# **Service Definition - Helpdesk Topic**

## Background

The Helpdesk system is the single resource for managing the incoming support requests for all services hosted at the PaN portal. It's an integral PaN service ensuring all issues are communicated, assigned and resolved in a reasonable time frame.

## Prerequisites and Assumptions

* an existing PaNPortal where all PaN community services are accessible from
* added services need to adhere to Helpdesk requirements outlined below

## Requirements

The Helpdesk requirements are broken into 2 sections

1. What each RI needs to provide when submitting a new service to the PaN community
2. How the PaN community Helpdesk should be structured to manage the underlying services

### 1.RI Input

The following input should be part of any new service made available to the PaN community:

* The RI will provide an email address (or distribution list) for managing support requests to provided services (**mandatory**)
* The RI will provide an email address (or distribution list) to the PaN Helpdesk, to be used for contacting respective support personnel at each RI (**mandatory**)

### 2. PaN Helpdesk Structure

The PaN community Helpdesk should have the following structure:

* A single Helpdesk support email serving as a single point of contact for all services hosted on the PaN portal
* A rotating "Shift Manager" role, ensuring incoming support tickets/tasks are forwarded and assigned to relevant RIs, and worked on
  + during PaNOSC: should be assigned to a single/group of people (or a single RI)
  + Post PaNOSC: to be discussed/decided later
  + should monitor, escalate and resolve unattended or unresolved tickets (difficult to implement using email ONLY infrastructure)
* Based on the current load, a PaNOSC ticketing system could be considered at the relevant time

## Helpdesk – Email ONLY model

The following diagram (Figure 1) shows how a PaN user submits a ticket to the Helpdesk based on an email ONLY system model:

Figure 1

PaN User

email to Helpdesk support

generic support email

Service C

Service B

Service A

distribution

list at

RI C

distribution

list at

RI B

distribution

list at

RI A

RI Level

Helpdesk

Level

PaN User

forward

to service

Shift

Manager

Pros:

* Simplicity: only email is required
* Readiness: can be up and running right away, with no extra resources or configurations required

Cons:

* Difficult to follow up on response time by “Shift Manager”
* No complete overview of support ticket progress (unless all parties are CC’ed on all communication)