing technology and support to facilitate positive conditions for work and/or study.
The College's Information Technology department, through its Help Desk Technicians, provides a responsive centralized support model for computers and information technology to ensure satisfactory resolution of any technical issue.

PROCEDURE

Help Desk Technicians will classify all incoming requests for assistance based on a set guidelines determined by the Information Technology department. Severity assessment of all incidents shall remain the sole jurisdiction of the Help Desk Technicians.

The Help Desk also is the central contact point for all Information Technology requests, including hardware purchases, software purchases, other equipment purchases, warranty request processing, and feature implementation.

Hours of operation for the Help Desk normally will be 8:30 am to 4:30 pm, Monday to Friday. Help Desk hours may be modified to respond to the needs of the College.

Severity Classifications:

- **Critical:**
  The operations and responsibilities of multiple departments and business processes within the College community are affected. Examples include: a major telephone outage, a system wide e-mail failure, or an administrative system failure that prevents the normal flow of business. All available Information Technology Resources will be employed toward resolution of the incident.

- **Major:**
  Similar to a critical incident except that it only affects one department, one individual or one location. Examples include: communications failures at one campus, the inability to process routine transactions at a single location, or a disruption which prevents a class from taking place (such as videoconferencing "system" failures). The Help Desk will attempt to resolve the situation remotely; if that is not possible, the next available physical resource shall be dispatched to the location of the problem.

- **Standard:**
  Standard or routine incidents of equal priority will be processed by the Help Desk on a first come, first served basis. The Help Desk may prioritize certain standard requests based upon the time of year, functional impact, ease of repair, availability of technicians or other factors. Standard requests should be completed within two business days.

Project Requests:

Requests which require substantial IT resources, or have inherent time constraints will be classified as projects and transferred to the IT Management Committee for project validation and costing analysis. After consultation, due deliberation, and review users will be notified when and if their requested project will proceed. All projects approved by the IT Management Committee are subject to funding approval by the college Administrative team.

Appeal Process:

Requests that are cost prohibitive, contrary to policy or technologically unfeasible will be rejected. Rejected requests may be appealed to the Chief Information Officer.
Any user who is dissatisfied with the performance of the Information Technology team is encouraged to contact Information Technology management and provide details of their particular situation.

Failure to complete a standard call within two days will be brought to the attention of supervisory personnel who will determine and rectify the situation promptly.