Title	Process to Request Technical Support	SOP #	
SOP Owner (Job Title)	Information Technology	Implementation Date	TBD
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1. Purpose

This procedure is used by all employees of Cerritos College to report technical problems and request technical support for district owned computer hardware, district owned mobile devices, district software licenses, classroom audio/visual equipment, Wi-Fi access, network access, Cerritos user credentials, or access to district IT resources/services supported by the IT department.This procedure is used by classified employees, confidential employees, and faculty to report technical problems and request technical support for district owned devices and services.

2. Scope

The intended audience for this procedure is all employees of Cerritos College.

3. Definitions/Acronyms

Help Desk Ticket – A support request entered through our Spiceworks ticketing system at http://helpdesk.cerritos.edu/portal. All support requests are entered, assigned, counted, and tracked through this system. When users call, the person answering usually enters a ticket and assigns it to a tech.

Urgent requests – Support requests that affect classroom instruction, impede employees from meeting deadline, involve an immediate security concern, impose a financial burden, or affect a large group of people.

Non-urgent requests – Support requests that not emergencies and can be addressed later without consequence. Some examples can include, but are not limited to, printer installations, software installations, or routine computer upgrades. Non-urgent requests are also tickets that are entered on weekends or late at night when the IT department is closed.

Normal business hours – Monday through Friday, 8:00am to 4:30pm

Afterhours support – Any support request that requires immediate attention and is being entered after 4:30pm.

4. Responsibilities

All district employees are responsible for submitting technical support requests through the appropriate channels to ensure that their request is addressed promptly. Employees are required to consider the urgency of the request and the time of day to determine the appropriate method to find help.

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5. Procedure

Help Desk tickets for non-urgent requests are to be entered using the following priority.

1. On the web at http://helpdesk.cerritos.edu/portal
2. Email: helpdesk@cerritos.edu
3. Phone: extension 2166 or (562) 467-5266

Help Desk tickets for urgent requests during normal business hours are to be entered using the following priority.

1. Phone: extension 2166 or (562) 467-5266
2. In person at the IT department by visiting SS 109 or 117
3. On the web at http://helpdesk.cerritos.edu/portal
4. Email: helpdesk@cerritos.edu

Help Desk tickets for afterhours support are to be entered using the following priority.

1. On the web at http://helpdesk.cerritos.edu/portal
2. Email: helpdesk@cerritos.edu
3. Due to limited staffing afterhours and no one dedicated to answering calls, emails take priority over phone calls and voicemails.
   Phone: extension 2166 or (562) 467-5266

6. Forms

N/A

7. References

N/A

8. Revision History

Monday, January 28, 2019.

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