

Procedure for Reporting Technical Trouble to the NERIC Help Desk

- 1) Provide your full name and work location (including office area, Division.)
- 2) Be ready to confirm your current work email address. This is required and the NERIC Help Desk tracking system uses caller email address to identify the customer.
- 3) Describe the technical trouble you are experiencing. Include the frequency in which the problem occurs, if relevant (i.e. always, sometimes, or during specific operations.) If you are reporting a problem with a phone, specify the user, the phone number and location. For any installation work, specify the work to be done, the best times to perform the work, and the time-frame for completion. Finally, please mention during the call if you have discussed the issue with a technician.
- 4) The Help Desk Technician will create a ticket in Help Desk tracking software and enter details about the problem into the record.
- 5) The Help Desk Technician will ask questions during the call to gather more details to be used to provide better service or to resolve the problem.
- 6) If the problem cannot be resolved with the Help Desk, we will escalate the problem to a technician or technical group for resolution. If the assigned group or technician is either unavailable or if the issue is determined to be outside of their area of responsibility, the Technician will ask the Help Desk to reassign to the appropriate group.
- 7) The Help Desk will follow up on each ticket to assure it is resolved.