



DISTRICT OF COLUMBIA DEPARTMENT OF CORRECTIONS

Program Statement

OPI: OMITS
Number: 2410.6A
Date: October 20, 2011
Supersedes: 2410.6
Subject: Information Technology
Help Desk

1. **PURPOSE AND SCOPE.** This program statement establishes policy and procedures governing the Help Desk program in support of employees' workstations and the associated hardware and software.
2. **APPLICABILITY.** This policy applies to all employees, contractors/consultants or volunteers who are authorized to use DC government resources and who have been provided with a user account.
3. **NOTICE OF NON-DISCRIMINATION.** In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Code section 2-1401.01 et seq., (hereinafter, "the Act"), the District of Columbia does not discriminate on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intrafamily offense, or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.
4. **PROGRAM OBJECTIVES.** The expected results of this program are:
 - a. Employees whose job duties require access to DOC information systems, e-mail or internet shall have access to well functioning computer workstations with minimal disruptions due to hardware, software or telecommunications problems.
 - b. Employees shall have on-line help for frequently occurring problems in workstation operations via accessing an up-to-date 'Frequently Asked Questions' (FAQ's) database.
 - c. Calls for help, their resolution and the time from call to resolution shall be recorded, reviewed and analyzed on a regular basis with the objective of identifying and preventing recurring problems, as well as publishing their user solutions on a FAQ database.

5. **DIRECTIVES AFFECTED**

a. **Directives Rescinded**

- 1) PS 2410.6 Information Technology Help Desk (6/18/04)

b. **Directives Referenced**

- 1) PS 2000.2 Retention and Disposal of Department Records
- 2) PS 2420.2 Information Security
- 3) PS 2420.4 Email and Internet Use

b. **AUTHORITY**

- a. D.C. Code § 1-1401 et seq, Office of the Chief Technology Officer (OCTO)
- b. D.C. Code § 24-211.02 Powers; Promulgation of Rules [Formerly DC Code § 24-442]

7. **STANDARDS REFERENCED.** None

8. **REQUIREMENTS**

a. **The Office of Management Information and Technology Services (OMITS)** administers the DOC IT Help Desk Program.

- 1) OMITS technical staff provide technical assistance and support in response to requests for help regarding personal computer and workstation operations throughout DOC in accordance with *PS 2420.2, Information Security*.
- 2) Staff is available during regular business hours at (202-673-8240 and 202-671-2073) to assist employees with personal computer and workstation problems.
- 3) A voice mailbox records requests when the help-line (IT Help Desk) is not staffed.
- 4) Request for service may also be made via email at dochelpdesk@dc.gov.

b. **Employees.** Employees shall use the IT Help Desk as the primary method for reporting problems in computer hardware and software operations, and for requesting OMITS technical assistance and support

- c. **Managers and Office Chiefs.** Managers and office chiefs shall provide support to OMITS in “performance review and analysis” activities oriented towards enhancing DOC’s Personal Computer and Workstation Maintenance and Care program.

9. PROCEDURES

a. OMITS technical personnel shall:

- 1) Check the voice mailbox hourly during regular business hours for new calls and requests for help. Voicemail left on weekends and holidays shall be checked the next business day. Voicemail left overnight shall be checked and processed the following morning.
- 2) Log calls for assistance into a database as “call tickets/trouble calls.”
- 3) Assign call tickets/trouble calls to OMITS technical personnel who are best qualified to resolve the documented issues or to resolve the indicated problems.
- 4) Attempt to resolve end user needs within one hour of call as a stated goal.
- 5) Maintain documentation of call received and services performed for historical purposes and to support evaluation of performance over time. As a minimum, performance shall be tracked while capturing and reporting on the following:
 - a) Total calls for help and response times-monthly and cumulative,
 - b) Trouble reports by category – monthly and cumulative,
 - c) Trouble reports by status – new, analyzed, fixed, closed, etc.
 - d) Trouble reports by technician-monthly and cumulative

10. EVALUATION AND PLANNING.

As information technology impacts all aspects of DOC, dependence upon the "help-line" for problem resolution and support services shall be critical to DOC business needs. In view of this, OMITS shall employ the following procedures to enhance the level of customer support being provided:

- a. Evaluate and document the extent of DOC “help-line”, and/or “help desk” requirements.
- b. Within 180 days of issuance of this Program Statement develop performance standards related to service and help support being provided, document how well the standards are being met, and use the results to evaluate alternatives for satisfying agency long-term needs.

- c. Review and evaluate calls and requests for help twice each month. When questions and calls for help represent a "pattern," consideration shall be given to adding the questions to a Frequently Asked Questions (FAQ) database and periodically updating the database and making the information available to the entire DOC workforce.
 - d. Maintain the desktop quick reference guide to facilitate rapid and accurate resolution of customer problems and questions. Periodically update this reference guide, incorporating FAQ and answers to FAQ, and make the guide available to the DOC workforce by the most expedient means available.
 - e. Improve overall maintenance and care of DOC personal computers and workstations.
 - f. Demonstrate how technical support being provided by OMITS can be used to improve performance of the DOC workforce.
11. **TRAINING.** OMITS will develop and facilitate basic computer user training for the usage of Local Area Network (LAN), network account logon, network resources utilization, DC Government email program and general workstation maintenance procedures.

A handwritten signature in black ink, appearing to read 'Thomas Faust', with a stylized flourish at the end.

Thomas Faust
Acting Director