Policy

Works Orders

Date: June 9, 2009

Purpose: Purpose of this policy is to establish the protocol to get help from the Information Systems group at Otis College of Art and Design.

Scope: This policy covers all users at Otis College – students, faculty, and staff.

Discussion: The Information Systems group at Otis College of Art and Design uses Numara's Track-It software to centralize help desk operations. Users use Track-It to notify these Information Systems of problems or request for service. This is the <u>main</u> means of requesting help from the Information Systems group.

Details: Users are given a username / password so they can log into Track-It and create, monitor, and update work orders.

Several new enhancements have been made to Track-It and Otis College has implemented some of these:
- Converting E-mails to work orders – E-mails sent to Information Systems helpdesk (helpdesk@otis.edu)e-mail account is converted into a work order. An e-mail conformation is sent back to the sender with a tracking number.
- Voicemail left on the helpdesk phone (310-665-6914) will be converted into a work order and if you phoned from on campus, a conformation e-mail will be sent to the person assigned to the phone.

Phone calls, memos, and in the hall conversations will still work for emergencies but not for general help request – no work order no work. The only way to get help is to get a work order generated.

Revisions: 06/09/2009   -   Created